



DAVID Y. IGE  
GOVERNOR

JOSH GREEN  
LT. GOVERNOR

**STATE OF HAWAII  
OFFICE OF THE DIRECTOR  
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS**

335 MERCHANT STREET, ROOM 310  
P.O. BOX 541  
HONOLULU, HAWAII 96809  
Phone Number: 586-2850  
Fax Number: 586-2856  
cca.hawaii.gov

CATHERINE P. AWAKUNI COLÓN  
DIRECTOR

JO ANN M. UCHIDA TAKEUCHI  
DEPUTY DIRECTOR

**Testimony of the Department of Commerce and Consumer Affairs**

**Before the  
House Committee on Health, Human Services, & Homelessness  
Monday, March 29, 2022  
10:00 a.m.  
Via Videoconference**

**On the following measure:  
H.R. 60, REQUESTING THE DIRECTOR OF HEALTH TO ESTABLISH A  
TELEHEALTH AND TELEPHONIC SERVICES WORKING GROUP TO ADDRESS  
THE COMPLEXITIES SURROUNDING THE APPROPRIATE USE OF TELEHEALTH  
AND TELEPHONIC SERVICES, BY SPECIALTY CARE AREA, AND COVERAGE OF  
THESE SERVICES BY HEALTH INSURANCE**

Chair Yamane and Members of the Committee:

My name is Ahlani Quiogue, and I am the Licensing Administrator of the Department of Commerce and Consumer Affairs' (Department) Professional and Vocational Licensing Division (Division). The Department appreciates the intent of and offers comments on this resolution.

The purpose of this measure is to request that the Director of Health establish a telehealth and telephonic services working group to address the complexities surrounding the appropriate use of telehealth and telephonic services, by specialty care area, and coverage of these services by health insurance. The working group shall include representatives of government and various other organizations.

Testimony of DCCA

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The Department appreciates the intent of this resolution because it proposes to study very important matters that could ultimately result in better access to care for the consumers of this State.

Thank you for the opportunity to testify on this resolution.



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**Testimony of the Department of Commerce and Consumer Affairs**

**Before the  
HOUSE COMMITTEE ON HEALTH, HUMAN SERVICES, AND HOMELESSNESS  
Tuesday, March 29, 2022  
10:00 a.m.  
Room 329 and Via Videoconference**

**On the following measure:  
H.R. 60, REQUESTING THE DIRECTOR OF HEALTH TO ESTABLISH A  
TELEHEALTH AND TELEPHONIC SERVICES WORKING GROUP TO ADDRESS  
THE COMPLEXITIES SURROUNDING THE APPROPRIATE USE OF TELEHEALTH  
AND TELEPHONIC SERVICES, BY SPECIALTY CARE AREA, AND COVERAGE OF  
THESE SERVICES BY HEALTH INSURANCE.**

Chair Yamane and Members of the Committee:

My name is Colin M. Hayashida, and I am the Insurance Commissioner of the Department of Commerce and Consumer Affairs' (Department) Insurance Division. The Department offers comments on these resolutions.

These resolutions request the Director of Health to establish a working group on telehealth and telephonic services to address the complexities surrounding the appropriate use of telehealth and telephonic services, by specialty care area, and coverage of these services by health insurance.

The resolutions further provide that the working group is to include as a member, the Insurance Commissioner, or the Insurance Commissioner's designee.

The adoption of telehealth services has reduced barriers to care during the COVID-19 public health emergency. The law on coverage for telehealth currently

provides that reimbursement levels for telehealth and for the same service provided via face-to-face contact are equivalent. The National Association of Insurance Commissioners commented in a January 27, 2022 letter to the U.S. Department of Health and Human Services that the use of telehealth should be one factor in determining sufficient network coverage, but its value should be carefully considered and balanced with making in-person care sufficiently available. Telehealth is clinically different than in-person care and may not provide the same level of care in some situations.

Thank you for the opportunity to testify on these resolutions.



**March 29, 2022 at 10:00 am**  
**Via Videoconference**

**House Committee on Health, Human Services, and Homelessness**

To: Chair Ryan I. Yamane  
Vice Chair Adrian K. Tam

From: Paige Heckathorn Choy  
Associate Vice President, Government Affairs  
Healthcare Association of Hawaii

Re: **Testimony in Support**  
**HCR 60 and HR 66, Requesting the Director of Health to establish a telehealth and telephonic services working group to address the complexities surrounding the appropriate use of telehealth and telephonic services, by specialty care area, and coverage of these services by health insurance**

The Healthcare Association of Hawaii (HAH), established in 1939, serves as the leading voice of healthcare on behalf of 170 member organizations who represent almost every aspect of the health care continuum in Hawaii. Members include acute care hospitals, skilled nursing facilities, home health agencies, hospices, assisted living facilities and durable medical equipment suppliers. In addition to providing access to appropriate, affordable, high-quality care to all of Hawaii's residents, our members contribute significantly to Hawaii's economy by employing over 20,000 people statewide.

Thank you for the opportunity to testify in **support** of this resolution, which seeks to create a better understanding of and opportunities for the use of telephonic telehealth in the state. The pandemic radically changed patient and provider use of telehealth and it is clear that this modality of care will become a permanent preference for many. However, there are remaining questions about how to best use and provide telehealth, whether that be through store and forward technology, audio-visual platforms, or through telephonic means.

Hawaii has long been at the forefront of telehealth policy and a working group that discussing the appropriate use and expansion of telephonic telehealth in the state will allow continued innovation on this issue. We would suggest that it would be appropriate to include a representative from the Healthcare Association of Hawaii on this measure since the use of telehealth for individuals receiving post-acute care in nursing facilities or through home health and hospice should be part of this discussion.

Thank you for your consideration of this important issue.



## **DISABILITY AND COMMUNICATION ACCESS BOARD**

1010 Richards Street, Room 118 • Honolulu, Hawaii 96813  
Ph. (808) 586-8121 (V) • Fax (808) 586-8129

March 29, 2022

### **TESTIMONY TO THE HOUSE COMMITTEE ON HEALTH, HUMAN SERVICES, & HOMELESSNESS**

**House Concurrent Resolution 66 / House Resolution 60 –  
Requesting the Director of Health to Establish a Telehealth and Telephonic Services  
Working Group to Address the Complexities Surrounding the Appropriate Use of  
Telehealth and Telephonic Services, by Specialty Care Area, and  
Coverage of these Services by Health Insurance**

The Disability and Communication Access Board (DCAB) supports House Concurrent Resolution 66 and House Resolution 60.

Telehealth is a valuable option for people with disabilities. Telehealth appointments assist patients with mobility disabilities who may have transportation difficulties in attending in-person appointments. Patients with disabilities who have certain underlying conditions may be at a higher risk for severe illness from COVID-19 and will have an option to schedule telehealth appointments.

Thank you for the opportunity to provide testimony.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Kirby L. Shaw".

**KIRBY L. SHAW**  
Executive Director



March 25, 2022

The Honorable Ryan I. Yamane, Chair  
The Honorable Adrian K. Tam, Vice Chair  
House Committee on Health, Human Services, & Homelessness

**HCR 66 / HR 60 – Requesting the Director of Health to establish a telehealth and telephonic services working group to address the complexities surrounding the appropriate use of telehealth and telephonic services, by specialty care area, and coverage of these services by health insurance.**

Dear Chair Yamane, Vice Chair Tam, and Committee Members:

The Hawaii Association of Health Plans (HAHP) appreciates the opportunity to testify in **support** of HCR 66 / HR 60. HAHP is a statewide partnership of Hawaii’s health plans and affiliated organizations to improve the health of Hawaii’s communities together. The vast majority of Hawaii residents receive their health coverage through a health plan associated with one of our organizations.

The COVID-19 pandemic has highlighted how valuable telehealth and other remote forms of care are important modalities of health care service delivery. Greater access to quality health care services is needed throughout the state and especially in rural areas where the shortages of health care providers are most severe.

Therefore, we support the establishment of a working group to further discuss and identify the appropriate use and insurance coverage levels of telehealth and telephonic services in the state.

Thank you for allowing us to testify in support of HCR 66 / HR 60.

Sincerely,

HAHP Public Policy Committee

cc: HAHP Board Members

[hahp.org](http://hahp.org) | 818 Keeaumoku St., Honolulu, HI 96814 | [info@hahp.org](mailto:info@hahp.org)