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# HOUSE CONCURRENT RESOLUTION

REQUESTING THE INSURANCE COMMISSIONER 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.

1           WHEREAS, health care providers in Hawaii increasingly rely  
2 on real-time audio and visual telehealth visits and other  
3 modalities of care delivery to increase access to health care in  
4 the State; and

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6           WHEREAS, the coronavirus disease 2019 pandemic placed  
7 severe restrictions on in-person gatherings and meetings,  
8 thereby increasing the need for remote modalities of health care  
9 delivery; and

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11           WHEREAS, telehealth is a valuable method of health care  
12 delivery that requires further discussion and evaluation to  
13 determine whether its use can ensure quality health outcomes for  
14 patients, by specialty care area, and the appropriate health  
15 insurance coverage levels for these services; and

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17           WHEREAS, there is an additional need to remedy digital  
18 health disparities for individuals who lack access to the audio-  
19 visual technology needed for telehealth visits; and

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21           WHEREAS, other remote care modalities, such as audio-only  
22 telephonic services, are a valuable method of health care  
23 delivery; and

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25           WHEREAS, audio-only telephonic services are not currently  
26 considered telehealth services; and

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1 WHEREAS, there is a need for further discussion and  
2 evaluation to determine whether audio-only telephonic services  
3 can ensure quality health outcomes for patients, by specialty  
4 care area, and the appropriate health insurance coverage levels  
5 for these services; now, therefore,

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7 BE IT RESOLVED by the House of Representatives of the  
8 Thirty-first Legislature of the State of Hawaii, Regular Session  
9 of 2022, the Senate concurring, that the Insurance Commissioner  
10 is requested to establish a telehealth and telephonic services  
11 working group to address the complexities surrounding the  
12 appropriate use of telehealth and telephonic services, by  
13 specialty care area, and coverage of these services by health  
14 insurance; and

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16 BE IT FURTHER RESOLVED that the working group is requested  
17 to include:

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- 19 (1) The Insurance Commissioner, or the Insurance  
20 Commissioner's designee;
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- 22 (2) A representative of the House of Representatives, to  
23 be appointed by the Speaker of the House of  
24 Representatives;
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- 26 (3) A representative from the Senate, to be appointed by  
27 the President of the Senate;
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- 29 (4) The Administrator of the Med-QUEST Division of the  
30 Department of Human Services, or the Administrator's  
31 designee; and
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- 33 (5) A representative from the Professional and Vocational  
34 Licensing Division of the Department of Commerce and  
35 Consumer Affairs, to be appointed by the Director of  
36 Commerce and Consumer Affairs; and
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38 BE IT FURTHER RESOLVED that the Insurance Commissioner is  
39 requested to serve as chairperson of the working group; and  
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1 BE IT FURTHER RESOLVED that the chairperson is requested to  
2 invite representatives from the following organizations to  
3 participate in the working group:

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- 5 (1) A representative from the Department of Health;
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- 7 (2) Two representatives from health care systems operating
- 8 in the State;
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- 10 (3) Two representatives from health insurers, mutual
- 11 benefit societies, or health maintenance organizations
- 12 operating in the State;
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- 14 (4) One representative from the Hawaii Medical
- 15 Association; and
- 16
- 17 (5) One representative from the Hawaii Psychiatric Medical
- 18 Association; and
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20 BE IT FURTHER RESOLVED that the working group is requested  
21 to consider:

- 22
- 23 (1) All available peer-reviewed research, studies, and
- 24 models for telehealth, audio-only telephonic services,
- 25 and other modalities of remote care and whether use of
- 26 these remote care services can ensure quality health
- 27 care patient outcomes, by specialty care area;
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- 29 (2) Guidelines and requirements from the Centers for
- 30 Medicare and Medicaid Services and Hawaii Med-QUEST
- 31 for telehealth, audio-only telephonic services, and
- 32 other modalities of remote care, by specialty care
- 33 area; and
- 34
- 35 (3) Appropriate health insurance coverage levels for
- 36 telehealth and audio-only telephonic services, by
- 37 specialty care area; and
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39 BE IT FURTHER RESOLVED that the working group is requested  
40 to submit a report of its findings and recommendations,  
41 including any proposed legislation, to the Legislature no later



1 than twenty days prior to the convening of the Regular Session  
2 of 2023; and

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4 BE IT FURTHER RESOLVED that certified copies of this  
5 Concurrent Resolution be transmitted to the Insurance  
6 Commissioner, Director of Health, Director of Commerce and  
7 Consumer Affairs, and Director of Human Services.

