
HOUSE CONCURRENT RESOLUTION

REQUESTING THE ESTABLISHMENT OF 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 a Telehealth and Telephonic
10 Services Working Group is requested to be established to address
11 the complexities surrounding the appropriate use of telehealth
12 and telephonic services, by specialty care area, and coverage of
13 these services by health insurance; and
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15 BE IT FURTHER RESOLVED that the working group is requested
16 to include:
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- 18 (1) The Chair of the House of Representatives Committee on
19 Health, Human Services, and Homelessness, or the
20 Chair's designee;
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- 22 (2) The Chair of the Senate Committee on Health, or the
23 Chair's designee;
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- 25 (3) The Insurance Commissioner, or the Insurance
26 Commissioner's designee;
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- 28 (4) The Administrator of the Med-QUEST Division of the
29 Department of Human Services, or the Administrator's
30 designee;
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- 32 (5) A representative from the Professional and Vocational
33 Licensing Division of the Department of Commerce and
34 Consumer Affairs, to be appointed by the Director of
35 Commerce and Consumer Affairs; and
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- 37 (6) The Director of Health, or the Director's designee;
38 and
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40 BE IT FURTHER RESOLVED that the Chairs of the House
41 Committee on Health, Human Services, and Homelessness and Senate



1 Committee on Health, or the respective Chair's designee, are
2 requested to serve as co-chairs of the working group; and

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4 BE IT FURTHER RESOLVED that the co-chairs of the working
5 group are requested to invite representatives from the following
6 organizations to participate in the working group:

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8 (1) Two representatives from health care systems operating
9 in the State;
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11 (2) Two representatives from health insurers, mutual
12 benefit societies, or health maintenance organizations
13 operating in the State;
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15 (3) One representative from the Hawaii Medical
16 Association;
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18 (4) One representative from the Hawaii Psychiatric Medical
19 Association; and
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21 (5) Any additional members deemed necessary by the co-
22 chairs; and
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24 BE IT FURTHER RESOLVED that the working group is requested
25 to consider:

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27 (1) All available peer-reviewed research, studies, and
28 models for telehealth, audio-only telephonic services,
29 and other modalities of remote care and whether use of
30 these remote care services can ensure quality health
31 care patient outcomes, by specialty care area;
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33 (2) Guidelines and requirements from the Centers for
34 Medicare and Medicaid Services and Hawaii Med-QUEST
35 for telehealth, audio-only telephonic services, and
36 other modalities of remote care, by specialty care
37 area; and
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39 (3) Appropriate health insurance coverage levels for
40 telehealth and audio-only telephonic services, by
41 specialty care area; and
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1 BE IT FURTHER RESOLVED that the working group is requested
2 to submit a report of its findings and recommendations,
3 including any proposed legislation, to the Legislature no later
4 than twenty days prior to the convening of the Regular Session
5 of 2023; and

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

