
HOUSE 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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28 WHEREAS, there is a need for further discussion and
29 evaluation to determine whether audio-only telephonic services
30 can ensure quality health outcomes for patients, by specialty



1 care area, and the appropriate health insurance coverage levels
2 for these services; now, therefore,

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

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12 BE IT FURTHER RESOLVED that the working group is requested
13 to include:

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

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41 (1) A representative from the Department of Health;
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- 1 (2) Two representatives from health care systems operating
2 in the State;
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4 (3) Two representatives from health insurers, mutual
5 benefit societies, or health maintenance organizations
6 operating in the State;
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8 (4) One representative from the Hawaii Medical
9 Association; and
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11 (5) One representative from the Hawaii Psychiatric Medical
12 Association; and
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14 BE IT FURTHER RESOLVED that the working group is requested
15 to consider:
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- 17 (1) All available peer-reviewed research, studies, and
18 models for telehealth, audio-only telephonic services,
19 and other modalities of remote care and whether use of
20 these remote care services can ensure quality health
21 care patient outcomes, by specialty care area;
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23 (2) Guidelines and requirements from the Centers for
24 Medicare and Medicaid Services and Hawaii Med-QUEST
25 for telehealth, audio-only telephonic services, and
26 other modalities of remote care, by specialty care
27 area; and
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29 (3) Appropriate health insurance coverage levels for
30 telehealth and audio-only telephonic services, by
31 specialty care area; and
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33 BE IT FURTHER RESOLVED that the working group is requested
34 to submit a report of its findings and recommendations,
35 including any proposed legislation, to the Legislature no later
36 than twenty days prior to the convening of the Regular Session
37 of 2023; and
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39 BE IT FURTHER RESOLVED that certified copies of this
40 Resolution be transmitted to the Insurance Commissioner,
41 Director of Health, Director of Commerce and Consumer Affairs,
42 and Director of Human Services.

