
HOUSE CONCURRENT RESOLUTION

REQUESTING THE ESTABLISHMENT OF A TELEHEALTH WORKING GROUP TO EXAMINE THE IMPACT OF WIDESPREAD TELEHEALTH ADOPTION DURING THE COVID-19 PANDEMIC AND IDENTIFY PUBLIC POLICY INITIATIVES AT THE FEDERAL AND STATE LEVEL TO OPTIMIZE TELEHEALTH UTILIZATION AS THE STATE TRANSITIONS OUT OF THE COVID-19 PANDEMIC.

1 WHEREAS, the State experienced an increase in the use of
2 telehealth during the COVID-19 pandemic by a factor of sixty-
3 five and has remained at that level, which is well above the
4 pre-COVID-19 pandemic usage; and
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6 WHEREAS, telehealth adoption was most significant with
7 direct-to-consumer video visits on personal devices and audio-
8 only telephone visits, often without important elements of the
9 physical exam or vital signs being obtained during the visit;
10 and
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12 WHEREAS, although there is some data to support the safety,
13 efficacy, timeliness, access, and cost effectiveness of
14 telehealth, the impact of widespread telehealth adoption in the
15 State is largely unknown; and
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17 WHEREAS, although telehealth (video and audio) visits may
18 improve short term access to and timeliness of health care,
19 there may be adverse long-term consequences if patients are not
20 seen in person for physical examination, lab work, vital signs,
21 and other in-clinic testing; and
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23 WHEREAS, a full evaluation of the impact of widespread
24 telehealth adoption in the State on safety, utilization, total
25 cost of care, and patient and provider satisfaction to determine
26 how best to integrate telehealth into in-person practice as the
27 State transitions out of the COVID-19 pandemic would provide the



1 State with greater insight into existing telehealth challenges
2 and benefits; and

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4 WHEREAS, state agencies, health care systems, insurance
5 payers, and private organizations in the State individually have
6 incomplete access to health care utilization, safety, and cost
7 data, so no single organization can fully and accurately study
8 the impact of telehealth in the State; now, therefore,

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10 BE IT RESOLVED by the House of Representatives of the
11 Thirty-second Legislature of the State of Hawaii, Regular
12 Session of 2024, the Senate concurring, that a Telehealth
13 Working Group is requested to be established to examine the
14 impact of widespread telehealth adoption during the COVID-19
15 pandemic and identify public policy initiatives at the federal
16 and state level to optimize telehealth utilization as the State
17 transitions out of the COVID-19 pandemic; and

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19 BE IT FURTHER RESOLVED that the Telehealth Working Group is
20 requested to consist of the following members:

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22 (1) The Director of Health, or the Director's designee,
23 who shall serve as co-chairperson of the the working
24 group;

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26 (2) A representative from the Healthcare Association of
27 Hawaii, who shall serve as co-chairperson of the
28 working group;

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30 (3) The Insurance Commissioner, or the Insurance
31 Commissioner's designee;

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33 (4) The Administrator of the Med-QUEST Division of the
34 Department of Human Services, or the Administrator's
35 designee;

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37 (5) A representative from the Professional and Vocational
38 Licensing Division of the Department of Commerce and
39 Consumer Affairs, to be appointed by the Licensing
40 administrator of the Professional and Vocational
41 Licensing Division;

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43 (6) A representative of the Pacific Basin Telehealth
44 Resource Center of the University of Hawaii at Manoa,



1 to be appointed by the President of the University of
2 Hawaii;

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4 (7) A representative from the following organizations:

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6 (A) Hawaii Medical Association;

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8 (B) Hawaii Psychiatric Medical Association; and

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10 (C) Hawaii Health Information Exchange; and

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12 (8) The following members, who shall be invited by the co-
13 chairpersons;

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15 (A) Two representatives from health care systems
16 operating in the State;

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18 (B) Three representatives from health insurers,
19 mutual benefit societies, or health maintenance
20 organizations operating in the State; and

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22 (C) Any additional members deemed necessary by the
23 co-chairpersons; and
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25 BE IT FURTHER RESOLVED that the Telehealth Working Group is
26 requested to submit a report of its findings and
27 recommendations, including any proposed legislation, to the
28 Legislature no later than twenty days prior to the convening of
29 the Regular Session of 2025; and
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31 BE IT FURTHER RESOLVED that certified copies of this
32 Concurrent Resolution be transmitted to the Director of Health,
33 President and Chief Executive Officer of the Healthcare
34 Association of Hawaii, Insurance Commissioner, Administrator of
35 the Med-QUEST Division of the Department of Human Services,
36 Licensing Administrator of the Professional and Vocational
37 Licensing Division of the Department of Commerce and Consumer
38 Affairs, President of the University of Hawaii, President of the
39 Hawaii Medical Association, President of the Hawaii Psychiatric
40 Medical Association, Chief Executive Officer of the Hawaii
41 Health Information Exchange, and the Chief Executive Officers of
42 health care systems, health insurers, mutual benefit societies,
43 and health maintenance organizations operating in the State.
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