



StationMD

Telemedicine for Individuals with Intellectual
& Developmental Disabilities

Specialized Telehealth for People with Intellectual and/or Developmental Disabilities (I/DD)

Matthew Kaufman, MD, FACEP

About StationMD's Specialized Telehealth for People with I/DD

- Founded by emergency room doctors
- All clinicians are board-certified and specially trained to care for people with I/DD
- StationMD serves 22 states and has performed over 100,000 telemedicine visits with individuals with I/DD
- Winner of the 2022 Leadership Award from The American Association on Intellectual and Developmental Disabilities (AAIDD)
- Preferred healthcare partner for major I/DD support and services providers



The logo for StationMD, featuring the text "StationMD" in white on a blue rounded rectangular background.

StationMD

Telemedicine for Individuals with Intellectual
& Developmental Disabilities

Health Disparities

A close-up photograph of a medical professional wearing white gloves examining a patient's hand. The patient's hand is held palm up, and the professional's gloved hands are positioned to inspect the wrist and forearm area. In the background, a clipboard with papers and a pen is visible, suggesting a clinical setting.

Health Disparities Lead to Frequent ER/Urgent Care Use for People with I/DD

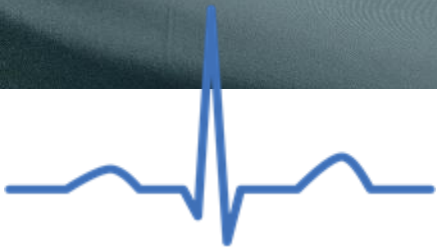


High Risk/Multiple Co-Morbidities

Lack of Access to Medical Care Otherwise

Regulatory Requirements

Primary Doctor Lacks Immediate Availability



ER Experience for Individuals with I/DD



General disruption, weeks to stabilize and puts many at risk

Frightening for individuals with I/DD

Trauma of transport

Exposure to infection

Disruption of routine

Missed medication



The Impossible Conundrum of Agency Staff



Identifying health issues as big, small or in-between

Escalate and create the ER cascade and its impact on individuals and staff

vs Wait and hope



Increase stress

Decrease job satisfaction



Impact to Provider Agencies: Staffing Crisis of DSPs and Nurses



ER visit 6 hours of staff overtime

Finding staff to backfill

Attrition



Increase overtime

Increase cost





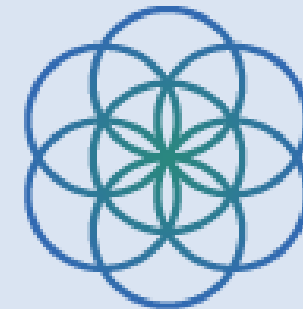
StationMD

Telemedicine for Individuals with Intellectual
& Developmental Disabilities

A Solution in NYS

StationMD History in New York State

- 2016 DSRIP Grant
30 people
- 2017 Dormitory Authority Grant
560 people
- 2019–2024 DOH Transformation Grant
8800 people (+1300 agency direct paid)
- 2024–onward Allowable cost in the CFR
- 2025–Home Enabling Support in 1915c Waiver



CP State



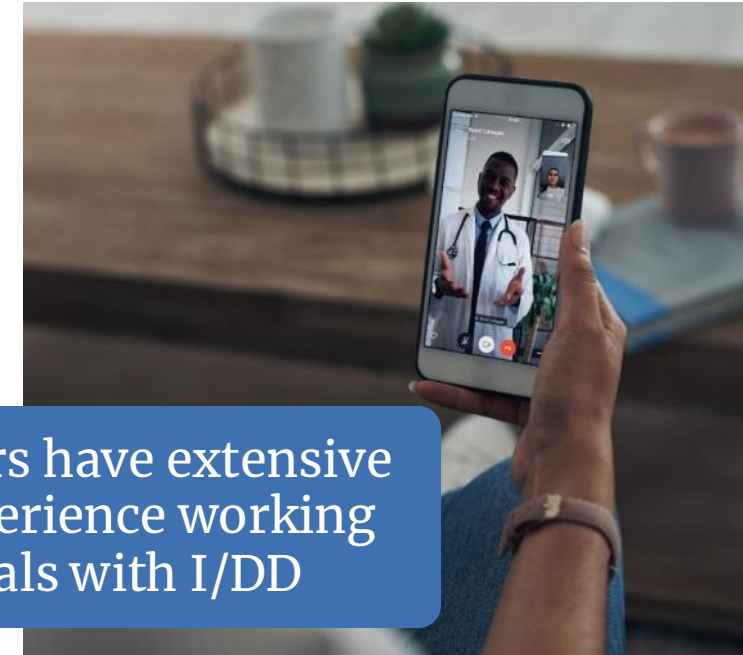
A First-Line Medical Resource for Provider Agencies

Support staff use StationMD anytime they need immediate access to doctors who are specialized in I/DD

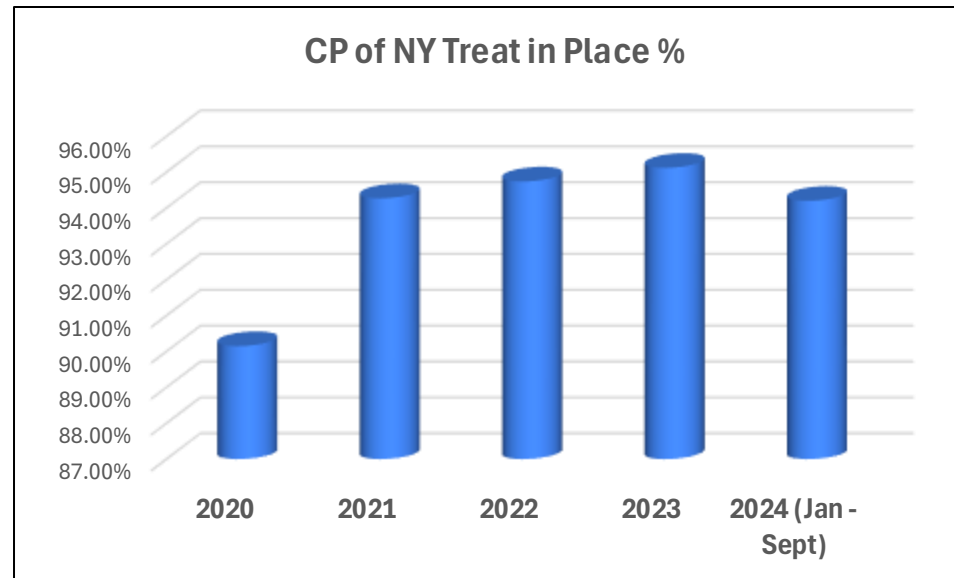
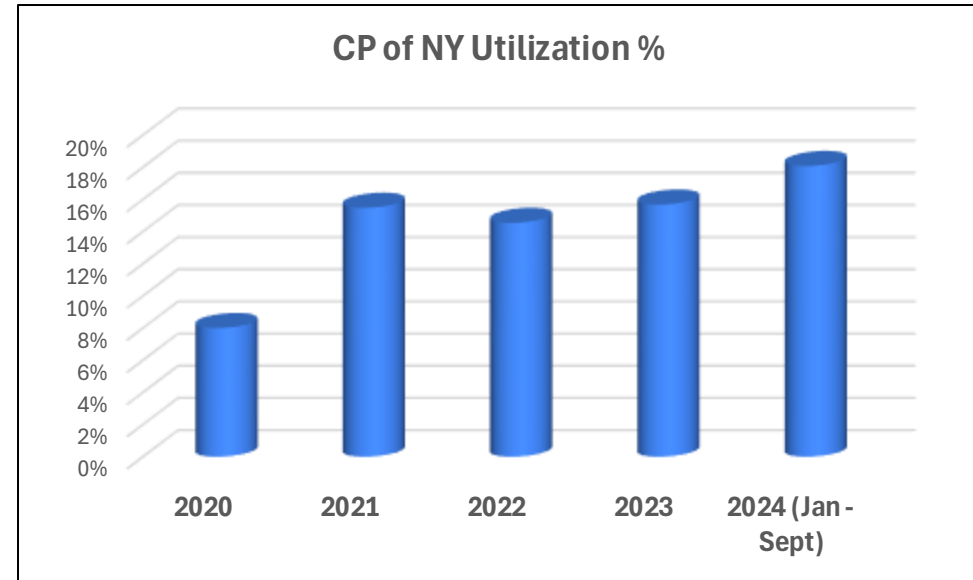
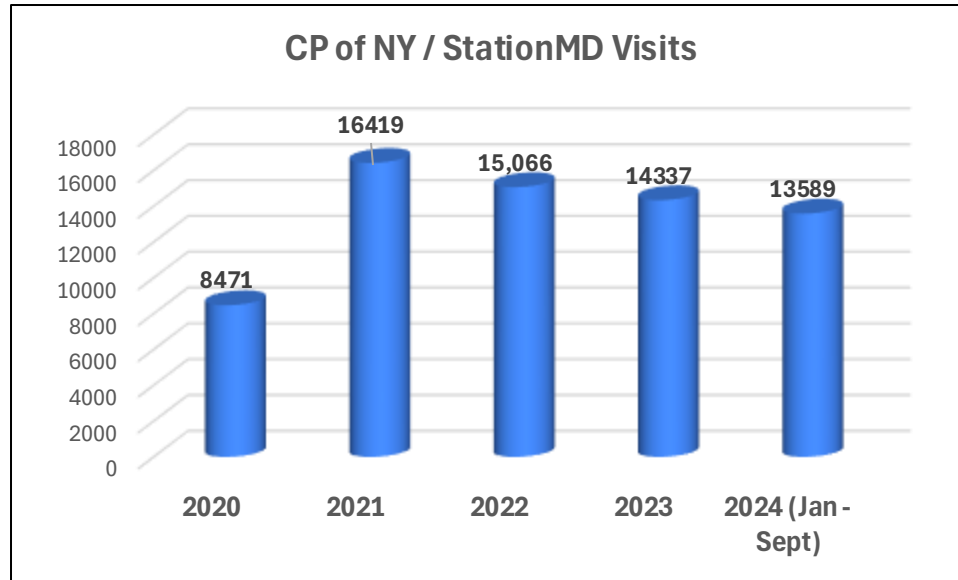
- Anytime, anywhere
- 24 hours a day, 7 days a week
- 365 days a year
- For any medical

StationMD doctors have extensive training and experience working with individuals with I/DD

- Understand the needs of people with high-risk, complex medical needs
- Understand challenges of group homes, DSPs, nurses & families caring for people with I/DD
- Available when primary doctor is not, or when there's limited access to medical care otherwise

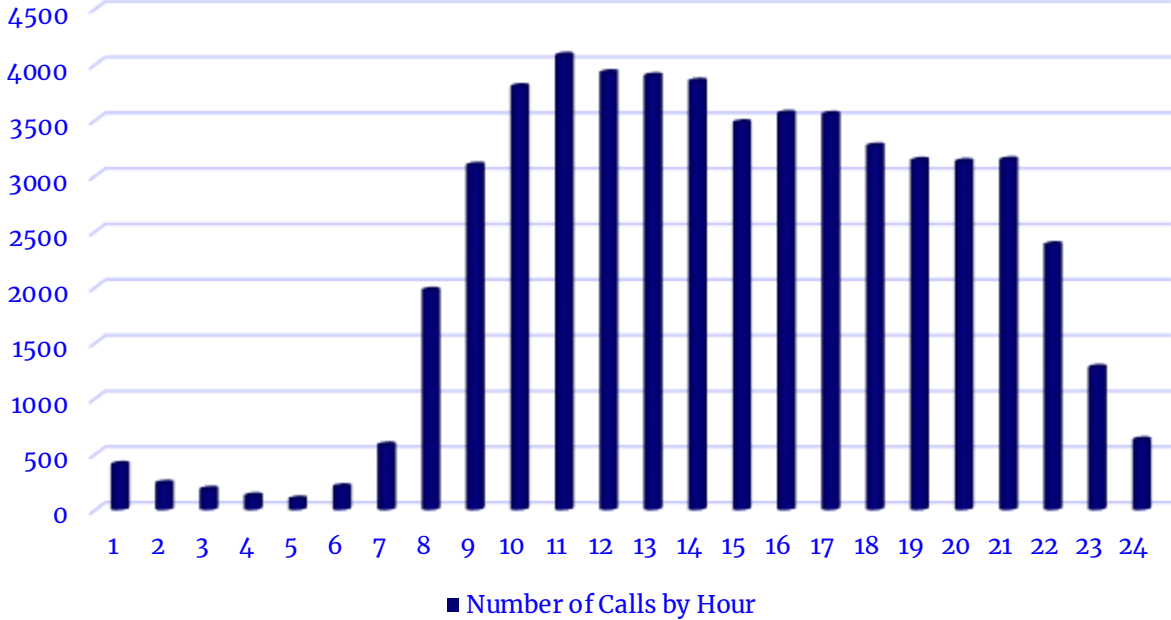


CP State - NY DOH Grant Utilization Metrics

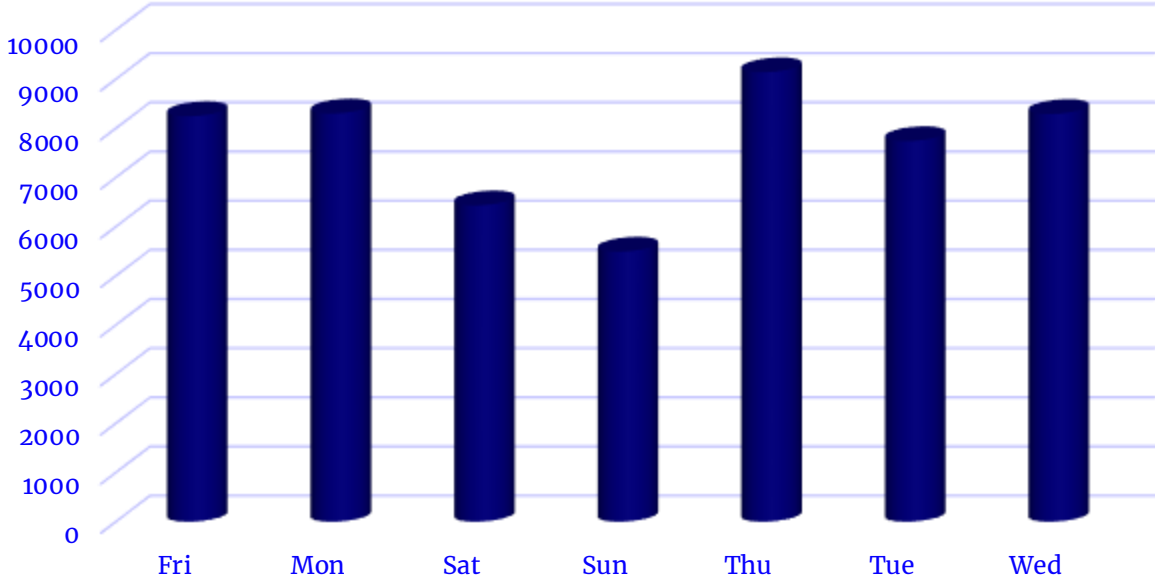


CP State Grant Utilization Metrics

August 2020 - September 2024



August 2020 - September 2024
Number of Calls by Day



NY DOH Grant Utilization Metrics



Data from CP of NY agencies shows an average 93.69% treat in place rate reducing ER and Urgent Care transfers

August 2020–September 2024

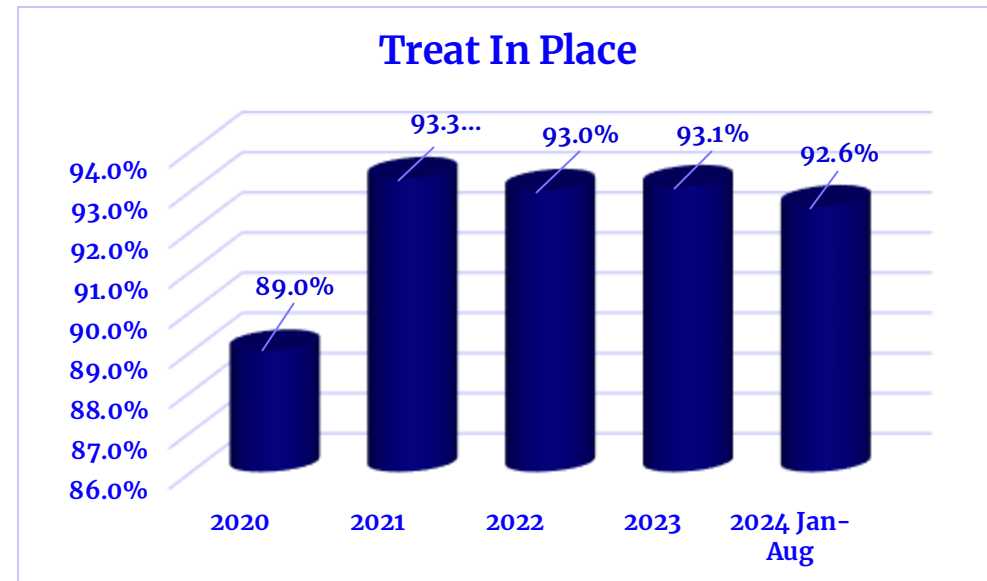
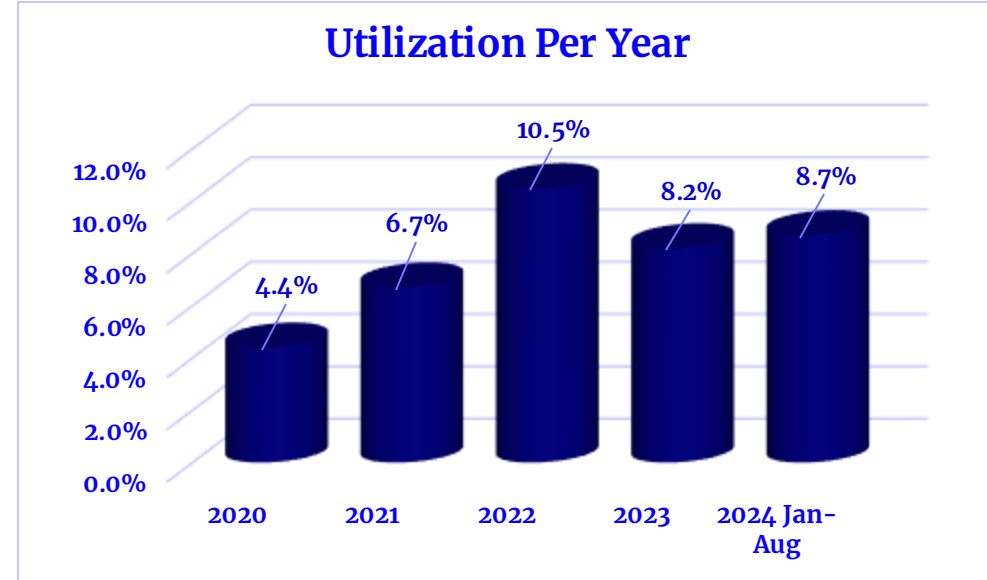
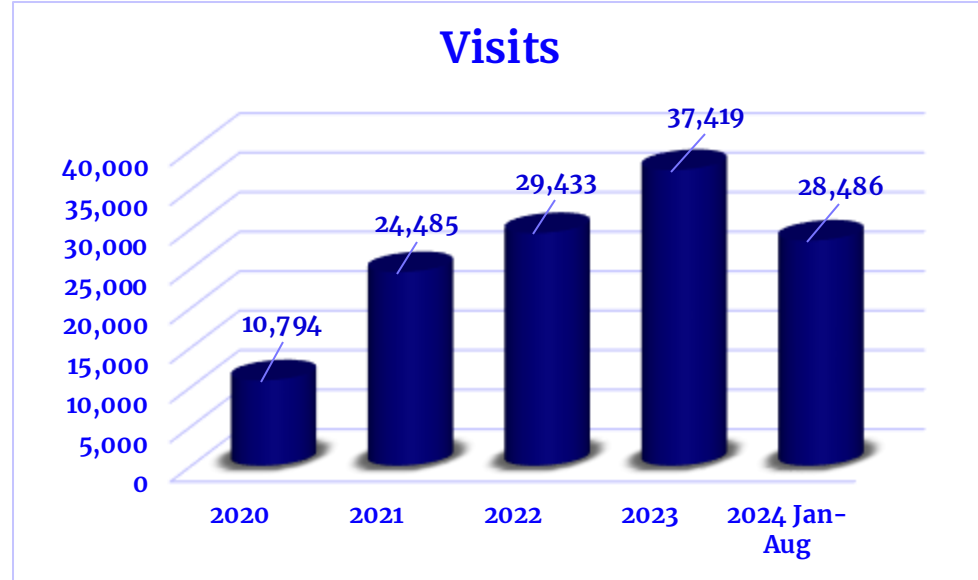
StationMD Visits by Outcome

| Time Period | % Treated in Place |
|-------------|--------------------|
| 2020 | 90.15% |
| 2021 | 94.27% |
| 2022 | 94.74% |
| 2023 | 95.12% |
| 2024 | 94.20% |

93.69% of StationMD/CP of NY Agencies
Individuals with I/DD Are Treated in Place



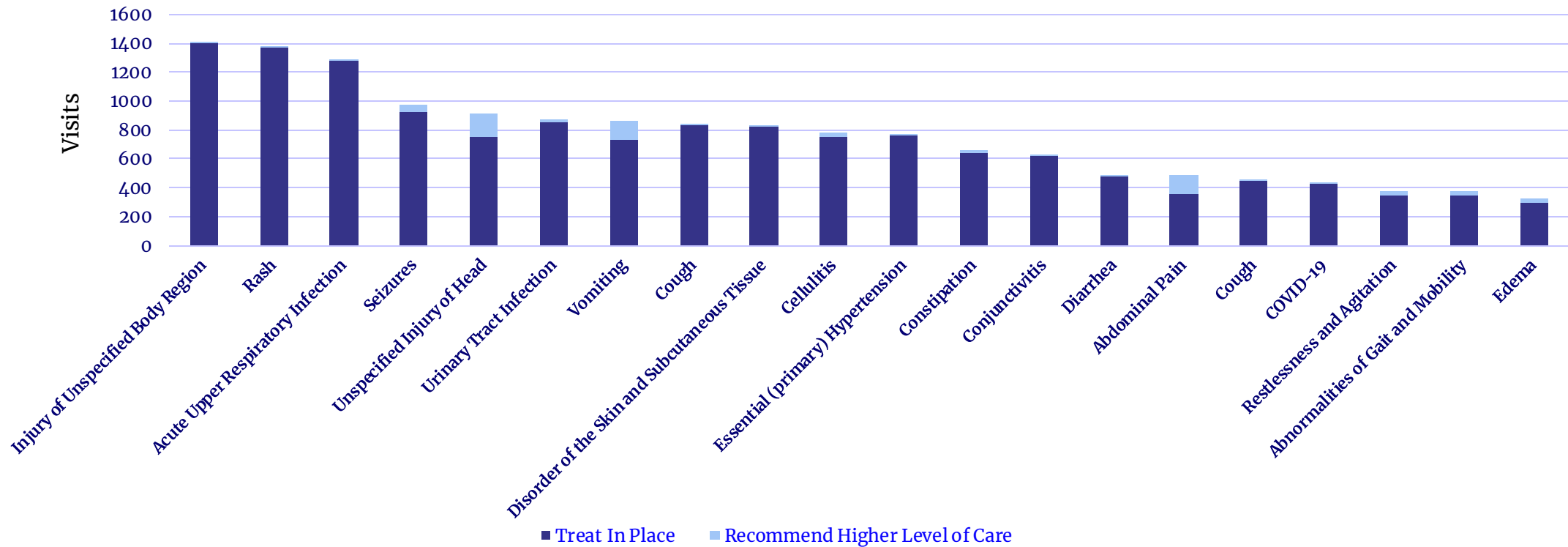
StationMD Metrics



Top Diagnoses of 2023



Top Diagnoses of 2023





StationMD

Telemedicine for Individuals with Intellectual
& Developmental Disabilities

The Impact to Stakeholders

StationMD Patient-Satisfaction

Survey Results



96%

were happy with their
StationMD visit



94%

would recommend
StationMD to a family or
friend



84%

prefer to use StationMD vs.
venturing out to seek
medical care



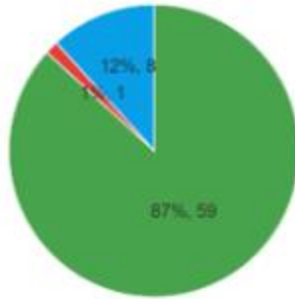
Ohio State Evaluation



THE OHIO STATE UNIVERSITY
NISONGER CENTER

1. Do you feel the consultation with StationMD services improved overall health outcomes of the person using these services?

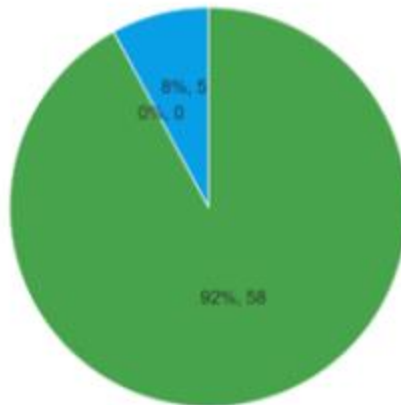
68 Responses



● Yes ● No ● I don't know

4. Did StationMD doctors demonstrate an understanding of the unique needs and experiences of people with developmental disabilities?

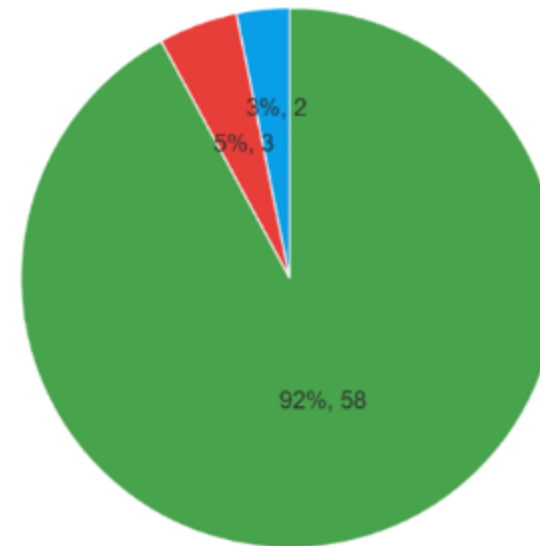
63 Responses



● Yes ● No ● I don't know

5. Does StationMD make your job less stressful?

63 Responses



● Yes ● No ● I don't know



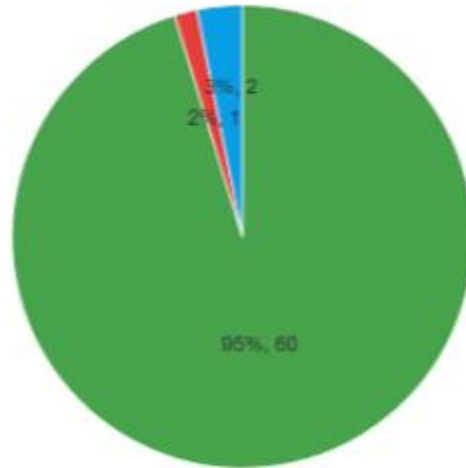
Ohio State Evaluation



THE OHIO STATE UNIVERSITY
NISONGER CENTER

6. Does access to StationMD services improve your confidence/ability to provide quality care?

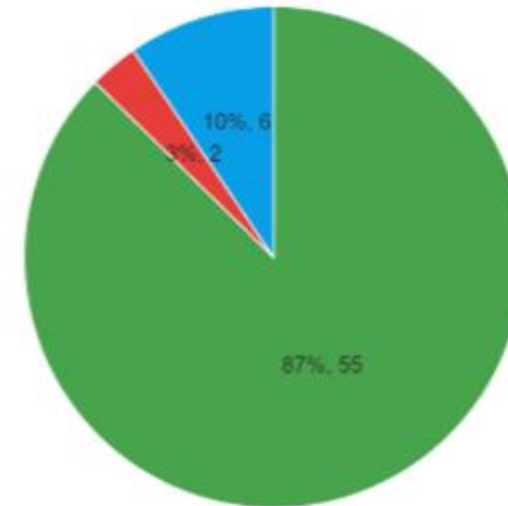
63 Responses



● Yes ● No ● I don't know

7. Does having access to StationMD improve your job satisfaction?

63 Responses



● Yes ● No ● I don't know





StationMD

Telemedicine for Individuals with Intellectual
& Developmental Disabilities

Agency Economics

Toward Independence, PA

| Month/Year | # SMD Calls Received | # SMD Sent to ER | % SMD sent to ER | # That would have been sent without SMD | % That would have been sent without SMD |
|------------|----------------------|------------------|------------------|---|---|
| Aug-23 | 123 | 8 | 7% | 14 | 11% |
| Sep-23 | 148 | 5 | 3% | 21 | 14% |
| Oct-23 | 169 | 12 | 7% | 24 | 14% |
| Nov-23 | 173 | 9 | 5% | 34 | 20% |
| Dec-23 | 152 | 9 | 6% | 20 | 13% |
| Jan-24 | 110 | 6 | 5% | 18 | 16% |
| Feb-24 | 130 | 15 | 12% | 39 | 30% |



Savings for Provider

- DSP \$16/hour
 - Overtime= \$24
- ER visit 6 hours
= \$144/visit
- Avoided ER visits=
 - 182/year
- \$26,166 annual savings
- 192 people @\$35PMPM
=\$6,720
- =\$19,446 annual savings





StationMD

Telemedicine for Individuals with Intellectual
& Developmental Disabilities

Getting the Service Covered in NYS

OPWDD Coverage for StationMD Services

- OPWDD has confirmed that StationMD is an allowable cost under the Medicaid 1915c Waiver for residential program providers
 - OPWDD gave guidance that StationMD costs are part of line 40 – “other OTPS” in the CFR
 - This line of the CFR becomes a part of the Direct Care Hourly Cost
 - *Reflected in the next rate rebasing*



What about People *not* in Certified Residences?

Specialized Telemedicine will be available in *Home Enabling Supports*

- This program allows for up to \$5,000 annually per member to be spent on services designed to increase independence and maintain the community populations in their non-certified settings
- Home enabling supports may include product and subscription service costs
- Additional guidance on this program is forthcoming from OPWDD, but it will be an opportunity to expand StationMD services to individuals with I/DD living in the community





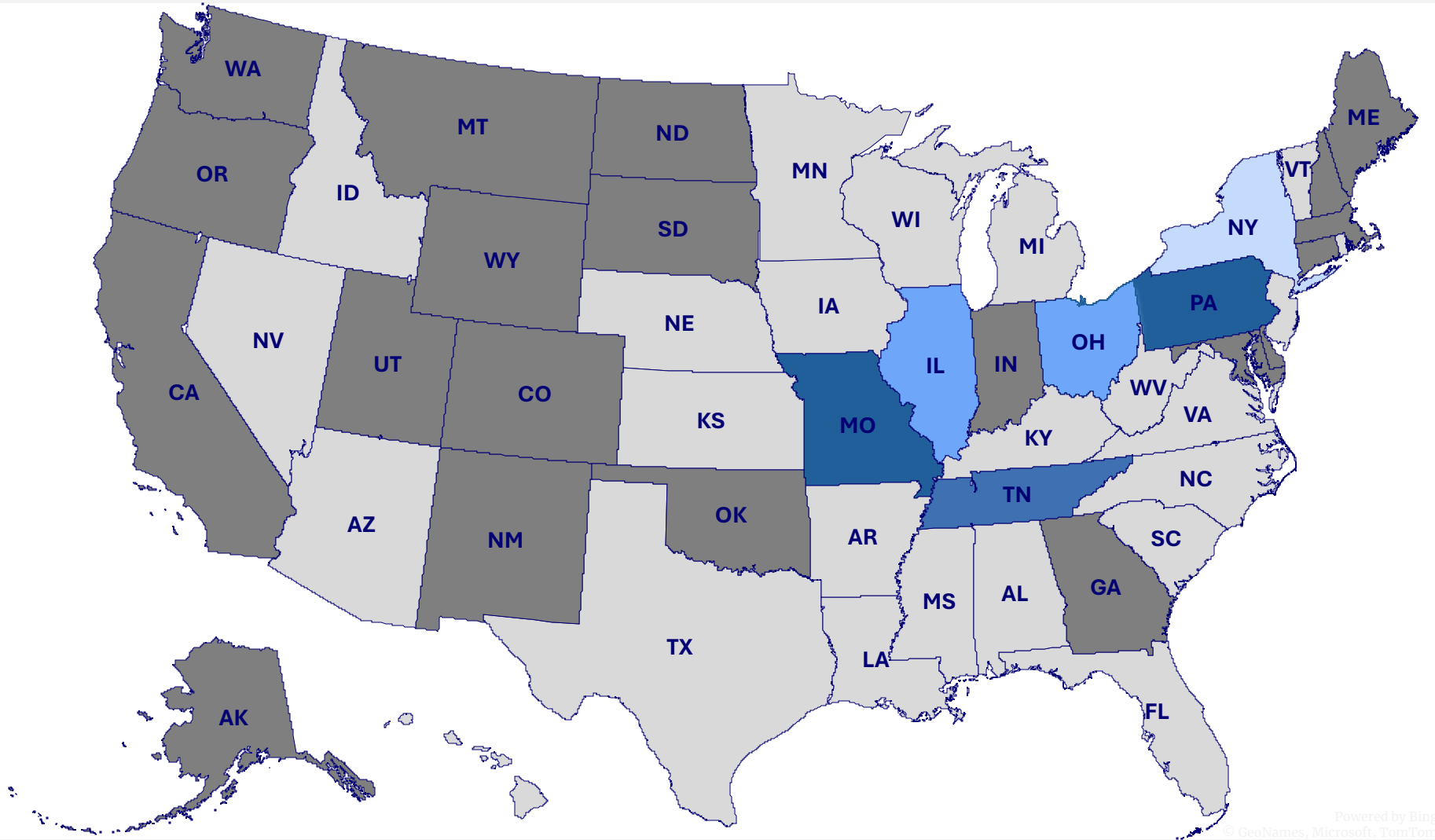
StationMD

Telemedicine for Individuals with Intellectual
& Developmental Disabilities

Status of Other States



Waiver Expansion



 **StationMD
Waiver State**

 **Submitted to
CMS**

 **In process or
discussions to
become
Waiver State**

The logo for StationMD, featuring the text "StationMD" in white on a blue rounded rectangular background.

StationMD

Telemedicine for Individuals with Intellectual
& Developmental Disabilities

Specialized BH Telehealth Initiative for People with Co-Occurring SMI and I/DD



Access to Psychiatric Care Represents a Major Health Disparity for People with I/DD

- Most Psychiatric providers are not trained to care for this population; even agencies with clinics don't have availability because of shortage
- Most Psychiatric providers do not want to take care of this population
- 17.4 million adults with disabilities reported frequent mental distress
- 1 in 3 individuals with I/DD report frequent mental distress; 4.6 times more frequent than someone without I/DD
- NY Disability Providers report more than 50% of residents and patients seen in their clinics have co-occurring MH diagnoses
- Frequent mental distress and physical complications are interrelated
- Difficult to diagnose and treat in individuals with I/DD due to communication barriers and limited access to mental health services



Impacts of this Disparity

- Missed gratifying activities; an individual in a crisis won't go to their job or activities
- Disruption in home impacting peers, family and staff
- Over-medication
- Prolonged Hospitalizations
- Increased physical health complications (Refuse medications, Injuries)



About StationMD's Specialized Tele-Psychiatry for People with I/DD



- Requested by our clients who needed better behavioral health care for their community
- All providers are specially trained to care for people with I/DD
- StationMD serves 5 states and has performed over 14,000 tele-psychiatry visits with individuals with I/DD since 2019
- Partnership with Washington University to establish a curriculum on how best to deliver psychiatric care to individuals with I/DD



StationMD Behavioral Health Metrics

Current State of BH as of 10/1/2024

62 active clients; 996 active patients

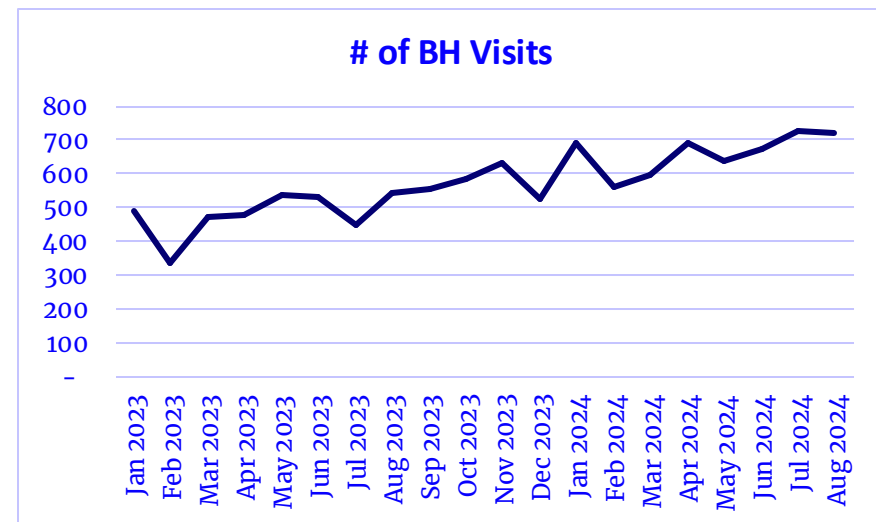
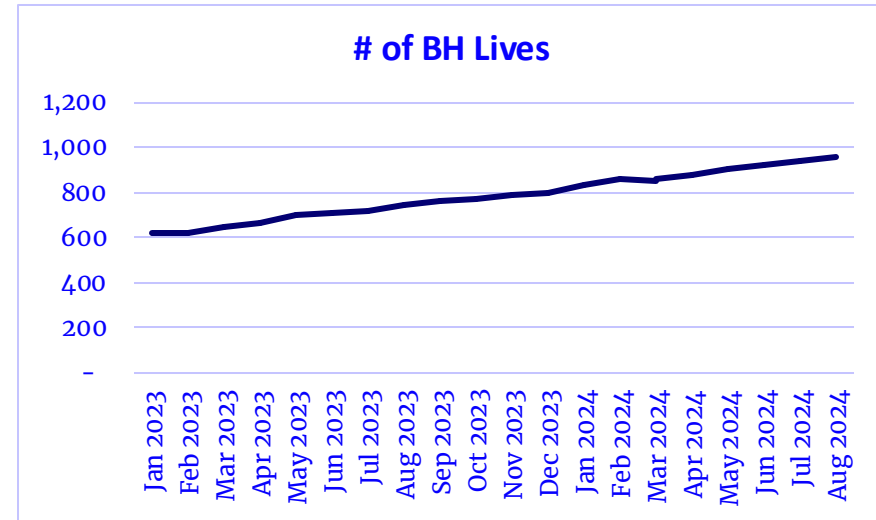
12 total providers

- Psychiatry: 7 docs and 2 NPs
- Psychology: 3 docs

7 states served

Psychiatry: 7 states (NY, PA, OH, IL, MO, TX, GA)

- Psychology: 1 state NY, 1 state in process OH



I/DD-Behavioral Health Program

- Scheduled, telehealth visits
- 8am-5pm weekday appointments
- Psychiatry & Psychology Services

Medication Management and More

- Evaluate if patient is on the right set of medications:
 - (1) de-prescription patients on too many medications,
 - (2) move patients to newer medications with better outcomes and / or
 - (3) optimize medications if more than 1 medication in a class is being utilized
- Understand the needs of people with high-risk, complex medical needs
- Understand challenges of group homes, DSPs, nurses & families caring for people with I/DD
- Available for medication management, counseling, testing & initial diagnosis and many more psychiatric and psychological services as needed

Keys to Successful Behavioral Health Care in I/DD Population

Flexibility & Adaptability

- Specialized Training for the Clinicians
- Specialized Infrastructure that makes it easy for Stakeholders to Access Care
- Involvement of family, agencies, PCPs as appropriate
- Sufficiently Frequent Visits
- Sufficient Flexibility to see patients in unplanned visits
- Evaluate opportunity to optimize medications

Preliminary Data shows decreased ER visits and hospitalizations



The logo for StationMD, featuring the text "StationMD" in white on a blue rounded rectangular background.

StationMD

Telemedicine for Individuals with Intellectual
& Developmental Disabilities

New Initiative: On-Call Nursing

I/DD-Specialized Nurse-on-call

Collaboration between

StationMD



CP State

- Current nurse demand for after-hours call overwhelming
- High rates of stress and attrition
- After-hours and Weekend coverage
- Specialized Training/Documentation
- Seamless transition to doctor service for dual customers



Thank You

Dr. Matt Kaufman

Chief Executive Officer

Matthew.Kaufman@stationmd.com



Learn More at
www.StationMD.com

