

# Telehealth and The Joint Commission



Federal and state policy makers have rapidly expanded reimbursement for telehealth services in order to improve access to care and reduce virus transmission during the Coronavirus pandemic. While this a necessary and positive move, these temporary expansions have substantial implications for patients, providers, payers, and federal/state financing, especially since there is a patchwork of divergent state and federal requirements for the provision of telehealth.

Joint Commission accreditation can help. Accreditation can standardize the delivery of telehealth services regardless of where the telehealth service, physician or company originates.

## Joint Commission Accreditation Programs for Telehealth

The Joint Commission has been accrediting organizations offering telehealth for many years as part of both our Ambulatory Care and Behavioral Health Care and Human Services Accreditation Programs.

**Our Ambulatory Care Accreditation Program** currently accredits 100 freestanding telehealth providers offering teleradiology, intra-operative neuromonitoring, remote patient monitoring, home sleep testing services and surgical and non-surgical services.

Our **Behavioral Health Care and Human Services Accreditation Program** currently accredits 287 organizations providing telehealth services, including those delivering mental health and addiction treatment services, eating disorder services and in the human service field.



## Benefits of Accreditation to Health Plans

The use of Joint Commission accreditation brings a single set of standards to the process of identifying quality organizations. Additional benefits of accreditation to health plans include:

- Offers a customized, intensive on-site and/or virtual review to show the provider is meeting established standards and best practices
- Strengthens confidence in the quality and safety of patient care, treatment and services provided
- Provides standards that support performance improvement strategies to reduce the risk of error
- Standardizes provider policies and practices for consistent delivery of quality care

To discuss how recognizing Joint Commission Ambulatory Care and/or Behavioral Health Care and Human Services Accreditation can benefit your providers offering telehealth services, please contact Kimberly Clawson, Senior Associate Director, Payor Relations, at [kclawson@jointcommission.org](mailto:kclawson@jointcommission.org). For additional information about how Joint Commission accreditation and certification can benefit your health plan, visit our payor relations [webpage](#).