



Remote Care Program FAQ

Anthem Blue Cross (Anthem) partners with TytoCare* to offer federally qualified health centers (FQHCs) innovative telehealth technology to enable providers to conduct comprehensive medical exams remotely.

Anthem is offering an easy, convenient, cost-effective way to provide telehealth solutions for your clinicians to expand access beyond the four walls and provide quality medical care to meet your patients where they are anytime, anywhere.

The telehealth solutions are portable and easy to use; no medical training is required. It can be used to capture and share exam data or conduct live telehealth exams with a clinician for an immediate diagnosis.

Medi-Cal Managed Care
L.A. Care



Participating FQHCs will be given access to the following equipment at no cost:

- LTE iPad Pro and charging cable
- Choice of iPad rolling stand, tabletop stand, or carrying case
- Two-year subscription to HIPAA-compliant TytoApp and Telehealth Platform for sharing exam data and scheduling visits
- TytoPro Medical Examination Kit:
 - Digital camera
 - Thermometer
 - Stethoscope
 - Otoscope
 - Tongue depressor



What type of telehealth programs can be implemented using the equipment provided by Anthem?

Anthem Remote Care Program examples:

- **School telehealth:** FQHCs will use their existing school-based health centers as a hub and expand into other school districts by placing devices in rural or severely underserved geographic school locations. School nurse/staff will connect students to the FQHC's school-based health center.
- **Field-based telehealth:** FQHCs will equip their field staff with TytoPro medical exam kits to reach vulnerable populations to provide care such as: homeless, migrant seasonal farm workers, or homebound patients.

What exams can be performed using TytoCare?

A TytoCare visit provides physicians with high-quality digital sounds of the heart and lungs; high-quality digital images and video of the ears, throat, and skin; and measures heart rate and body temperature. Using examination data, providers can provide diagnosis, treatment plans, and prescriptions if needed.



Ear

Investigating the ear canal for ear symptoms



Lungs

Listening to lung sounds to investigate coughs and congestion symptoms



Heart

Monitoring heart sounds for abnormalities



Throat

Looking down the throat to investigate symptoms in the throat or voice box



Heart rate

Measuring the heart rate



Temperature

Measuring body temperature



Skin

Taking images of the skin to assess bug bites, rashes, and other skin conditions



Abdomen

Listening for abnormal abdominal sounds

What is an example workflow conducting a visit on the TytoCare platform?

1

TytoCare solution is set up in school or mobile clinic and staff request visit

2

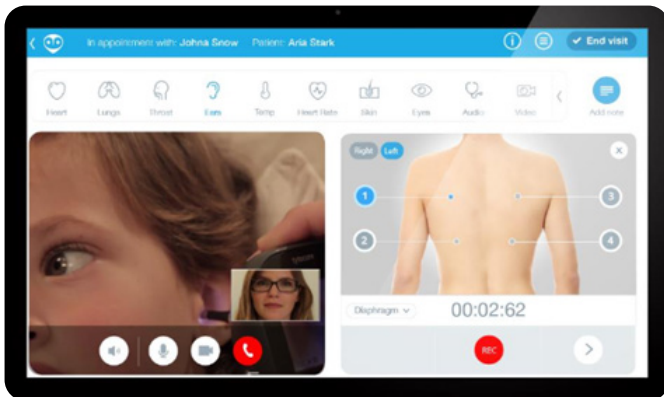
Clinician joins visit and guides staff on various exams

3

Clinician can diagnose and prescribe from a remote location

What does the clinician see through the Clinician Dashboard?

Through the Clinician Dashboard, physicians can initiate live remote virtual visits, review past exams, and share results. During the visit, clinicians have total control over the TytoPro device through the virtual exam bar functions.

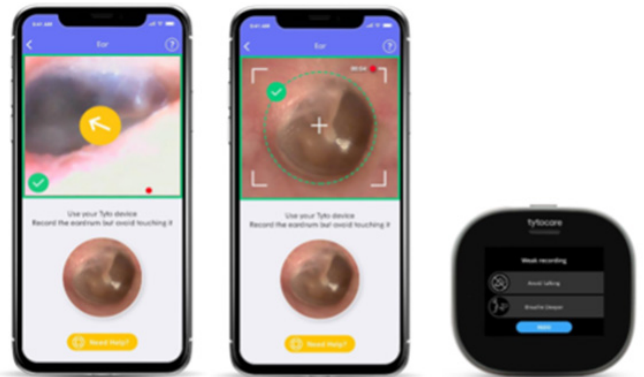


Is TytoCare HIPAA-compliant?

Exam data is sent via an encrypted, secure network and is stored on a HIPAA-compliant cloud.

How do the TytoApp and TytoPro device work together?

The TytoPro device requires a Wi-Fi or hot-spot connection to connect with the TytoApp installed on the iPad. The TytoApp and TytoPro Medical Exam Kit are used on the point-of-care side with the patient. The application's software along with guidance from the clinician help ensure that exam data is appropriately collected.



Guidance arrows

Checkmarks to notify of accuracy

Device intelligence

Is protected health information secured?

The TytoCare cloud restricts access for protected health information to contracted physicians involved in the patient's care. Only healthcare providers and patients can determine who can access exam data.

What steps are involved during implementation of this program?

Your assigned Anthem representative will be responsible for providing work stream support to your team during implementation, including:

- Kickoff and project planning
- Technology training
- Operational support
- Provider enablement

How can my organization participate in Anthem's Remote Care Program?

A *Memorandum Of Understanding (MOU)* must be signed between your organization and Anthem. TytoCare will require a contractual agreement for subscription access to their online platform. Anthem will fund TytoCare subscription fees for your first two years. Contact your local Provider Experience representative for more information.

Via phone:

- Southern California Provider Experience: **866-465-2272**
- Central California Provider Experience: **877-811-3113**
- Northern California Provider Experience: **888-252-6331**

For inquiries about the Remote Care Program, email CATelehealthPrograms@anthem.com.

* TytoCare is an independent company providing online services on behalf of Anthem Blue Cross.

<https://providers.anthem.com/ca>

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