

◀ FLEXIBILITY SUPPORTS
VARYING MODELS OF REMOTE CARE



GrandPad gives healthcare payers and providers flexibility and control to
STRUCTURE REMOTE PATIENT CARE TO FIT THEIR NEEDS.

Remote patient care will be critical to the future of all managed care.


Simply Connected



“As telehealth and healthcare in the home become increasingly essential to caring for seniors, providers need technology that supports their model of care while allowing them to navigate a changing regulatory landscape.”

Nathan Vogt
Director of Strategic Accounts

KEY POINTS

- ▶ Telehealth and remote patient care are increasingly essential elements of healthcare delivery, especially for older patients.
- ▶ Providers saw between 50 and 175 times more telehealth patients in 2020.
- ▶ As telehealth becomes more commonplace, millions of people are at risk of being disadvantaged if they don't have access to the proper technology.
- ▶ Nearly 40% of adults over 65 have trouble conducting telehealth visits and 72% of individuals over 85 lack the ability to access telehealth services.
- ▶ Providers and payers need a solution that allows them to remotely care for vulnerable patients while being mindful of a changing regulatory landscape.

Remote patient care, telehealth, and the patient-centered medical home have become nearly essential for providing care during the COVID-19 pandemic. Providers saw between [50 and 175 times](#) more telehealth patients last year¹, and remote care has been particularly valuable for older individuals who are at increased risk from the virus. Further reflecting the growing value of telehealth: the Department of Health and Human Services [has offered flexibility](#)² for healthcare providers to reduce or waive cost-sharing for telehealth visits paid for by federal health programs. Yet providers who offer these services must navigate a changing regulatory landscape. That requires a keen awareness of inducement and anti-kickback regulations that may affect the decision to provide patients with technology designed to facilitate remote care.







Takeaways for CARE PROVIDERS

- ▶ GrandPad is purpose built for seniors and streamlines the process of conducting telehealth visits.
- ▶ GrandPad's built-in LTE connection means users don't have to worry about finding and connecting to WiFi.
- ▶ GrandPad gives providers a customizable platform, allowing them to turn specific features off, based on the provider's needs and interpretation of current CMS and OIG regulations.
- ▶ One provider has used GrandPad to conduct more than 200,000 telehealth visits since the coronavirus pandemic began.
- ▶ GrandPad follows a “90/90” design principle, in that a 90-year-old can be up and running on the device within 90 seconds after opening the box.

Complicating the situation, the growing popularity of telehealth and remote care threatens to leave behind disadvantaged populations — including [more than 9 million](#) Americans³ eligible for both Medicare and Medicaid. That will make it more difficult to care for low-income seniors who often suffer from multiple chronic conditions and would benefit from remote patient care. These patients often lack the financial resources to support the technology required for remote care and may struggle to use the technology even if they can acquire it. Consider that [nearly 40%](#) of adults over 65 have trouble conducting telehealth visits, and 72% of individuals over 85 lack the ability to access telehealth services⁴.

GrandPad delivers: A telehealth-focused solution

GrandPad offers a number of features that may prove beneficial to a senior’s health. An articles app helps users stay informed and provides [crucial connections](#)⁵ to the outside world, and a selection of games [supports cognition](#)⁶. Those features have been shown to drive engagement with the tablets, helping users embrace the devices as part of their daily lives. Of critical importance is the fact that GrandPad is a closed network, with all features and functions custom built and controlled by the provider. This means GrandPad tablets can be used only for the purposes and the duration of time chosen by the provider to fit their model of care. For some, that might mean offering full or nearly-full access to GrandPad’s resources. Others might prefer to lock the device down to only provide telehealth access.

Activity	User Engagement	Research	Impact On Use
 Call	GrandPad’s video and voice calling feature allows users to connect with professional and family caregivers at the touch of a button.	For many people, the impact of seeing a person’s face while talking to them seems to be greater than just hearing their voice.	The Call app simplifies communications and provides a safe, secure calling experience with a more comprehensive connection than the telephonic experience.
 Photos	Photo sharing allows easy sharing of personal images.	78% of users report feeling more connected as a result of using their GrandPad.	The Photo app allows users to feel connected to their family and share images of their day.
 Email	GrandPad’s email app provides another easy way to send and receive messages.	Increased use of email as a communication tool is associated with a lower level of loneliness.	The GrandPad email app increases its utility as a day-to-day communications tool and enables sharing of appointment reminders, care instructions, and opportunities to engage in group activities.
 Articles	Safe, timely access to news articles keeps users connected with the outside world.	In a UCSF feasibility study , 78% of patients said they felt more connected as a result of using GrandPad.	The Articles app provides access to a range of information, to keep users engaged in the world and to support cognitive health through lifelong learning.
 Games	GrandPad allows users to engage in activities that support cognitive function, such as games designed for older users.	A higher frequency of playing games is associated with higher cognitive function at age 70, and less general cognitive decline from age 70 to 79.	GrandPad offers a variety of word, number, and visual games that can be used to keep seniors mentally and socially engaged.
 Weather	The Weather app allows users to track weather in their location and that of their caregivers.	Being connected to the world around you in a variety of ways is associated with having a 50% greater likelihood of survival.	GrandPad displays a five-day forecast for the user and all contacts, as well as any other location of interest.

A powerful tool

A number of organizations that serve a senior population have turned to GrandPad to continue providing services and care to clients during the COVID-19 pandemic, using the tablets to conduct in-home visits, offer socialization opportunities, or encourage users to exercise. PACE Southeast Michigan, for example, offered GrandPad to many of its clients as a way to conduct COVID-safe check-ins. Providence PACE had similar ambitions when it rolled out GrandPads to its clients. In one instance, Providence PACE staff was able to use a GrandPad-facilitated video visit to teach a participant's loved one to dress a wound that otherwise would have required hospitalization or even amputation. Finally, in another case, a large provider that specializes in senior care used GrandPads to conduct well over 200,000 video visits in 2020. In many cases, those patients would have had no other way to see their provider.

By creating connections between providers and patients who might otherwise be cut off from care, GrandPad offers clear value. But providers considering GrandPad – or any similar device – still must determine for themselves whether they can justify such an item as a value-based benefit. Making that determination requires answering a few simple questions:

- ▶ **Is there value in providing patients ready access to telehealth solutions?**
- ▶ **How can providers ensure patients will engage with a device that enables access to care?**
- ▶ **Is there demonstrable value to patients in having benefits beyond simple video communications?**
- ▶ **Are there specific clinical scenarios that are better than others for deriving value from video visits?**
- ▶ **How can you train your providers to make efficient use of telehealth tools?**

The way in which providers answer these questions will help them determine if GrandPad is an appropriate fit for their Medicare Advantage patients.

GrandPad offers full features and flexibility

GrandPad is a powerful platform designed to engage and delight senior users, but for providers the device's most valuable feature may be its flexibility. GrandPad allows providers to offer a telehealth solution that matches their organization's understanding of the current regulatory landscape. Whether providers want to offer a full suite of apps or simply help patients access video calling for telehealth visits, GrandPad's closed network allows them to customize the experience to meet their program's needs.

This flexibility allows healthcare providers to:

- ▶ **Grant essential access to telehealth services.**
- ▶ **Engage patients in their care.**
- ▶ **Improve patient health.**
- ▶ **Increase patient satisfaction.**



To learn how GrandPad can enhance your organization's telehealth offering and client engagement outcomes, visit www.GrandPad.biz today.

References

- ¹ “Telehealth: A quarter-trillion-dollar post-COVID-19 reality?” McKinsey & Company, 2020.
<https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/telehealth-a-quarter-trillion-dollar-post-covid-19-reality>
- ² “HHS Office of Inspector General Fact Sheet” Department of Health and Human Services, 2020.
<https://oig.hhs.gov/fraud/docs/alertsandbulletins/2020/factsheet-telehealth-2020.pdf>
- ³ “Number of Dual Eligible Beneficiaries” KFF.
<https://www.kff.org/medicaid/state-indicator/dual-eligible-beneficiaries/?currentTimeframe=0&selectedDistributions=full-dual-eligibles--total-dual-eligibles&sortModel=%7B%22colId%22:%22Location%22,%22sort%22:%22asc%22%7D>
- ⁴ “COVID-19 Pandemic Drives Telehealth Boom, But Older Adults Can’t Connect” University of California, San Francisco, 2020.
<https://www.ucsf.edu/news/2020/08/418201/covid-19-pandemic-drives-telehealth-boom-older-adults-cant-connect#:~:text=August%20%2C%202020-,COVID%2D19%20Pandemic%20Drives%20Telehealth%20Boom%2C%20But,Older%20Adults%20Can%27t%20Connect&text=The%20COVID%2D19%20pandemic%20has,care%2C%20rather%20than%20connecting%20them>
- ⁵ “4 tips for seniors to stay connected during coronavirus outbreak” PBS Newshour, 2020.
<https://www.pbs.org/newshour/health/4-tips-for-seniors-to-stay-connected-during-coronavirus-outbreak>
- ⁶ “Playing Analog Games Is Associated With Reduced Declines in Cognitive Function: A 68-Year Longitudinal Cohort Study” Drew M Altschul and Ian J Dreary, The Journals of Gerontology, 2019.
<https://academic.oup.com/psychsocgerontology/article/75/3/474/5628188>