

ENSURING TELEHEALTH MEETS TRICARE REQUIREMENTS



As use of digital technologies to remotely deliver health care continues to grow, US Family Health Plan wishes to remind our partners of TRICARE policy for telehealth. TRICARE requirements help ensure that the use of telehealth holds up to standards of quality, safety and data integrity, all in support of excellent patient care.

Below are highlights of requirements for USFHP partners when practicing via telehealth. We have loosely arranged these in three categories, as follows.*

Compliance

- Follow telemedicine-specific regulatory, licensing, credentialing/privileging, malpractice and insurance laws and rules for each medical profession.
- Ensure compliance with appropriate regulatory and accrediting agencies.
- Follow professional discipline and national practice guidelines. If modifications to guidelines are made for telehealth setting, ensure that clinical requirements are maintained.
- Determine arrangements for handling emergency situations at the outset of treatment.

Verification

- Implement means for verification of provider and patient identity—including provider qualifications, licensure, etc., and two-factor authentication for patient.
- For synchronous telehealth (real-time provider-patient interaction), document physical location of each in medical record.



Data security

- Ensure transmission and storage of data is over a secure network and is compliant with HIPAA.
- Establish plan for communicating with patient in event of a technical failure.
- Remember that HIPAA privacy and security requirements for Protected Health Information apply to all telemedicine services.

*For full and official TRICARE requirements, please refer to 2.2 General Telemedicine Requirements, sections 2.2.1.1 - 2.2.1.3 (Videoconferencing Platforms, Connectivity, Privacy & Security Requirements).