



Rehabilitation Services for Persons with Mental Illness (RSPMI) Telemedicine Services

Provision to be followed for Arkansas Medicaid Reimbursement

Information provided by UAMS Center for Distance Health

**Rehabilitation Services for Persons with Mental Illness (RSPMI)
Telemedicine Services
Provisions to be followed for Arkansas Medicaid Reimbursement**

To request a Telemedicine Assessment Form or schedule a certification appointment, please call our RSPMI contact number, (501) 603-1271. Our program managers and video support personnel will send you the assessment form and work with you to schedule a convenient time for an onsite visit.

What is Telemedicine?

Patient consultations via video conferencing , transmission of still images, e-health including patient portals, remote monitoring of vital signs, continuing medical education, consumer-focused wireless applications and nursing call centers, among other applications, are all considered part of telemedicine and telehealth.

http://www.americantelemed.org/about-telemedicine/what-is-telemedicine#.U9_NCPIdWSo

What is Arkansas e-Link?

Arkansas e-Link is a consortium of hospitals, clinics and education facilities positioned to implement and operate advanced telehealth systems more effectively and for a lower cost than providers operating individually. Arkansas e-Link is focused on bringing a single, statewide broadband health network to Arkansas. <http://www.arkansaselink.com>

What is the Arkansas e-Link Network?

The Arkansas e-Link Network (e-Link) provides HIPAA compliant encryption to those who link in through the network to provide telehealth. The network is managed and operated at UAMS and consist of over 500 healthcare and education sites with over 1200 endpoints on the network.

Qualifications for RSPMI

Requirements for clinics/physicians:

- **Equipment:** Must have a screen size no less than 20 inches diagonal. Video equipment/Software must have the ability to dial H. 323 via IP or E.164 and connect through the e-Link Network to UAMS video infrastructure equipment for firewall registration. (Desktop clients such as Skype, ooVoo and iChat are proprietary and do not have the ability to connect to

UAMS.) UAMS Center for Distance Health can assist in placing your organization in touch with companies to determine what equipment will work best. All equipment must be UL and FCC Class A approved. *(Note: If using desktop applications such as Jabber or Polycom M100 you must ensure that you meet the screen requirement, have external speakers and an HD web camera)*

- **Connectivity:** You must have an internet connection with a static IP address (Unless using software). Contact your local Internet Service Provider (ISP) to determine if you can obtain static IP addresses. Business class connectivity is strongly preferred. (for telemedicine carts, DHCP acceptable for software)
- **Line Speed:** For best video outcomes, we recommend a minimum of 6Mbps download and 1Mbps upload speed. (To determine your speed <http://www.speedtest.net>)
- **Membership:** each organization must be a member of The Arkansas e-Link Network to ensure ability to participate in Medicaid quality assurance measures, scheduling, educational encounters and HIPAA compliance. Optional additional services are also available. For information on joining the Arkansas e-Link Network visit: <http://www.arkansaselink.com>
- **Completion of Assessment Form:** A telemedicine form will be sent to you upon request. The completion of this form allows us to perform an initial assessment of your equipment and connectivity. Once completed and returned, our team will set up an appointment for certification.
- **Certification:** Our team will visit your site(s) to view and test the equipment and connectivity that your organization intends to use to provide telemedicine consultations. If requirements are met, Arkansas Medicaid will be notified of your certification status. Certification is good for one year. Your site will be re-certified each year at no cost to your facility. Your organization will be issued a telemedicine certification that will be displayed and/or kept on file for auditing purposes. If requirements are not met, we will provide follow-up recommendations/suggestions and re-schedule a site visit for further evaluation as requested. Our team will view connectivity statistics from your site to ensure appropriate bandwidth is being used during sessions. Random site visits may occur at the discretion of Medicaid if connectivity statistics are not sufficient consistently.
- **Fees:** Quotes provided by contact program manager (501) 603-1271 or <http://arkansaselink.com/request-for-information-form/>

Arkansas e-Link Network Management

The Arkansas e-Link Network is a healthcare network that consists of a 24x7 IT support center that facilitates broadband connectivity that allows distant healthcare providers to connect to other member healthcare providers and educators. The sole purpose of this network is to provide clinical, research, and education activities related to healthcare. By becoming a member of the Arkansas e-Link Network you gain the following:

- Connection on the e-Link Network (individual site responsible for bandwidth and internet connection to public internet)

- Security and encryption
- Firewall traversal of LAN to the e-Link Network
- Utilization of the e-Link network for clinical, point to point interactive video connections
- Technical and troubleshooting support by UAMS IT Video Support

Services Provided by UAMS Center for Distance Health:

The services provided by the Center for Distance health will ensure that the applicant’s telehealth activities operate fluidly and technical issues are resolved by a skilled staff of telehealth experts. As a member of the Arkansas e-Link Network you will have access a 24/7 Telehealth Technical Support hotline and technology training. The Center for Distance Health can also provide you with turnkey solutions to meet your organizations Telehealth needs.

PC Specs for Software:

Operating system	<ul style="list-style-type: none"> • Microsoft Windows 7, 8, and 10 (Desktop Mode)
Minimum CPU speed and type	<ul style="list-style-type: none"> • Mobile AMD Sempron Processor 3600+ at 2 GHz • Intel® Core 2 CPU T7400 at 2.16 GHz • Intel Atom
Installed RAM	<ul style="list-style-type: none"> • 2-GB RAM (Windows 7)
Free physical memory	<ul style="list-style-type: none"> • 128 MB
Disk space	<ul style="list-style-type: none"> • 256 MB
Graphics processing	<ul style="list-style-type: none"> • DirectX11
I/O ports	<ul style="list-style-type: none"> • When using USB cameras and audio devices, USB 2.0 is required.