

# Telemedicine's time has come. Are you ready?



**COVID-19. Social distancing. Fear of visiting clinics. This is the new normal. Telemedicine is the answer.**

Telemedicine platforms aren't new, but the pandemic has highlighted their value. With its healthcare market share growing over the years, from \$20.4 billion in 2013 to a projected \$30 billion in 2020<sup>1</sup>, telemedicine is a strong healthcare delivery option. The environment for telemedicine has significantly opened up as federal and state governments are relaxing regulations, payers are waiving co-pays for COVID-19 testing and treatment, the Centers for Medicare & Medicaid Services is creating new CPT codes for telemedicine reimbursements, and more.

Telemedicine requires healthcare systems' platforms to be fully integrated with the AI/ML technology to derive meaningful, real-time insights that can improve patient experience (e.g. helping clinicians manage disease progression or optimize drug costs).

### Telemedicine platforms

- » Reduce the spread of infection by limiting physical contact
- » Reduce cost of care
- » Improve access to care via larger provider network for patients

Capgemini can help you with its **Integrated Telemedicine** offering. It is an end-to-end, multi-tiered solution designed to **assess current telemedicine capabilities, implement a platform and/or integrate with data and AI assets** to facilitate insights. Our solution not only addresses the immediate healthcare need due to the pandemic, but also provides a long-term strategy as telemedicine becomes the new normal.

Source 1: <https://www.natlawreview.com/article/efficacy-and-expansion-telemedicine-to-meet-growing-covid-19-pandemic>

## Capgemini's Integrated Telemedicine solution

**Our plug-and-play solution is designed to help you implement only what you need to effectively deliver value to patients.**



### Capgemini Telemedicine Strategy Consulting

- » **Assess** current telemedicine capabilities and adoption while understanding the **changing regulatory environment** vis-à-vis Telemedicine.
- » **Identify gaps and develop roadmap** for rapid capability build up to address pandemic needs.
- » **Evaluate** and **qualify** credentialed telemedicine platforms.
- » **Develop** Metrics and SLAs to measure Telemedicine effectiveness.



### Platform Implementation and Integration with Ecosystem

- » **Select** and **implement** platform.
- » **Integrate platform** with your existing system or ecosystem (e.g. claims, billing, enrollment).



### Capgemini Solutions providing end-to-end service covering Care to Claims to Insights

- » Manage increased volume of claims and improve claims processing via AI/ML, RPA and cutting-edge technologies. Offerings include Capgemini's **Touchless Claims, Cognitive Document Processing** and **Digital Contact Center**.
- » Leverage real-time data generated from the telemedicine consults to derive meaningful insights. Solutions include Capgemini's **Real-time Medical Management, Managing Disease Progression, Drug Cost Optimization and Care Gap Closure** and **Risks**.



### Nurse Augmentation

- » Supplement your current staff with Capgemini's **1500+ nurse network** as an extended army of care givers to address increased load on Hospital systems.

### Think about this:

1. Are you harnessing the power of telemedicine to bring down the cost of care, improve access to care and enhance member experience?
2. Have you thought about the impact of the regulatory framework surrounding telemedicine?
3. Have you considered the platform requirements vis-à-vis your telemedicine future?
4. Is your telemedicine platform integrated into your overall ecosystem?
5. Are you able to derive insights from your telemedicine platform?



**Email us at [healthcare@capgemini.com](mailto:healthcare@capgemini.com) to help you assess your telemedicine capabilities and determine your next step.**

### Your Telemedicine Strategists



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