

# National Consortium of Telehealth Resource Centers



## The Nation's Experts on Telehealth

**T**he Telehealth Resource Centers (TRCs) provide expert, customized, unbiased, and nonpartisan telehealth technical assistance across the country to health care organizations, health care networks, and health care providers with a special focus in assisting community health centers, such as federally qualified health centers (FQHCs) and rural health centers (RHCs). The TRCs help these entities with implementation of cost-effective telehealth programs to serve rural and medically underserved areas and populations. TRCs focus on training, education, research, and consultation that is bolstered by their specific expertise and knowledge. There are 14 TRCs: 12 regional TRCs (RTRCs) and 2 national TRCs, one on policy (NTRC-P) and one focused on technology (NTRC-T) who all work collaboratively together, avoiding duplication, waste, and confusion to spend their funding in an effective and efficient manner.

The TRCs have found themselves facing increasing demands for their services as the telehealth industry continues to explode. In recent years, interest in utilizing telehealth to treat substance use disorders, particularly in heavily impacted rural areas, have significantly increased, particularly in FQHC/RHC settings. The TRCs unique skills, experience, and knowledge have provided bespoke services and resources that have proliferated the utilization of telehealth to address the needs of some of the nation's most vulnerable populations. As telehealth grows at a rapid pace, TRCs are positioned to assist both veterans and novices in the field that are working to provide needed services to communities. TRCs will continue to help providers find viable solutions that allow these populations to access care through the use of telehealth.

### Who are the Telehealth Resource Centers?



#### Experts

TRCs are experts in policy, technology, program development, and administration.



#### Diversified

Our centers are throughout the country, housed in various organizations with a multitude of experts.



#### Professionals

All staff are professionals in a variety of fields. We specialize from telehealth policy to providing services via telehealth.

### The Quality of Our Answers.

Sept. 2018 - Feb. 2019



## Did you know?

Telehealth Resource Centers (TRCs) have been advancing telehealth since 2005. TRCs have seen over a **50% increase** in technical assistance in just the last year, TRCs are recognizing a change in the nature of telehealth-related questions. The industry is growing, the regulatory landscape is evolving, and TRCs are strategically positioned across the nation to overcome a multitude of barriers.

Sept. 2017 - Aug. 2018

**7,896** Technical Assistance Requests

**5,850** Regional Conference Attendees

**767** Training & Educational Sessions

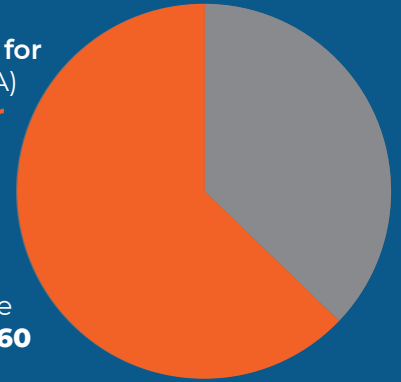
**593** TRC Presentations (In-Person & Web)

# INCREASED DEMAND ON THE TRCS

A sampling from 8 of the 14 TRCs show a significant increase in demand for their unique services and expertise. A comparison of technical assistance (TA) requests from the **September 2017 – February 2018** period to the **September 2018 – February 2019** period showed an increase of **63%** in requests.

Additionally, over the years, the TA requests have become more complicated and involved as policies and changes are implemented and more sectors begin to utilize telehealth. Often, there is extensive back and forth between the TRC and the inquirer. Across the sampled TRCs, the average to complete an extensive TA request is **16 hours** with the longest TA interaction being **60 hours** that stretched over two and a half months.

The number of subject matters that the TRCs must respond to have expanded greatly to include expertise in a variety of areas that is rarely seen in other programs. Queries have ranged from reimbursement in Medicare and Medicaid, to legal and regulatory issues, technology, specialty care such as mental/behavioral health, and substance use disorder. TRCs are also experts on technical matters such as billing, training, professional development, curriculum development, workflow, etc.



## Contact Your TRC

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**California Telehealth Resource Center**  
(877) 590-8144  
<http://www.caltrc.org>

**Great Plains Telehealth Resource and Assistance Center**  
(888) 239-7092  
<http://www.gptrac.org>

**Heartland Telehealth Resource Center**  
(877) 643-4872  
<http://www.heartlandtrc.org>

**Mid-Atlantic Telehealth Resource Center**  
(434) 906-4960  
<http://www.matrc.org>

**Northeast Telehealth Resource Center**  
(800) 379-2021  
<http://www.netrc.org>

**Northwest Regional Telehealth Resource Center**  
(833) 747-0643  
<http://www.nrtrc.org>

**Pacific Basin Telehealth Resource Center**  
(808) 956-2897  
<http://www.pbtrc.org>

**South Central Telehealth Resource Center**  
(855) 664-3450  
<http://www.learnrtelehealth.org>

**South East Telehealth Resource Center**  
(888) 738-7210  
<http://www.setrc.us>

**Southwest Telehealth Resource Center**  
(877) 535-6166  
<https://southwesttrc.org/>

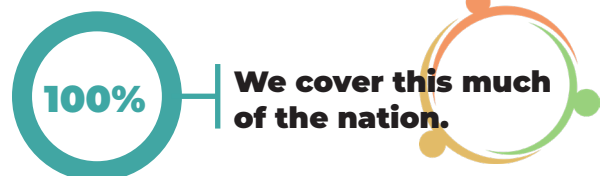
**TexLa Telehealth Resource Center**  
(877) 391-0487  
<http://texlatrc.org>

**Upper Midwest Telehealth Resource Center**  
(855) 283-3734  
<http://www.umtrc.org>

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**Center for Connected Health Policy**  
(877) 707-7172  
<http://www.cchpca.org>

**Telehealth Technology Assessment Resource Center**  
(844) 242-0075  
<http://www.telehealthtechnology.org>



**Can't find your state? Visit our website:**  
<https://www.telehealthresourcecenter.org/>

## Conclusion

The TRCs provide rich and unbiased assistance and education that has facilitated the access and provision of health services for Americans. The TRCs continue to be a unique and invaluable resource that will help America's health system transition fully into a new era.

*The National Consortium of Telehealth Resource Centers (NCTRC) is an affiliation of the 14 Telehealth Resource Centers funded individually through cooperative agreements from the Health Resources & Services Administration, Office for the Advancement of Telehealth. The goal of the NCTRC is to increase the consistency, efficiency, and impact of federally funded telehealth technical assistance services. This was made possible by 14 Telehealth Resource Centers and administered through grant #G22RH30365 from the Office for the Advancement of Telehealth, Federal Office of Rural Health Policy, Health Resources and Services Administration, Department of Health and Human Services.*