

# Care for the Common Good

## Telehealth



Trinity Health is one of the largest not-for-profit, Catholic health care systems in the nation, serving diverse communities across 26 states. We advocate for public policies that promote the common good including sustaining our faith-based mission, improving community health and growing our workforce while addressing the continuously shifting national health care system landscape.

### Telehealth Experience

Across Trinity Health, telehealth continues to serve as a useful tool for treating patients. Between July 2024 and July 2025, 425,000 telehealth visits (about 3.4% of our total patient visits) were conducted. Trinity Health is committed to ensuring that all patients can use telehealth services when needed.

Telehealth must remain a routine part of patient care to maintain access, enable an efficient health care system, and meet consumer expectations for convenient, person-centered, technology-supported care.

### What Can Policymakers Do?

Permanently extend telehealth flexibilities, maintain high-quality virtual care:

- Allow all telehealth visits to be reimbursed when originated within the patient's home or location of their choosing.
- Allow all Medicare patients to access telehealth, regardless of geographic location.
- Allow clinicians to furnish and bill with parity of payment for in-office visits across all payers and settings.
- Ensure audio-only remains a reimbursable option for physicians to care for patients who do not have audio and visual technology or capability.
- Clarify the facility component of telehealth offered in a provider-based clinic is eligible for reimbursement.
- Include attribution to an ACO as evidence of an existing provider/patient relationship.
- Provide flexibility for remote-patient monitoring and reimburse for this service, including when provided through home health.
- Allow clinicians to be reimbursed for telehealth when seeing new patients or a patient not previously seen at their practice.
- Remove limitations on frequency of services.
- Advance policies that ensure access to affordable broadband, technology resources, and telehealth services for underserved populations, including rural communities.
- Allow providers to administer telehealth services from their home while reporting their practice address instead of their home addresses.
- Allow providers to practice across state lines and at the top of their license, including medication prescription and flexibility to allow physicians to treat their patients while in a state where they may be temporarily located.

### Telehealth Experience

- The use of telehealth services spans payers and programs and continues to be an important access point for our national accountable care organization (ACO). In 2024, 2.4% of patient visits that counted toward Trinity Health's ACO were provided via telehealth.

- Both patients and providers appreciate the benefits of telehealth:  
*"I feel fortunate that I was able to schedule a telehealth appointment with my primary care physician (PCP). The [telehealth] visit was a simple and seamless way to get high-quality care. My PCP had immediate access to all my electronic medical records. I didn't feel rushed, and I felt like I got the care I needed in short order. And, the resulting prescription ended up being precisely what I needed."*  
~ A.P., Springfield, Mass.

*"With telehealth, consumers are quickly learning that high-caliber, well-coordinated care can be delivered at the time and location of their choosing. Telehealth services can offer both convenience and quality for a wide variety of concerns."*  
~ Dan Weiswasser, MD,  
Trinity Health Of New England

### Mission

We, Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

### Core Values

Reverence • Commitment to Those Experiencing Poverty • Safety • Justice • Stewardship • Integrity