

Advancing the Telehealth Continuum: 2024 Policy Landscape and Priorities

Speaker Bios

November 8, 2023

Introductions and Keynote Speaker

Diana Camacho, MPH, is a senior program officer for CHCF's Improving Access team, which works to improve access to coverage and care for Californians with low incomes. She leads CHCF's body of work on telehealth. Diana was previously at Kaiser Permanente, where she led Medicaid care delivery collaborations and national community benefit strategy and grantmaking within the health care safety net. While there, Diana led the development of a national telehealth initiative aimed at enhancing telehealth practice at Federally Qualified Health Centers (FQHCs) and health care providers for people experiencing homelessness. Previously, Diana was director of community health at John Muir Health where, in addition to her community grantmaking, she led cultural competency, language access, and community needs assessments. Diana started her public health career supporting the needs of people living with HIV/AIDS as a social worker, health educator, and program coordinator.

Diana earned a bachelor's degree in psychology from the University of California, Santa Barbara, and a master's degree in public health from the University of California, Berkeley. She is serving as a managing partner for the 2023-2024 cycle of the [California Improvement Network](#), a CHCF project that is managed by [Healthforce Center at UCSF](#).

Jeffrey Reynoso, DrPH, MPH, serves as a Regional Director at the US Department of Health & Human Services (HHS) where he advances the Administration's health and human services priorities. He is the key representative for US HHS Secretary Xavier Becerra with state, local, territorial, tribal, and external partners in Region 9, which spans Arizona, California, Hawaii, Nevada, the US-Affiliated Pacific Islands, and 157 Federally-Recognized Tribes. For over a decade, Dr. Reynoso has worked on health equity and social justice issues spanning academia, government, and non-profit sectors at local, state, and national levels. Most recently, he served as the Executive Director of the Latino Coalition for a Healthy California (LCHC) where he was responsible for strategic leadership and external relations, organizational development and financial management, and policy advocacy and programmatic initiatives. Previously, he was a Doctoral Fellow at Kaiser Permanente designing innovative programs to address food insecurity in the Southern California region. He was also a Public Health Fellow in the office of Congressman Raul Ruiz advising on healthcare policy issues, and he worked as a Chief Administrative Officer (CAO)/ Management Fellow at the County of San Diego Health & Human Services Agency (HHSA) supporting the Director's Office on Affordable Care Act (ACA) implementation.

Dr. Reynoso serves as a Commissioner to the CA 100 Initiative. He has previously served on the Boards of Insure the Uninsured Project (ITUP) and the CA Pan-Ethnic Health Network (CPEHN). He has also been tapped to serve on multiple advisory boards, including the CA Department of Managed Healthcare (DMHC) Equity & Quality Committee, CA Department of Public Health (CDPH) Community Vaccine Advisory Committee, Governor Gavin Newsom's Master Plan for Aging (MPA) Equity Workgroup and Task Force on Alzheimer's Prevention and Preparedness Brain Trust, CA Health Interview Survey (CHIS) at the UCLA Center for Health Policy Research, and CA Initiative for Health Equity & Action (Cal-IHEA) at the UC Berkeley School of Public Health. Dr. Reynoso has been quoted on issues ranging from health policy, public health, and Latinx health in CalMatters, Los Angeles Times, Politico, Sacramento Bee, Telemundo, Univision, and the Wall Street Journal. Dr. Reynoso holds a Doctor of Public Health (DrPH) from Harvard University, a Master of Public Health (MPH) from UC Berkeley, and a BA from UCLA. He is the son of working-class immigrants from Mexico who grew up in CA's Central Valley and North San Diego County.

Objectives and Telehealth Champion Award, 2023

Libby Sagara has deep experience in health care and technology program management, facilitation, business development, and communications. Her work focuses on managing clients, teams, technology partners, and program funders. Prior to consulting for BluePath Health, she was a Senior Associate at Booz Allen Hamilton, where she managed projects in health information exchange, strategic and operational planning, life sciences process improvement, and not-for-profit business planning.

Libby worked at Manatt Health Solutions, the policy and business advisory division of Manatt, Phelps, & Phillips, LLP, where she managed health information exchange planning efforts. Her past experience includes instructional design and technology usability management at BenefitPoint, and change management and communications consulting at Cambridge Technology Partners. She holds a BA in International Relations from University of California at Davis.

Robby Franceschini, JD, MPH, is Director of Policy at BluePath Health (BPH), and he supports clients' strategic needs for health policy, government relations, and business development. His expertise encompasses Medi-Cal, telehealth, and health information exchange (HIE), and his client experience includes work with foundations, government agencies, health care start-ups, and payers.

Prior to joining the BPH team, Robby worked with Cleveland Clinic's legal department and also supported Medi-Cal policy development at the National Health Law Program's Los Angeles office. He also gained experience in science and technology policy and ethics as an AAAS Emerging Leaders in Science and Society Fellow and research assistant for NIH- and Wellcome Trust-funded projects. He holds a BA, JD, and MPH from the University of Washington.

Mei Wa Kwong, JD, joined the Center for Connected Health Policy (CCHP) in March 2010 as a Policy Associate and was named Executive Director in January 2018. Ms. Kwong leads the organization's work on public policy issues as they impact telehealth on the state and federal levels. She is also the project director for the National Telehealth Policy Resource Center. Ms. Kwong is a nationally recognized expert on telehealth policy. In her current role at CCHP, she works with the organization's multitude of national and regional partners on telehealth issues and oversees CCHP's projects, and provides policy technical assistance to state and federal lawmakers, industry members, providers, consumers, and others. She manages CCHP's staff and works closely with CCHP's consultants. She has been published in peer review journals and is a sought after speaker at national conferences.

Prior to joining CCHP, Ms. Kwong was a public policy analyst for Children's Home Society of California, working on child care and early education issues on the state and federal levels. She also worked extensively with the Child Development Policy Institute, a statewide public policy organization, and was recognized by them in 2004 for her work in the early care and education field. She was at the National Association of Real Estate Investment Trusts in Washington, DC, working on federal tax issues, and administered the association's political action committee. Ms. Kwong holds a BA in International Affairs from George Washington University, and a JD from George Washington University Law School.

Assemblymember Rebecca Bauer-Kahan was first elected to the California State Assembly in 2018 to represent Assembly District 16, which includes Alamo, Danville, Dublin, Lafayette, Livermore, Moraga, Orinda, Pleasanton, San Ramon, and Walnut Creek. During her time in the Assembly, Rebecca has introduced and advocated for legislation that addresses some of the most pressing needs of our communities and her constituents. Her background as an environmental attorney and her dedication to safeguarding reproductive rights are highlighted in her work as chair of the Committee on Water, Parks,

and Wildlife and as founder and chair of the Select Committee on Reproductive Health, respectively. She has championed multiple bills to make California a safe place to live and a bastion for equal rights, including AB 624, AB 988, and AB 1666.

Rebecca is an accomplished attorney, environmental advocate, community volunteer, law professor, and mother. A Bay Area native, she is the granddaughter of refugees who came to the United States to escape the Holocaust. Their experiences inspired her to use her career and personal time to help others in her community, solve complex problems, protect civil rights, and fight to ensure everyone has the opportunity to succeed. As an attorney, Rebecca specialized in ensuring major corporations complied with environmental laws and regulations by leading internal investigations to improve their environmental practices, while maintaining profitability. She also worked with major tech companies on intellectual property cases involving such topics as copyright, trademark, and trade secret theft. Rebecca oversaw and grew her office's pro bono program and, under her leadership, the office expanded its efforts to include civil rights, immigration, homelessness, and domestic violence. She has also served on several boards and committees, helping attorneys throughout the Bay Area provide their services to those who desperately need them.

Rebecca is a product of Bay Area public schools and a graduate of the University of Pennsylvania and Georgetown University Law Center. Before serving in the Assembly, she taught appellate law and legal research and writing at Santa Clara University and Golden Gate University and often volunteered at her children's schools.

Panel 1: National Telehealth Program Perspectives

Robby Franceschini, JD, MPH, (moderator, see bio on page 2)

Lisa Chew, MD, MPH, is the Director of Clinical Innovations at the Association of American Medical Colleges (AAMC). Dr. Chew works with a wide range of health system leaders to increase their ability to deliver high value, high quality, and equitable care through clinical transformation and innovative care models. She comes to the AAMC from the University of Washington, where she served as the Associate Medical Director at Harborview Medical Center. In this role, she led and directed the strategic, operational, and quality initiatives in ambulatory care, spearheaded the implementation of Project CORE (Coordinated Optimal Referral Experiences) at the University of Washington, and created successful clinical programs to increase access to care for historically marginalized Communities.

Dr. Chew earned her medical degree at the University of California, San Francisco, and completed her residency and chief residency in Internal Medicine at the University of Washington. She is an alumna of the Robert Wood Johnson Clinical Scholars Fellowship Program where she earned an MPH at the University of Washington. She is currently Professor of Medicine at the University of Washington.

Chris Cruttenden, co-founder of Safety Net Connect, has a dynamic 25-year career spanning advertising, marketing, and technology solutions. Beginning as a copywriter at DGWB in Southern California, he earned national acclaim with multiple advertising excellence awards. Transitioning into technology, Chris left to help launch E*Offering, a pioneering force in online IPO access and retail distribution, ultimately acquired for \$350 million. Recognizing the need for web-based financial solutions, he co-founded NetChemistry in 2000, landing global investment banks as clients and raising billions in private equity.

In 2009, inspired by a presentation by Hal Yee on eReferral, Chris developed eConsult to cater to safety net patient populations. His leadership has earned Safety Net Connect awards for innovative achievements in improving access to care for over 10 million patients. Today, as President of Safety Net Connect in Newport Beach, California, Chris continues to drive technological advancements to enhance lives for underserved populations.

Kyle Zebley is Senior Vice President of Public Policy at the American Telemedicine Association (ATA) and Executive Director of ATA Action. He is working with and on behalf of ATA and ATA Action members and like-minded organizations to eliminate barriers to the expansion of telehealth and ensure patients, providers, and payers can realize the benefits of virtual care. Previously, Kyle was the Chief of Staff in the Office of Global Affairs (OGA) at the US Department of Health and Human Services (HHS). He collaborated with senior leadership from HHS, the White House, and other cabinet departments to develop, advise, and promote US global health policy, including in such policy areas as drug pricing, global health security, medical devices, and non-communicable diseases. Prior to HHS, he worked in Congress as a Legislative Director, leading a legislative team in developing policy and drafting legislation, particularly on matters concerning the House Committee on the Budget, the House Committee on Education and the Workforce, and the House Committee on Ways and Means. Kyle started his career in Washington, DC, as a Research Assistant at Public Opinion Strategies, where he worked on campaign strategies for clients running for US President, the US Senate, the US House of Representatives, state governor, and state legislatures.

Kyle is a sought-after policy expert. He has contributed his time to organizations developing model health policies, such as the Federation of State Medical Boards Workgroup on Telemedicine, the Uniform Law Commission Uniform Telehealth Act, and the United Nations Independent High-level Commission on Noncommunicable Diseases. Kyle is frequently quoted in major media coverage on the topic of telehealth, including the Associated Press, Bloomberg, Inside Health Policy, Kaiser Health News, Modern Healthcare, NBC news affiliates, NPR, Roll Call, Time, USA Today, and Yahoo! Finance.

Telehealth Focus Areas: Priorities for 2024

Amy Durbin, MPP, joined the Center for Connected Health Policy (CCHP) as Policy Advisor in December 2020. In this role, Ms. Durbin acts as Project Manager for the California Telehealth Policy Coalition and advises on a variety of telehealth policy and legislative issues for CCHP. Prior to joining CCHP, Ms. Durbin was a Legislative Advocate for the California Medical Association, focusing on a number of health care issues, including health information technology and telehealth access. Prior to her tenure at CMA, Ms. Durbin worked in the California State Legislature. She graduated from Chico State University with a bachelor's degree in political science and from Sacramento State University with a master's degree in public policy and administration.

Mei Wa Kwong, JD (see bio on page 2)

Lunch Presentations

René Mollow, RN, MSN, has been with the California Department of Health Care Services (DHCS) since 1995. Currently, she serves as the Deputy Director for Health Care Benefits and Eligibility (HCBE). She provides leadership for benefits and eligibility policy planning, development, implementation, and evaluation of health care services and delivery systems under Medi-Cal and for the Children's Health Insurance Program (CHIP). HCBE is comprised of four divisions and two offices: Benefits Division, Medi-

Cal Eligibility Division, Pharmacy Benefits Division, Medi-Cal Dental Services Division, the Office of Family Planning, and the Office of Tribal Affairs.

René works to ensure that policies, procedures, and related activities in HCBE conform to applicable state and federal policies, statutes, and regulations. She assists the Directorate, Administration, and Legislature in determining program direction, and she consults with the Director and State Medicaid Director on issues of significant policy impact involving both Medi-Cal and CHIP. René has played a major role in policy planning, development, and implementation on matters pertaining to health care coverage maintenance and expansions for children and adult populations as well as benefit management for the Medi-Cal program.

Delphine Tuot, MDCM, MAS, is a Professor of Medicine, Interim Division Chief of Nephrology at ZSFG, Associate CMO of Specialty Care and Diagnostics at ZSFG, and Director of the UCSF Center for Innovation in Access and Quality at ZSFG. Her interests include primary care management of chronic kidney disease (CKD), provider-patient communication, patient education and self-management, and implementation science. She is currently focused on the development, implementation, and evaluation of interventions that increase patient awareness and self-management of kidney health, as well as health system interventions that enhance patient access to timely, equitable high-quality specialty care, particularly within safety net settings.

Panel 2: Health Centers and Virtual Care

Dr. Anthony Magit is a Clinical Professor of Surgery at the University of California at San Diego (UCSD), the Associate Chief Medical Officer for Rady Children's Hospital in San Diego, and the Medical Director for the Office of IRB Administration at UCSD. Anthony's clinical career has been as a Pediatric Otolaryngologist (ENT) with an interest in Cystic Fibrosis related sinus disease and congenital vascular malformations. His other activities include advocating for children's health services, having been the President of the Children's Specialty Care Coalition Board and a member of the San Diego County Medical Society Board. Anthony graduated from the UCSD School of Medicine, and he completed a residency at Duke University and a fellowship in Pediatric Otolaryngology at Children's Hospital of Pittsburgh.

Dr. Janine Bera is proud to be the Chief Medical Officer (CMO) for WellSpace Health (WSH), which provides comprehensive medical, dental, behavioral health, and supportive services to more than 125,000 people each year at 31 locations in Sacramento, Placer, and Amador counties. WSH is an integrated system of Federally Qualified Health Centers, a Certified Community Behavioral Health Center (CCBHC), other Behavioral Health Centers, California's second largest 9-8-8 Suicide and Crisis Center (988 Sacramento), WellSpace Nexus, and collaborative partnerships across the region. As CMO, Dr. Bera leads a vast clinical practice serving communities' most vulnerable residents, including adults and children who live in poverty, are experiencing homelessness, and/or are uninsured. Dr. Bera was recently recognized by the California State Assembly as an Unsung Hero in the State of California in 2022, by Sacramento Magazine as one of the 100 Notable Business Leaders in 2021, and she received the Woman Who Means Business award from Sacramento Business Journal in 2017.

Prior to joining WellSpace Health, Dr. Bera was a longtime primary care physician who specialized in preventive medicine and the role of nutrition and exercise in improving the overall management of chronic disease. She is a graduate of the UC Davis Medical School and their Internal Medicine Primary Care Residency program. Dr. Bera is a motivational speaker and active community leader. She is the President of the American Heart Association, Sacramento, and a Past President of the Sacramento Tree

Foundation. She serves on the Board of Directors for the Sierra Sacramento Valley Medical Society, Crocker Art Museum, and Wide Open Walls. She currently serves on the Board of the national Planned Parenthood Federation of America and is a former board member of Planned Parenthood Mar Monte and continues to serve on their development committee. Dr. Bera is a delegate to the California Medical Association and serves on the Advisory Board for Molina Health. She is also a member of the Sacramento Links, Inc. and a Senior Fellow in the American Leadership Forum.

Lily Dorn is a Legislative Affairs Specialist at the Community Clinic Association of Los Angeles County (CCALAC) where she represents the interests of LA area community clinics and health centers, and those they serve. Lily leads state legislative efforts to advance the policy and budget priorities of CCALAC's member health centers and the communities they serve. Her scope of work also includes: HIT, telehealth, digital equity, oral health, Medi-Cal, and workforce policy, as well as external partner engagement. Lily holds a BS in Public Health from Oregon State University.

Debbie Kim is the Program Manager for eConsults on the Digital Health Care Integration team at Stanford Health Care. She oversees day-to-day operations for Stanford Healthcare's internal and external eConsult programs. Previously, she worked for three years as a Senior Project Manager for Marin Community Clinics, a Federally Qualified Health Center in Marin County. She received her MPH at UC Berkeley School of Public Health, focusing on how systemic and structural barriers can affect health outcomes. She is passionate about digital health equity and strongly believes that every patient should have equitable access to high-quality and affordable healthcare and digital health tools.

Panel 3: Telehealth Innovations in Behavioral Health

Amy Durbin, MPP (moderator, see bio on page 4)

Autumn Boylan, MPH, (she/her/hers/they) is a recognized public health and Medicaid expert and Deputy Director of the Office of Strategic Partnerships at the California Department of Health Care Services (DHCS). Putting equity and access at the center of her leadership, Ms. Boylan leads the development of two of the nation's largest initiatives supporting systemic improvements in behavioral health: the Children and Youth Behavioral Health Initiative (CYBHI), a \$4.7B effort to re-imagine behavioral health access and outcomes for children and youth; and the CalAIM Justice-Involved (JI) Initiative, which seeks to improve coverage and continuity of health services to justice-involved individuals. Together, these initiatives represent an historic investment in the well-being of the state's most vulnerable populations.

With 16+ years of expertise in state health program delivery, Ms. Boylan is recognized for her ability to drive novel innovation and coordinate highly complex statewide partnerships at the intersections of Medicaid, public health, equity, education, justice, and more. In her role, Ms. Boylan is a key driver of both policy and operational activities required to achieve the joint missions of the Department of Health Care Services and the California Health and Human Services Agency (CalHHS). Ms. Boylan earned a Master of Public Health degree from Drexel University and a bachelor's degree in communication studies from San Francisco State University.

Dr. David Kan graduated from Northwestern University Medical School and finished his General Psychiatry Residency and Forensic Psychiatry Fellowship at the University of California, San Francisco (UCSF). He is Board-certified by the American Board of Psychiatry and Neurology in General and Forensic Psychiatry and is Board-Certified by the American Board of Addiction Medicine in Addiction Medicine. He is a member of the faculty at the UCSF Department of Psychiatry.

Dr. Kan enjoys teaching in addition to his direct work with patients. He has won multiple awards for teaching and clinical care delivery. He teaches and supervises psychiatrists-in-training in his role as a faculty member at UCSF. Throughout the year, he speaks at professional conferences on topics including treatment of addictive disorders. Dr. Kan offers forensic consulting services to courts and attorneys in civil, criminal, and administrative matters. He has testified in multiple states, counties, and federal court as an expert witness. He is a member of the American Academy of Psychiatry and the Law.

Dr. Kan works in private practice and is the Chief Medical Officer of Bright Heart Health, whose mission is to provide high-quality addiction treatment via telemedicine to all. Dr. Kan is an active member of the California Society of Addiction Medicine (CSAM), a physician organization dedicated to improving the treatment of substance use disorders. He has planned conferences and spoken to many physician and non-physician groups. He is a Past President of CSAM and is a Distinguished Fellow of the American Society of Addiction Medicine (DFASAM). Dr. Kan has testified numerous times before the California Assembly and Senate on addiction treatment, as well as before Congress advocating for expanding access to addiction treatment.

Dr. Petra Steinbuchel is a child and adolescent psychiatrist and clinical professor at UCSF. She is the Director for the UCSF Child and Adolescent Psychiatry Portal, a consultative pediatric mental health access program designed to increase access to critical pediatric mental health care through workforce development and a stepped care approach. She has held several key leadership and teaching positions at UCSF and has led efforts to implement expanded access of evidence-based interventions to diverse and vulnerable populations, including developing collaborative partnerships between behavioral health and pediatric primary care providers in medical inpatient, outpatient, and school-based settings. Dr. Steinbuchel completed her BA at the College of William and Mary, her medical degree and pediatric internship at the Medical College of Georgia, psychiatry residency at California Pacific Medical Center, and child and adolescent psychiatry fellowship at Massachusetts General Hospital.

Panel 4: Vision for 2024

Crispin Delgado, MPP, serves as Executive Director of Insure the Uninsured Project (ITUP). Prior to joining ITUP, Crispin served as Public Policy Director for Northern California Grantmakers. Over his 20-year career, Crispin has worked in academia, local government, philanthropy, and the nonprofit sectors. As Program Officer at Blue Shield of California Foundation, Crispin led a robust portfolio on the Health Care and Coverage team. His work primarily focused on improving access to and quality of care for all Californians. In this same role, Crispin was the primary architect of a multi-funder collaboration that sought to prepare California's safety net for alternative payment methodologies. Crispin holds bachelor's degrees from the University of California, Davis, and a master's degree in public policy (focus: public health) from the Goldman School of Public Policy at the University of California, Berkeley.

Jennifer Alley serves as the Director of Government Affairs for the California Psychological Association, representing licensed psychologists and affiliated mental health professionals before the California Legislature and state government. Jennifer has 20 years of lobbying experience representing marriage and family therapists, health plans, home health, hospice, and adult day services. Jennifer is a Sacramento native and received her BA in social science from California State University, Sacramento.

As an advocate for Health Net, **Kelli Boehm** is responsible for tracking and influencing the \$300+ billion California state budget and legislation related to health care and social determinants of health. She joined Health Net in December 2020 with a wealth of experience in the health care industry, having worked with clients ranging from providers to nonprofits. Most recently at the California Medical Association (CMA),

her main focus was the state budget and Medi-Cal policy. Prior to her CMA experience, she served as part of the lobbying team at Political Solutions. Clients under her purview included the California Dental Association, DaVita Dialysis, Susan G Komen, the March of Dimes, Honda North America, and the Healthcare Distribution Alliance. Her strong organizational and client management skills boost Health Net's government relations program. Kelli holds a bachelor's degree in accounting and finance from Cal Poly, San Luis Obispo.

Paul Giboney, MD, is the Associate Chief Medical Officer for the Los Angeles County Department of Health Services (LADHS). In this role, he seeks to leverage innovative technologies and care delivery systems to improve the quality of, and equitable access to, health services. He oversees the LADHS Virtual Health Programs, including eVisits, Patient Portal, Direct to Patient Texting, Video Visits, and eConsults. The eConsult program has conducted over 2 million consultations and transformed specialty care access for more than 7,000 health care providers seeking assistance in 65 specialty services. In performance improvement programs like PRIME and QIP, he has directed LADHS' patient care enhancements in over 100 projects that touch every area of the health care system. He has served on the National Quality Forum (NQF) Telehealth Committee and on the Board of Directors for the California Health Care Safety Net Institute. During the COVID-19 pandemic, he directed the Department's COVID-19 vaccination campaign, which provided 400,000 vaccinations to staff and patients over a broad variety of settings including inpatient, ED, outpatient, correctional facilities, and homeless encampments.

Dr. Giboney is a graduate of Northwestern University Medical School and currently serves on their Alumni Board. He completed his training in family medicine and served as Chief Resident at John Peter Smith Hospital in Fort Worth, Texas. He is a practicing provider who currently sees adult and pediatric patients at the H. Claude Hudson Comprehensive Health Center.