



2025 ANNUAL REPORT

The **Virginia Telehealth Network (VTN)** is a 501c3 nonprofit organization dedicated to supporting telehealth efforts in the Commonwealth. Started in 2006 by a group of health care providers with an interest in promoting telehealth, VTN seeks to provide education, resources, and best practices to users of telehealth while advocating for safe and effective delivery of telehealth services. In addition, VTN develops and maintains strong partnerships that allow for the exploration and promotion of innovative programs that promote access to high quality health care via telehealth.

Learn more about VTN at <https://www.ehealthvirginia.org/>.



A letter from the VTN BOARD CHAIR



Photo by Dan Addison, UVA Communications

Karen S. Rheuban, M.D.
Chair, Virginia Telehealth Network



Dear Friends,

As the Virginia Telehealth Network (VTN) enters its 20th year, we're taking a moment to reflect and recommit. Over the past two decades, Virginia has grown from early telehealth pilots into a leading state in using telehealth to expand access to care. That progress is a direct result of the dedication of our partners, legislators, team members, and your continued engagement.

This past year made clear that telehealth policy remains a fast-moving and evolving landscape. Providers, policymakers, and advocates faced rapid legislative and regulatory shifts, including federal leadership changes, the expiration of pandemic-era flexibilities, and challenges following an abrupt government shutdown. Amid this uncertainty, VTN remained steadfast in supporting health care professionals with the guidance and information needed to deliver high-quality care.

Despite these challenges, the demand for telehealth, especially in rural and underserved communities, remained strong, highlighting its critical role in access, continuity of care, and health equity. This year also marked significant progress on Virginia's State Telehealth Plan. With input from stakeholders and community members, VTN led the development of the 2026–2030 Plan, which was approved by the State Board of Health, solidifying Virginia's position as a model for other states. This annual report highlights these efforts and more, offering a closer look at the work, partnerships, and progress shaping telehealth across the Commonwealth.

As we celebrate 20 years of advancing telehealth, we are proud of how far Virginia has come and look forward to building an accessible, sustainable telehealth system for all Virginians.

Sincerely,

Karen S. Rheuban, M.D.
Chair, Virginia Telehealth Network



Advancing Telehealth in Virginia: *Policy and Advocacy*

In 2025, our work focused on advancing access, supporting providers, and ensuring telehealth policies kept pace with the changing health care landscape. Key advocacy highlights include:

- **Active Legislative Engagement:** VTN Board Chair Dr. Karen Rheuban testified before the General Assembly on critical issues affecting telehealth access and delivery, while our team collaborated with key committees, including the Joint Commission on Health Care and the House Select Committee on Rural and Small-Town Health Care.
- **Tracking and Reporting:** VTN closely monitored hundreds of bills and budget items, providing weekly updates to members and stakeholders during the legislative session, and ongoing updates throughout the year as policies evolved.
- **Policy Focus Areas:** Advocacy centered on expanding telehealth access in schools, supporting remote patient monitoring for high-need populations, addressing barriers for underserved communities, and promoting equity and accessibility in telehealth delivery.
- **Education and Stakeholder Support:** Beyond lobbying, VTN developed educational content to help providers, clinics, and community organizations understand the implications of legislative changes and prepare for implementation.
- **Collaborative Efforts:** Working with state agencies, policymakers, and health care organizations, VTN reinforced its role as a trusted resource and voice for telehealth in Virginia, ensuring progress continues even amid a complex policy environment.



These efforts reflect VTN's commitment to keeping telehealth at the forefront of policy discussions while supporting providers and patients across the state.

Enhancing *Virginia's State Telehealth Plan*

In 2025, VTN partnered with the Virginia Department of Health (VDH), an advisory working group, and state agencies to strengthen the State Telehealth Plan for 2026-2030. This effort incorporated public comment on the draft Plan, data-driven insights from the *Benchmarking Telehealth Usage in Virginia* survey, and recommendations collected during advisory group meetings. The 2026-2030 Plan was approved by the Board of Health in June 2025.

Focus Areas of the Plan:

- Broadband and technology access
- Telehealth enhancements for improved patient care
- Telehealth provision for high need areas of the Commonwealth
- Telehealth accommodations for improved access

- Licensure and workforce development opportunities

Vision: Embed and leverage telehealth as a solution to achieve the health priorities of the Commonwealth of Virginia. The benefits of telehealth apply to the entire person, extending beyond physical health to include education, workforce development, connectivity, public safety, and infrastructure objectives, thereby creating a healthier Virginia.

Next Steps: VTN will continue working with VDH to identify opportunities to operationalize the plan, track its implementation, and ensure measurable progress on access, equity, and health outcomes.



[View or download the **full plan here.**](#)

2025 State Telehealth Plan *Advisory Group*

Carter Batey, CareFirst BlueCross BlueShield

Kandi Chamberlain, Virginia Department of Health, Rural Health Manager

Chris Chisholm, MD, Virginia Neonatal Perinatal Collaborative

Heidi Dix, Virginia Association of Health Plans

Ericca Facetti, Virginia Health Catalyst

Jamie Fisher, Virginia Pharmacy Association

Allyson Flinn, Medical Society of Virginia

W. Davis Gammon, MPA, Virginia Hospital and Healthcare Association

Tamarah Holmes, PhD, Virginia Department of Housing and Community Development

Steve Hylton, Pharm.D, Community Pharmacy Association

Art Kellermann, MD, Virginia Health Workforce Development Authority

Ray Lamura, Virginia Broadband Association of Virginia

George Lindbeck, MD, Office of Emergency Medical Services

Amanda Mueller, MD, Virginia Department of Behavioral Health and Developmental Services

Mary Ochsner, Krampen Bay Rivers Telehealth Alliance

Elizabeth Parker, MEd, Henrico County Public Schools Department of Student Support and Wellness

Hallie Pence, Right Help, Right Now

Tim Perkins, Virginia Department of Health, Community Health and Technical Resources Division Director

Rufus Phillips, Virginia Association of Free and Charitable Clinics

Lisa Price Stevens, MD, MBA, MPH, FACP, Virginia Department of Medical Assistance Services

Karen Rheuban, MD, University of Virginia Center for Telehealth

Abraham Segres, Virginia Hospital and Healthcare Association

Sandra Serna, Virginia Department of Health, Director, Office of Health Equity

Felecia Smith, Virginia Department for Deaf and Hard of Hearing

Scott J. Spillman, MD, Local Health District Director - Danville, Pittsylvania, and Southside

Jim Werth, MD, Tri-Area Community Health Center

Kathy Wiberly, PhD, Mid-Atlantic Telehealth Resource Center & Virginia Telemental Health Initiative

Enhanced *Education*

As telehealth continues to evolve in Virginia, 2025 saw a rapidly changing legislative and regulatory environment. VTN prioritized keeping providers and audiences informed with timely, digestible content to navigate these changes. Through blog posts, a monthly newsletter, and social media, we delivered updates on telehealth legislation, Medicare and billing changes, and best practices – among many more topics. Resources were curated from trusted sources, including the Center for Connected Health Policy, Telehealth.org, and the Mid-Atlantic Telehealth Resource Center, ensuring accuracy and relevance for our audiences.

Beyond policy, our content showcased innovative ways providers, practices, health systems, and clinics across the state are leveraging telehealth to increase access to care.

Audience Growth & Engagement

- ▶ **5,212** Newsletter Subscribers
- ▶ **29K** Website Pageviews
- ▶ **11.7K** Website Users
- ▶ **20** Blogs Posted
- ▶ **12** Newsletters sent

Thought Leadership *and Media Engagement*

VTN served as a trusted voice on telehealth policy, providing commentary to local, statewide, and industry news outlets on topics including federal legislation, telehealth adoption, and emerging trends. Board member Kathy Wibberly led interviews and media engagements, positioning VTN as a thought leader and a key resource for policymakers and providers navigating the rapidly evolving telehealth landscape.



School-Based Telehealth Clinics Launch in Hampton and Harrisonburg

Posted on February 7, 2025



For many families, accessing timely health care isn't as simple as making an appointment. Working parents may struggle to take time off, transportation challenges can make doctor visits difficult and long wait times for appointments can mean kids may go without the care they need. These barriers are especially tough on families with school-age children, where even a minor illness can disrupt both learning and daily life. To address these challenges, two Virginia school systems have partnered with Sentara Health to pilot a school-based telehealth program that aims to provide students with faster access to acute primary care for common illnesses.

During the fall of 2024, pilot school telehealth clinics launched at George P. Phenix PreK-8 School in Hampton and Smithland Elementary School in Harrisonburg.

Benchmarking

Telehealth Usage in Virginia

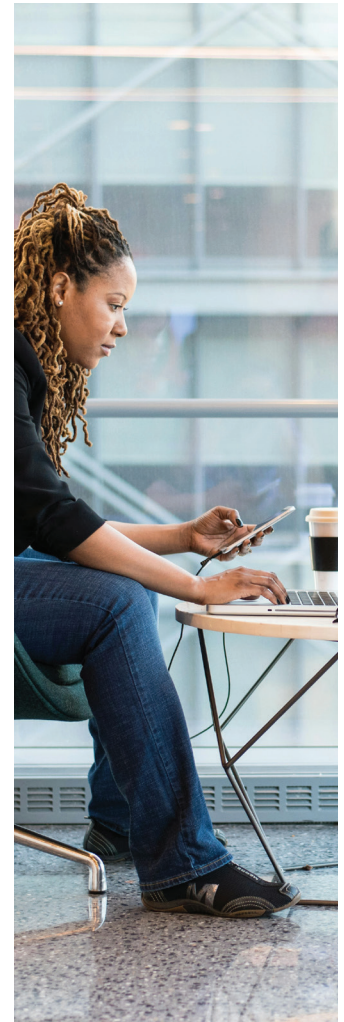
As part of ongoing efforts to monitor the impact of telehealth on Virginia's patients and providers, VTN developed a plan and launched the fourth iteration of the "Benchmarking Telehealth Usage in Virginia" survey during Q4 2025. This periodic survey of actively practicing licensed providers across the Commonwealth is designed to help us better understand Virginia's current and future needs with virtual care. We look forward to sharing key findings and takeaways in 2026.

The survey is supported by the Virginia Department of Health Professions and the Virginia Department of Health.

Expanding The Virginia Telemental Health Initiative

VTN spearheaded the launch of the Commonwealth's first-ever statewide virtual mental health free clinic, the Virginia Telemental Health Initiative (VTMHI). This pioneering program serves as a model for enhancing the mental health workforce while expanding access to mental health services for un- and under-insured patients referred by participating free and charitable clinics. With the success and growth of this program, VTN team members have presented to audiences across the U.S. interested in replicating this model of care.

For more information, visit virginiatelementalhealth.org.



725

Unique Patients Served



30

Referring Clinic Partners



91

Volunteer Mental Health Providers, **14** of whom are now fully licensed



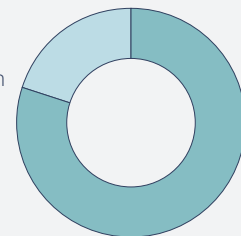
14

Languages used to provide teletherapy
(Chinese, English, Guyanese Creole, Hindi, Japanese, Korean, Malayalam, Mandarin, Persian, Portuguese, Spanish, Tamil, Telugu, and Urdu)

Total Value of Services Provided

\$877,488

\$182K
Training & Supervision



\$695K
Pro-Bono Therapy



"My experience with VTMHI has strengthened my ability to build rapport and provide effective support in virtual settings, enhancing my adaptability and communication skills. This experience will inform my future practice by helping me integrate technology confidently and offer accessible, client-centered care across diverse populations."

- Stephanie Cruz Alvarez, LMSW



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