Thank you for joining us today!

Please remember to:

- Ask additional questions using the Q&A feature
  - Our presenters CAN see these questions

- Visit our program websites
  - (links will be available in the chat box)

- Complete the participant poll.

- Follow us on social media
  - Mid-America MHTTC   Twitter @MidAmericaMHTTC
  - Mountain Plains MHTTC Twitter @MPMHTTC
  - Mid-America ATTC Twitter @MidAmericaATTC

Mid-America (HHS Region 7)
MHTTC
Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

Mountain Plains (HHS Region 8)
MHTTC
Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

Mid-America (HHS Region 7)
ATTC
Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

TELEHEALTH LEARNING AND CONSULTATION (TLC) TUESDAYS

March 31: Telehealth Basics

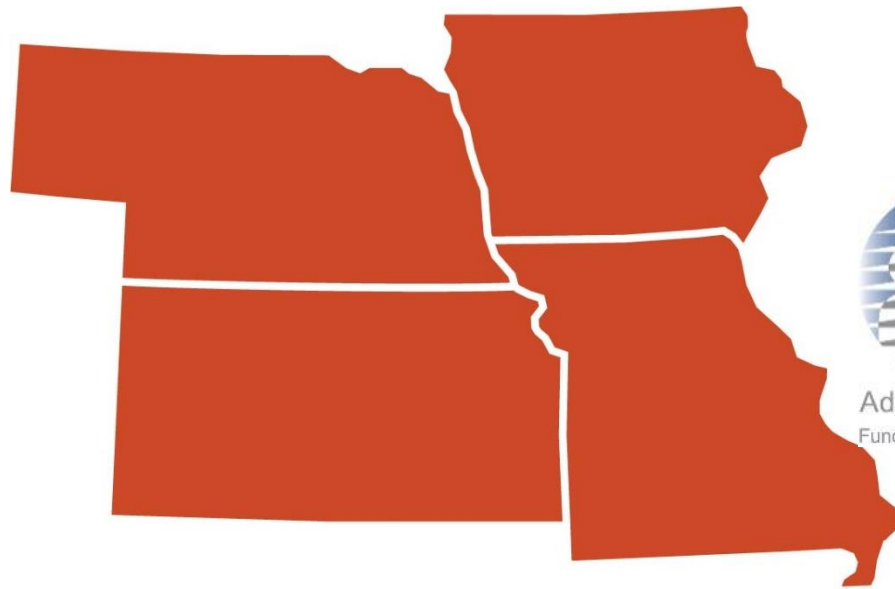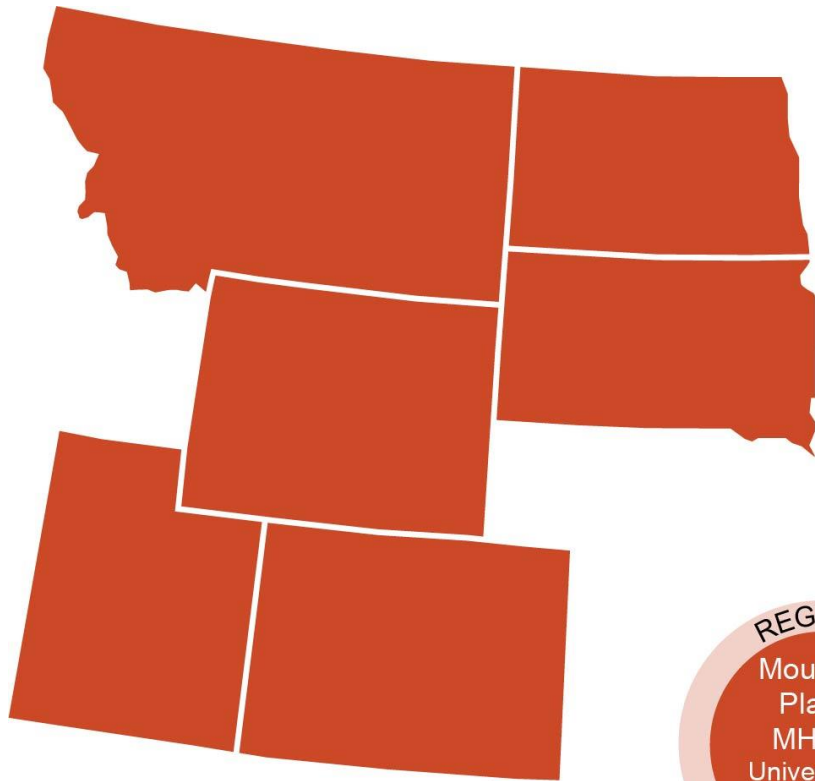PRESENTED BY:

Holly Roberts, Ph.D., Mid-America MHTTC

William Higgins, Ph.D., Munroe-Meyer Institute

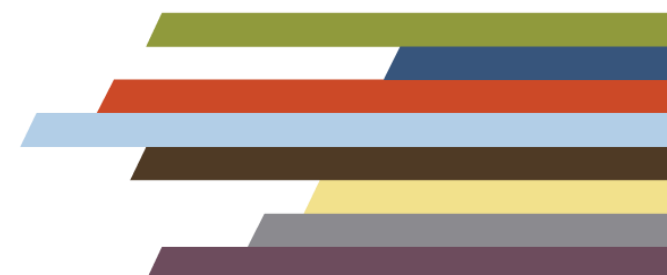**JK Costello**, M.D., MPH, The Steadman Group

The TTC Network

The Technology Transfer Center (TTC) Network is a national network of training and technical assistance centers serving the needs of mental health, substance use and prevention providers. Today's training is hosted by Mental Health Technology Transfer Centers (MHTTCs) from Health and Human Services (HHS) Region 7 and HHS Region 8 as well as the Addiction Technology Transfer Center from HHS Region 7. The work of the TTC Network is funded under a cooperative agreement by the Substance Abuse and Mental Health Services Administration (SAMHSA).

Mid-America (HHS Region 7)

ATTC

Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

REGION 8
Mountain Plains MHTTC
University of North Dakota

REGION 7
Mid-America MHTTC
University of Nebraska Medical Center

Disclaimer

Presenters

Holly Roberts, Ph.D., is a licensed psychologist and associate professor in the Department of Psychology at the Munroe-Meyer Institute for Genetics and Rehabilitation. Dr. Roberts is a faculty trainer and a member of the Mid-America MHTTC's integrated care team. Dr. Roberts practices in an integrated pediatric primary care clinic and has extensive experience facilitating didactic and practical instruction utilizing telehealth in clinical practice.

Dr. William Higgins, Ph.D., LMHP, BCBA-D, is an assistant professor of psychology and Leadership Education in Neurodevelopmental and Related Disorders (LEND) faculty at the Munroe-Meyer Institute for Genetics and Rehabilitation at the University of Nebraska Medical Center. He is also adjunct faculty at the University of Nebraska-Omaha, where he teaches applied behavior analysis. His training is in the clinical applications of behavior analysis, and his practice focuses on using web-based technologies to overcome distance as a barrier to accessing behavioral health services.
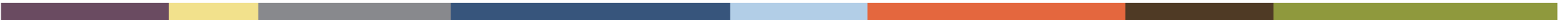
Presenters

JK Costello is a physician/consultant who develops population health models for substance use disorder. He works with publicly-funded health care and public health systems to improve addiction prevention, treatment and recovery. He helps expand medication-assisted treatment (MAT) in Colorado jails, develops value-based payments for MAT for Medicaid health plans, and, improves recovery options in rural Colorado. He is an expert on the payment and regulatory landscape for substance use disorder treatment.
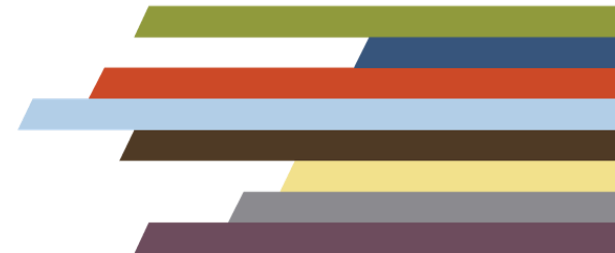
Why might I use Tele-conferencing?

- Meetings

- Teaching/Education

- Webinars

- Consultation with Professionals

- Clinical Supervision

- Training

- Fidelity Monitoring

- Visitation

- Patient Care
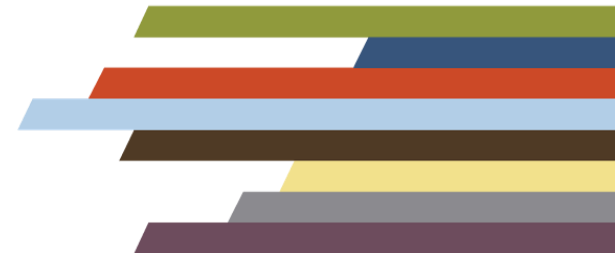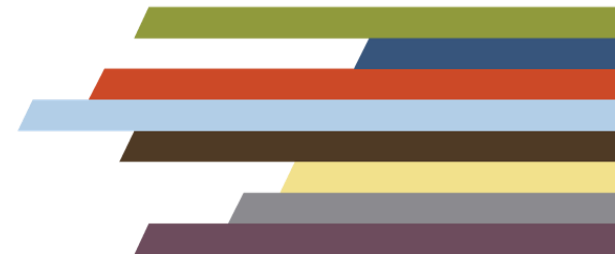
Telehealth: What is It?

- Telehealth is health (American Telemedicine Association, 2020)

- "…the use of technology to provide health care when providers are geographically distant from patients." (Backhaus et al., 2012)

- "…the transmission of images, voice, and data between two health units via technology to provide educational, clinical, training, administrative, and consultation services." (Perle & Nierenberg, 2013)

- Broad term that applies to health care delivered using telecommunications technology or technology-enabled health (ATA, 2020)

Services Provided via Telehealth

- Live videoconferencing (synchronous)
    - Provider to patient
    - Provider to provider
- Store and forward (asynchronous)
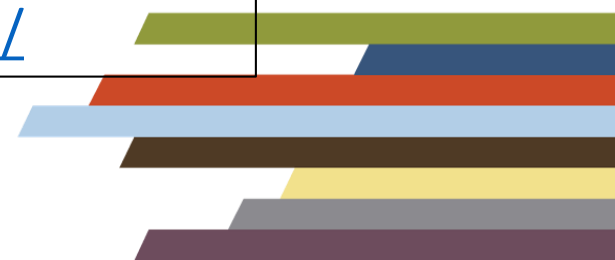- Remote Patient Monitoring
- Mobile Health

Benefits of Telehealth

- Increased Access to Quality Health Care

- Cost Efficiencies

- Research Supported Outcomes and Satisfaction

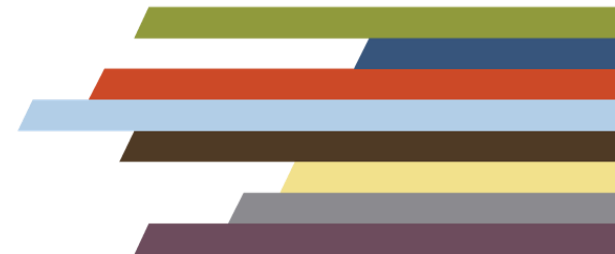- Consumer Demand

- Technology/Platforms easy to use

American Telemedicine Association
https://www.americantelemed.org/resource/why-telemedicine/

Benefits of Telehealth during Covid-19

- Connecting with clients (or other professionals/colleagues) who are quarantined

- Allowing staff to work from home

- Rapid access to behavioral health for those with significant life changes

  - Loss of employment

  - Domestic Abuse

  - Virtual education

Challenges to Telehealth

- Most of the time, the benefits outweigh the challenges

- Patient access to appropriate technology

- Limited internet accessibility in some areas

- Professionals had previously not adopted telehealth

- Not all patients are appropriate for telehealth

- Privacy challenges

- Billing Issues

American Telemedicine Association
https://www.americantelemed.org/resource/why-telemedicine/
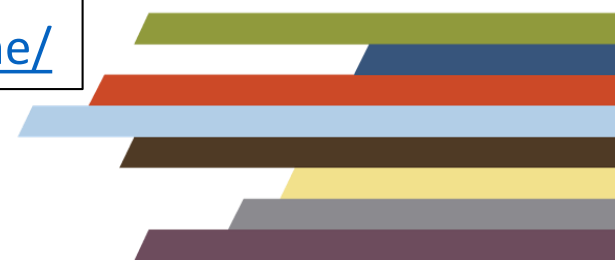
Plan Ahead

- **WHO** will champion the telehealth effort?

- **WHY** does your organization want to provide telehealth?

- **WHAT** additional services and equipment are needed?

- **WHERE** are your partners? Will you receive or provide services?

- Knowing these elements will help determine **HOW** you move forward

Great Plains Telehealth Resource & Assistance Center
https://gptrac.org/getting-started/plan-ahead/
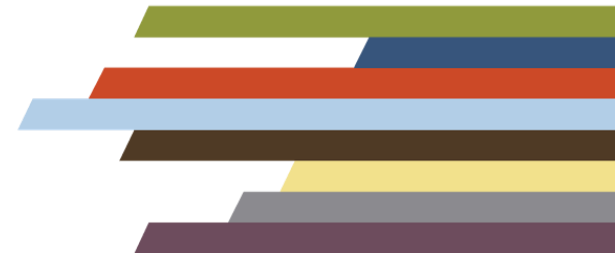
Steps to Utilizing Telehealth

• Clinical Considerations

• Technical Considerations

• Licensure, Legal and Administrative Considerations

American Telemedicine Association
Practice Guidelines for Video-Based Online Mental Health Services, May 2013
https://www.integration.samhsa.gov/operations-administration/practice-guidelines-for-video-based-online-mental-healthservices_ata_5_29_13.pdf
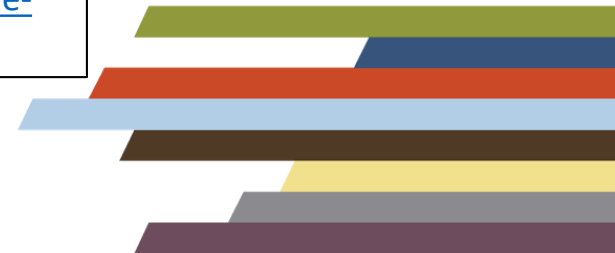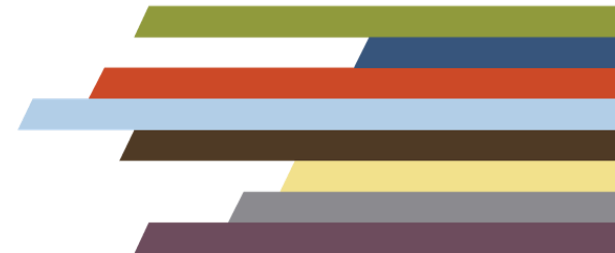
Clinical Considerations
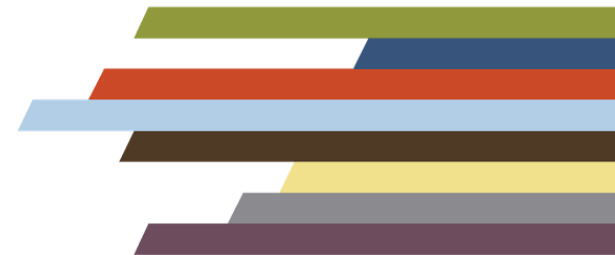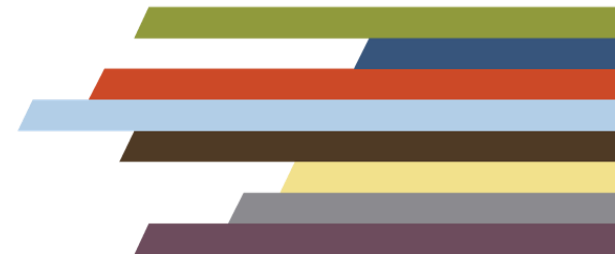
Telehealth: Clinical Considerations

- Professional and Patient Identity Information
- Patient Appropriateness of Telehealth Services
- Informed Consent
- Physical Environment
- Communication and Collaboration with Treatment Team
- Emergency Management
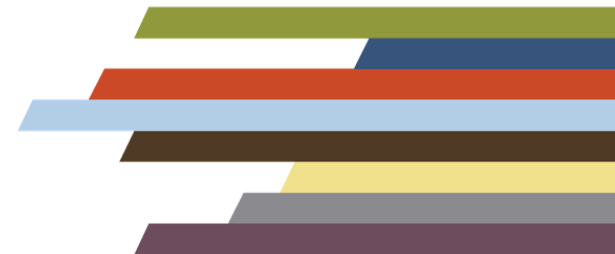- Medical Issues
- Referral Resources

Telehealth: Clinical Considerations

- Professional and Patient Identity Information
  - Where will patient receive services?
  - Where will clinician provide services?
  - Will there be assistance to the patient?

- Patient Appropriateness for Telehealth Services
  - Most patients can benefit from services via telehealth
  - Evaluate patient risk factors and accessibility to telehealth technology
  - Develop an emergency plan

Telehealth: Clinical Considerations

- Informed Consent
  - Initiated during (or before) the first visit telehealth visit in real-time
  - State and federal laws regulate verbal and written consent
  - Document consent
    - Verbal, signature, on-line platform (e.g., DocuSign), fax, snail mail
  - Include similar in-person elements and add elements specific to telehealth/videoconferencing

Consent for Services

Traditional In-person

- Structure and timing of services
- Record Keeping
- Scheduling
- Privacy
- Potential Risks
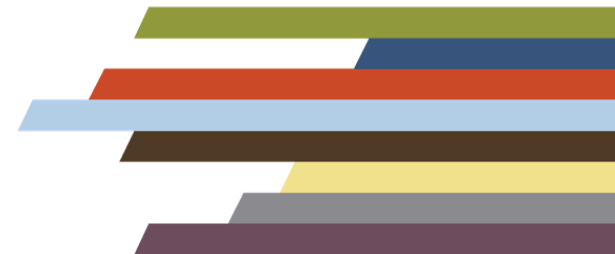- Confidentiality
- Mandatory Reporting
- Billing

Telehealth

- Limits of confidentiality in electronic communication
- Emergency plan
- Process to document and store patient information
- Potential for technical failure
- Coordination plan with other professionals
- Protocol for contact between sessions
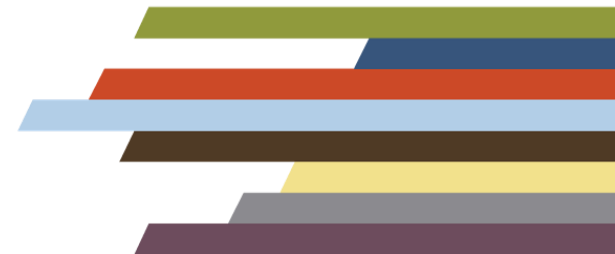- Conditions of termination
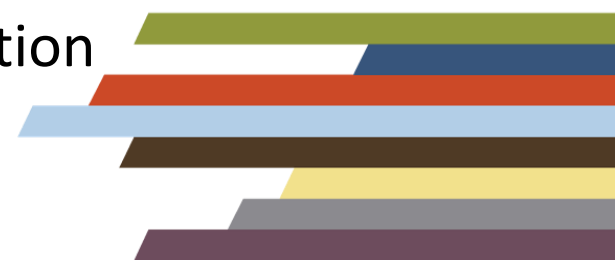
Telehealth: Clinical Considerations

- Physical Environment
  - Patient and Provider room should aim for professional and comparable to in-person treatment
  - Agree to the presence of others
  - Seating and lighting is important
    - Avoid sitting in front of windows with bright light behind
  - Cameras should be on a secure, stable platform
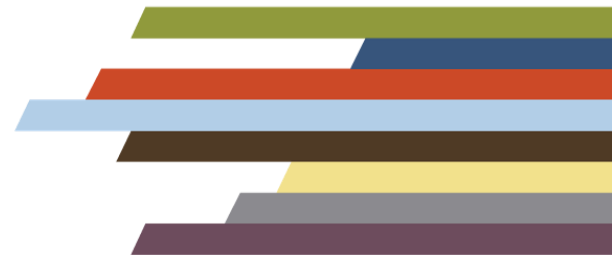 - Camera placed so eyes and face are clearly visible

Telehealth: Clinical Considerations

- Communication and Collaboration with Treatment Team

- Emergency Management
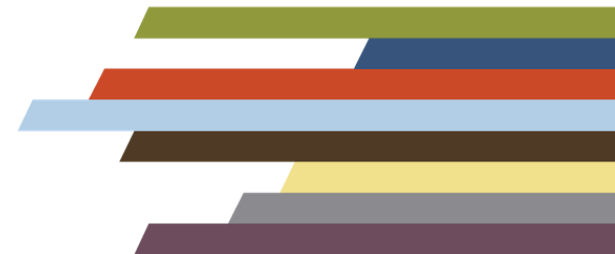
- Medical Issues

- Referral Resources
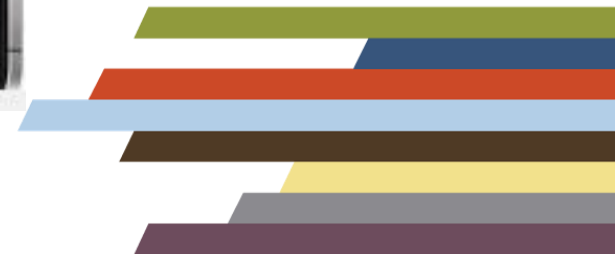
Technical Considerations

Telehealth: Technical Considerations

- Videoconferencing Applications

- Device Characteristics
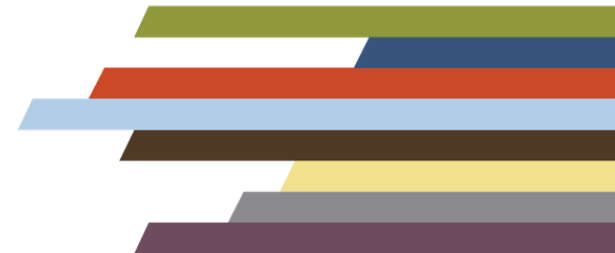
- Connectivity

- Privacy

Multiple Methods to Connect

Telehealth: Technical Considerations

- Device Characteristics
  - Device must have internet capabilities
  - Computer
  - Mobile Device
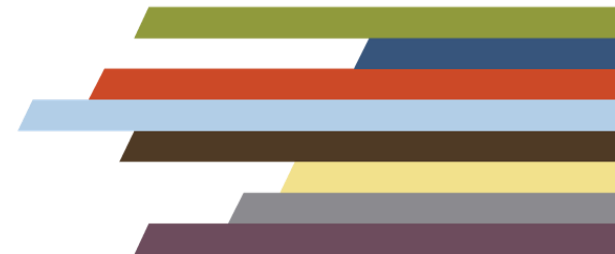   - Smart phone
    - Tablet
    - Laptop

Telehealth: Technical Considerations

- Videoconferencing Applications
  - Applications need the appropriate confidentiality (HIPAA) and security considerations
  - Several videoconferencing platforms:
    - Zoom, Vsee, Skye for Business, GoTo Meeting, Vidyo, Adobe connect
  - Different functions:
    - Comments, number of participants that can join, document sharing, recording meetings
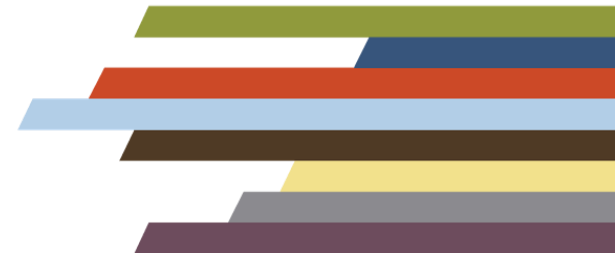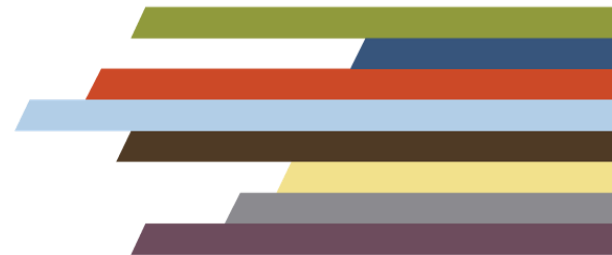
Telehealth: Technical Considerations

- Connectivity
  - Videoconferencing equipment needs to be internet capable
  - Ensure the availability of internet and bandwith capabilities
    - Provider and patient location
    - Provider may recommend software/hardware
- Privacy
  - HIPAA compliant technology
    - Recent relaxation of privacy restrictions by payors
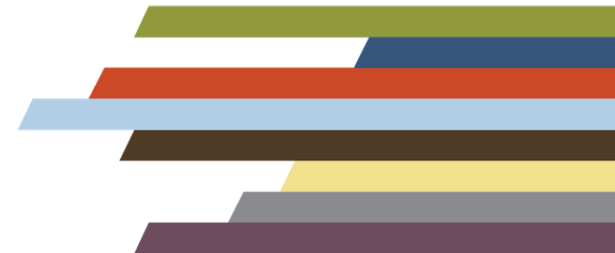 - Encryption standards
  - Block provider's caller ID

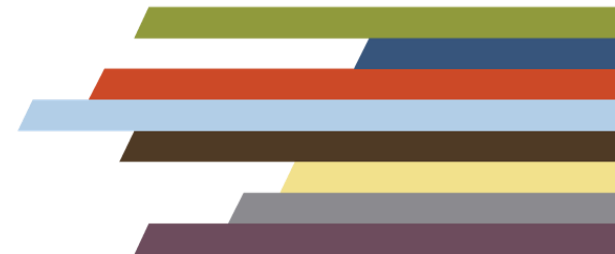# Licensure, Legal and Administrative Considerations

Telehealth: Licensure, Legal and Administrative Considerations

- Qualifications and Training of Providers

- Licensure Laws in Your Organization and State

- Scheduling and Emailing

- Documentation and Record Keeping

- Payment and Billing

- Therapist Privacy and Safety

# Telehealth: Licensure, Legal and Administrative Considerations

- Qualifications and Training of Providers
  - In-person guidelines for licensure
  - Use available resources and education in teleconferencing
- Licensure Laws in Your Organization and State
  - Site Specific Credentialing
    - Location of patient and provider
  - Contact your local licensing board
  - Refer to attached resources

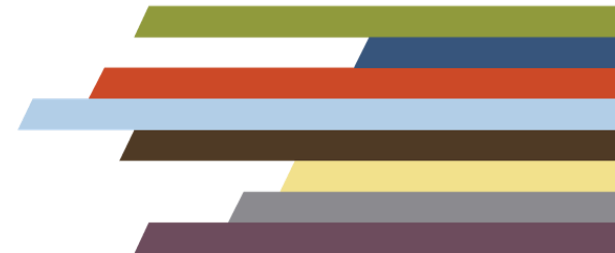# Telehealth: Licensure, Legal and Administrative Considerations

- Scheduling and Emailing
  - Use your existing scheduling template
  - Have a secure way to transmit/email the patient the paperwork and link to the session

- Documentation and Record Keeping*

- Payment and Billing*

*will be reviewed next Tuesday, April 7
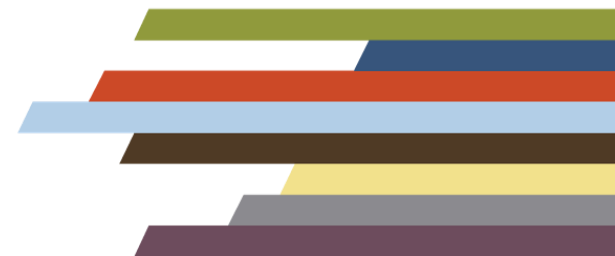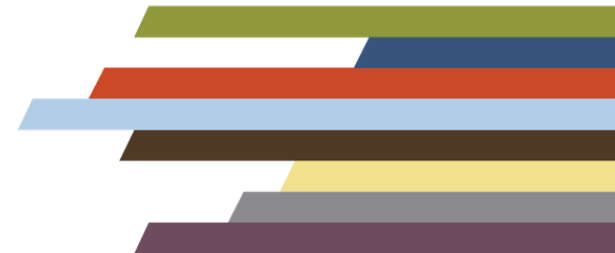
Setting Up a Meeting: Zoom as an Exemplar

- Platform: Zoom
  - ✓Clinical Considerations
  - ✓Technical Considerations
  - ✓Licensure and Administrative Considerations
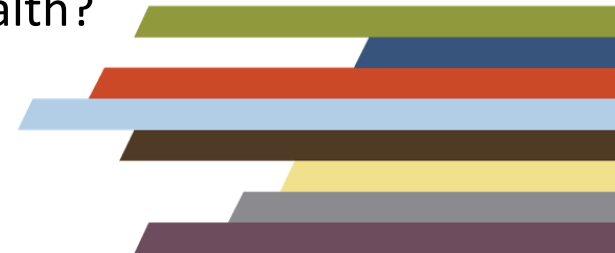
- PRACTICE, PRACTICE, PRACTICE

Setting Up a Meeting: Zoom as an Exemplar

- Platform: Zoom

- Most platforms have excellent support information
  - Video How-To's
  - Zoom Video Training: Joining a Meeting- https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting-
  - Zoom Video Training: Scheduling a Zoom Meeting- https://support.zoom.us/hc/en-us/articles/201362413-How-Do-I-Schedule-Meetings-
  - Zoom Video Training: Host Controls in a Meeting- https://support.zoom.us/hc/en-us/articles/201362603-What-Are-the-Host-Controls-

Telehealth Resources

- The American Telemedicine Association https://www.americantelemed.org/

- The National Consortium of Telehealth Resource Centers https://www.telehealthresourcecenter.org/

- Great Plains Telehealth Resource & Assistance Center https://gptrac.org/getting-started/plan-ahead/

- National Frontier & Rural ATTC (www.nfarattc.org)
  - Technology-Based Clinic Supervision Guidelines
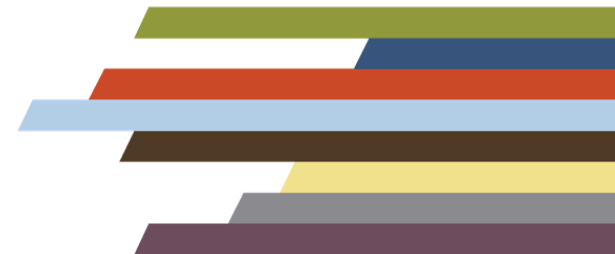 - Telehealth Capacity Assessment Tool TCAT-Is your Agency ready for Telehealth?

Telehealth Resources

- SAMHSA COVID-19 Public Health Emergency Response and 42 CFR Part 2 Guidance https://www.samhsa.gov/coronavirus

- Telehealth Resource Center https://www.telehealthresourcecenter.org/resources/

- ATA Practice Guidelines for VIDEO-BASED ONLINE MENTAL HEALTH SERVICES https://www.integration.samhsa.gov/operations-administration/practice-guidelines-for-video-based-online-mental-healthservices_ata_5_29_13.pdf

- International Society for Mental Health Online www.ISMHO.org

Telehealth Resources
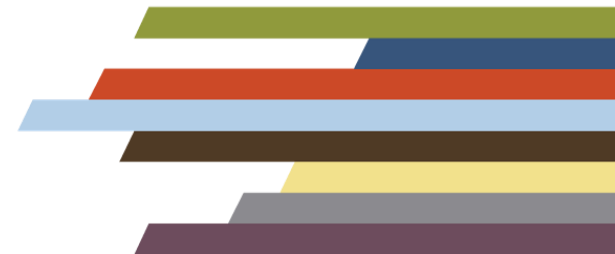
- Internet Healthcare Coalition www.ihealthcoalition.org

- American Medical Association www.ama-assn.org/ama

- Telebehavioral Health Institute https://telehealth.org/ethical-statements/

- Zoom Help Center-Lighting Concepts https://support.zoom.us/hc/en-us/articles/360028862512-Lighting-Concepts

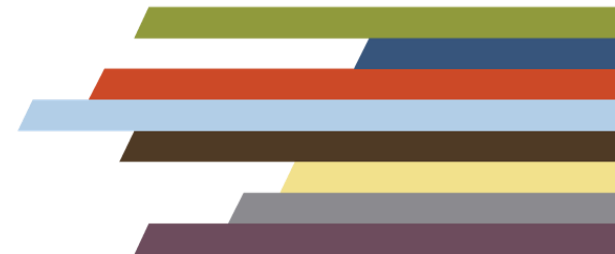- VSee-Don't Forget Lighting! Part 1 https://vsee.com/blog/video-conference-lighting-tips-part-1/

Telehealth Resources

- Using Technology-Based Therapeutic Tools in Behavioral Health Settings TIP 60 https://store.samhsa.gov/product/TIP-60-Using-Technology-Based-Therapeutic-Toolsin-Behavioral-Health-Services/SMA15-4924

- Epstein Becker Green survey covers all 50 states and the District of Columbia. Updated 2019 and offers a free Telemental Health Laws App is available iPhone, iPad and Android. https://www.ebglaw.com/content/uploads/2017/10/EPSTEIN-BECKER-GREEN-2017-APPENDIX-50-STATETELEMENTAL-HEALTH-SURVEY.pdf

- CMS.gov-List of Telehealth Services https://www.cms.gov/medicare/medicare-general-information/telehealth/telehealth-codes.html
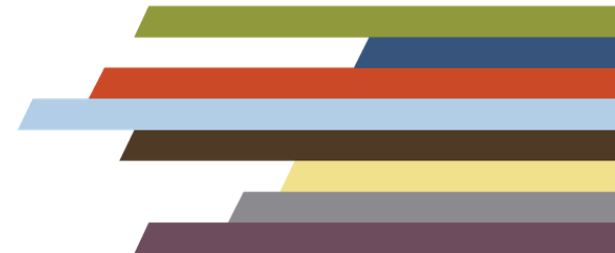
Telehealth Resources

- Centers for Medicare & Medicaid Services. Telehealth Services for Medicare Fee For Service Providers. Updated January 2019 https://www.cms.gov/Outreach-and-Education/Medicare-Learning-NetworkMLN/MLNProducts/downloads/TelehealthSrvcsfctsht.pdf

- U.S. Department of Health & Human Services https://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index.html

- SAMHSA Substance Abuse Confidentiality Regulations https://www.samhsa.gov/about-us/who-we-are/lawsregulations/confidentiality-regulations-faqs
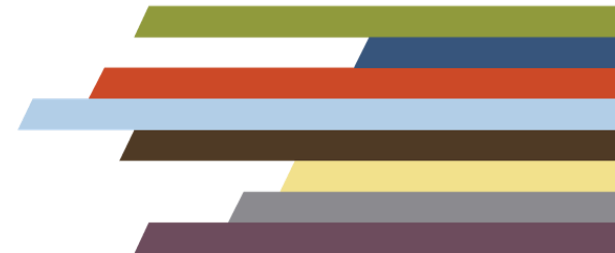
Telehealth Resources

- ASAM Confidentiality (42 CFR Part 2)
  - https://www.asam.org/advocacy/advocacy-principles/standardizeit/confidentiality-(42-cfr-part-2)-new
  - http://www.telehealthresourcecenter.org/toolbox-module/cross-statelicensure Resources Continued 3
  - https://www.healthit.gov/providers-professionals/faqs/are-therestate-licensing-issues-related-telehealth

Telehealth Resources

- ASAM Confidentiality (42 CFR Part 2)
  - https://www.asam.org/advocacy/advocacy-principles/standardizeit/confidentiality-(42-cfr-part-2)-new

  - http://www.telehealthresourcecenter.org/toolbox-module/cross-statelicensure Resources Continued 3

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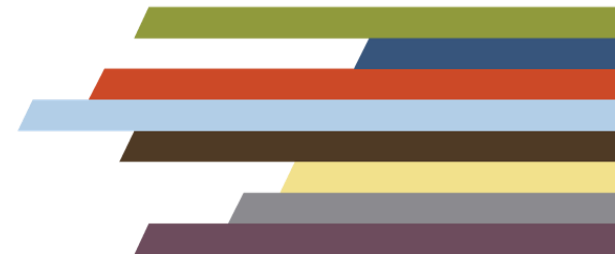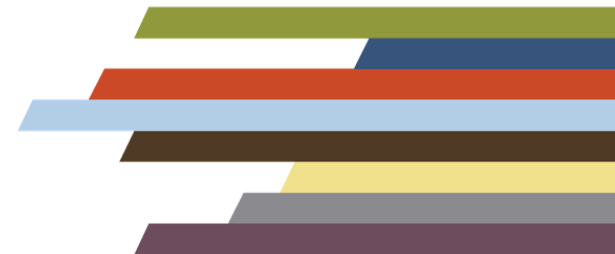
Telehealth Resources

- Center for Connected Health Policy: The National Telehealth Policy Center
  - https://www.cchpca.org/telehealth-policy/current-state-laws-and-reimbursement-policies
  - https://www.cchpca.org/resources/covid-19-related-state-actions
  - https://www.cchpca.org/resources/search-telehealth-resources

- Federation of State Medical Boards http://www.fsmb.org/siteassets/advocacy/key-issues/telemedicine_policies_by_state.pdf

Telehealth Resources-Checklists

- Operation PAR Inc. Behavioral Health & Wellness
  - Behavioral Tele-Health Session (provides a checklist of things to consider before, during, and when ending a telehealth visit)
  - Tele-Health from Home Checklist (provides a checklist of things to consider before, during and when ending a telehealth visit from home).

- Great Plains Telehealth Resource Center
  - Key Issues in Specialty Consultation Telemedicine Services https://gptrac.org/wp-content/uploads/2017/03/Brochure_Overview-of-Clinical-Services.pdf

Questions?

Please put your questions in the chat feature
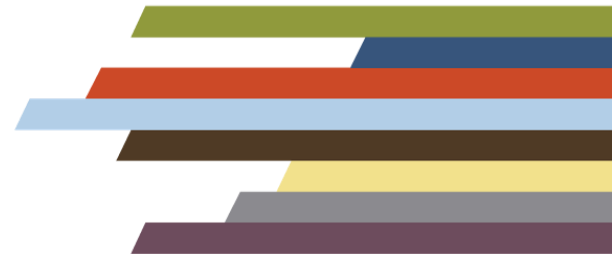
Thank you for joining us for:
TELEHEALTH LEARNING AND CONSULTATION (TLC) TUESDAYS

Our next session is April 7. Topic: Telehealth Billing

We will be sending a follow-up email for today's session with information on:

- A recording of today's training

- How to request a certificate of attendance

- Additional telehealth resources

Q&A With Presenters

Holly Roberts, PhD

William Higgins, PhD

JK Costello, MD, MPH