![beacon health options logo]

Telehealth Member Safety

Overview

Treatment record reviews are performed on a regular basis to ensure that Beacon Health Options (Beacon) members are receiving safe, evidenced-based, high-quality care. The tool used for provider record reviews is proprietary and developed by Beacon specifically for in-network providers. The tool assesses provider documentation from assessment to discharge, and the framework is based on accreditation standards, clinical practice guidelines, and best practice in behavioral health and substance use disorder treatment. The National Committee for Quality Assurance (NCQA) standards, Utilization Review Accreditation Commission (URAC) standards, and recognized professional associations in the field of psychiatry and psychology guided development of the Beacon tool. The tool includes measurement of provider adherence to the in-network provider services agreement between the provider and Beacon.

Treatment Record Review Section

Telehealth Questions

Telehealth questions were added to the treatment record review tool in 2021 in response to the increased use of telehealth for the delivery of services by behavioral health providers. Part of Beacon's overall member safety program is to ensure best practice related to ensuring that established telehealth standards are followed.

Rationale for why questions in this section are monitored

NCQA will issue standards in 2022, in lieu of specific accreditation standards. Beacon is monitoring select areas of telehealth delivery related to member safety and best practice with established guidelines. The telehealth questions are focused on treatment efficacy (modality type), member location (if EMS is needed), and continuity of care if session is interrupted due to technical issue.

Suggestions for meeting the standard

There are three areas of focus for 2021 telehealth monitoring:
1. Modality of telehealth session (video or phone only),
2. Member's physical location at beginning of session, and
3. Technical difficulty and mitigation.

Clear documentation of type of session (video or phone), member location, and if there was a technology issue, how it was mitigated and whether the session was continued or rescheduled, will yield full credit on this section.

Additional Resources *(Ctrl click to access link)*
- American Psychological Association (APA) Guidelines for the Practice of Telepsychology
- American Psychiatric Association (APA) and American Telemedicine Association (ATA) Best Practice in Videoconferencing-Based Telemental Health
- American Academy of Child & Adolescent Psychiatry (AACAP) Telepsychiatry Toolkit
- National Association of Social Workers (NASW), Association of Social Work Boards (ASWB), Council on Social Work Education (CSWE) and Clinical Social Work Association (CSWA) Standards for Technology in Social Work Practice