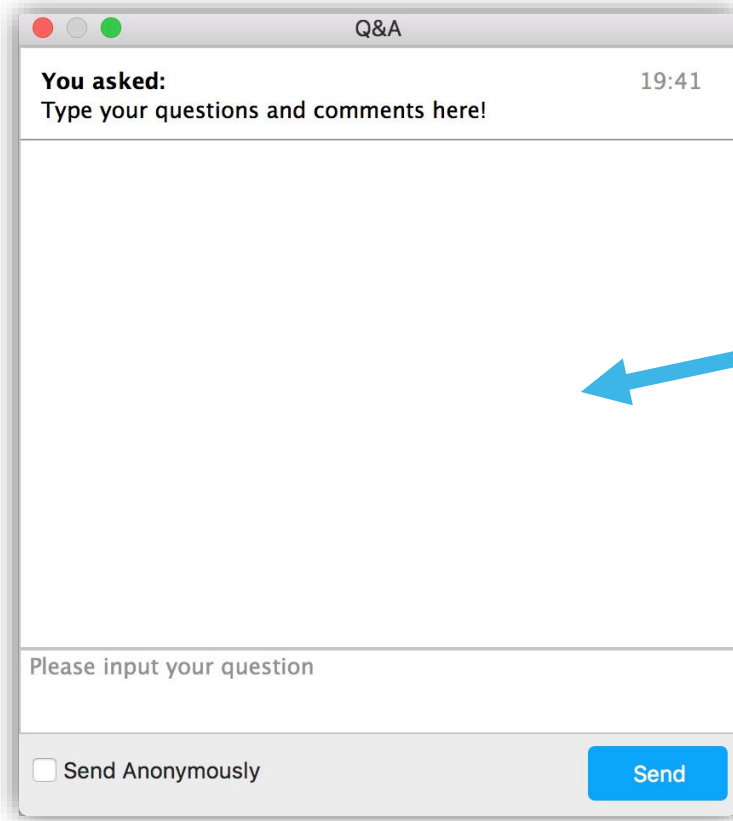


House Keeping Items



Q&A

You asked: 19:41
Type your questions and comments here!

Please input your question

☐ Send Anonymously Send

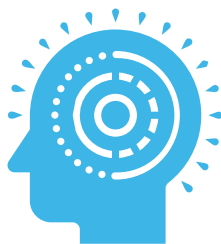
1. Today's webinar is 1 hour including Q&A.
2. All participants will be muted during the webinar.
3. Polls will be used during the presentation. Please answer to be part of the discussion.
4. Please use the Q&A function vs. chat. We will monitor questions throughout and answer as many as possible at the end.
5. This webinar is being recorded and will be posted within 24 hours at www.beaconhealthoptions.com/coronavirus/ so you have continued access to the information and resources.

PLEASE NOTE: This presentation provides some general information that is subject to change and updates. It should not be construed as including all information pertinent to your particular situation or providing legal advice. We encourage you to consult with your legal counsel regarding the topics raised in this presentation.





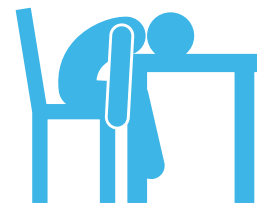
Telehealth Documentation 101: Bridging the virtual gap



Anxiety



Depression



Job loss



Working
remotely

Today's speakers



NeLina Moffett, Ed.D, LPC
Provider Quality Manager



Lori O'Connor, M.ED, LMHC
Provider Quality Manager



**Carin Skapars, MS, LMHC,
CPHQ**
Vice President of Clinical
Quality



Why are we discussing this topic in relation to COVID-19?

Provider Concerns

- Providers have expressed concerns regarding telehealth documentation, i.e. obtaining consent, conducting intake/assessments etc.

Remaining HIPAA Compliant

- For many providers, telehealth is a new concept. It seems that many providers transitioned overnight to meet needs during this climate.

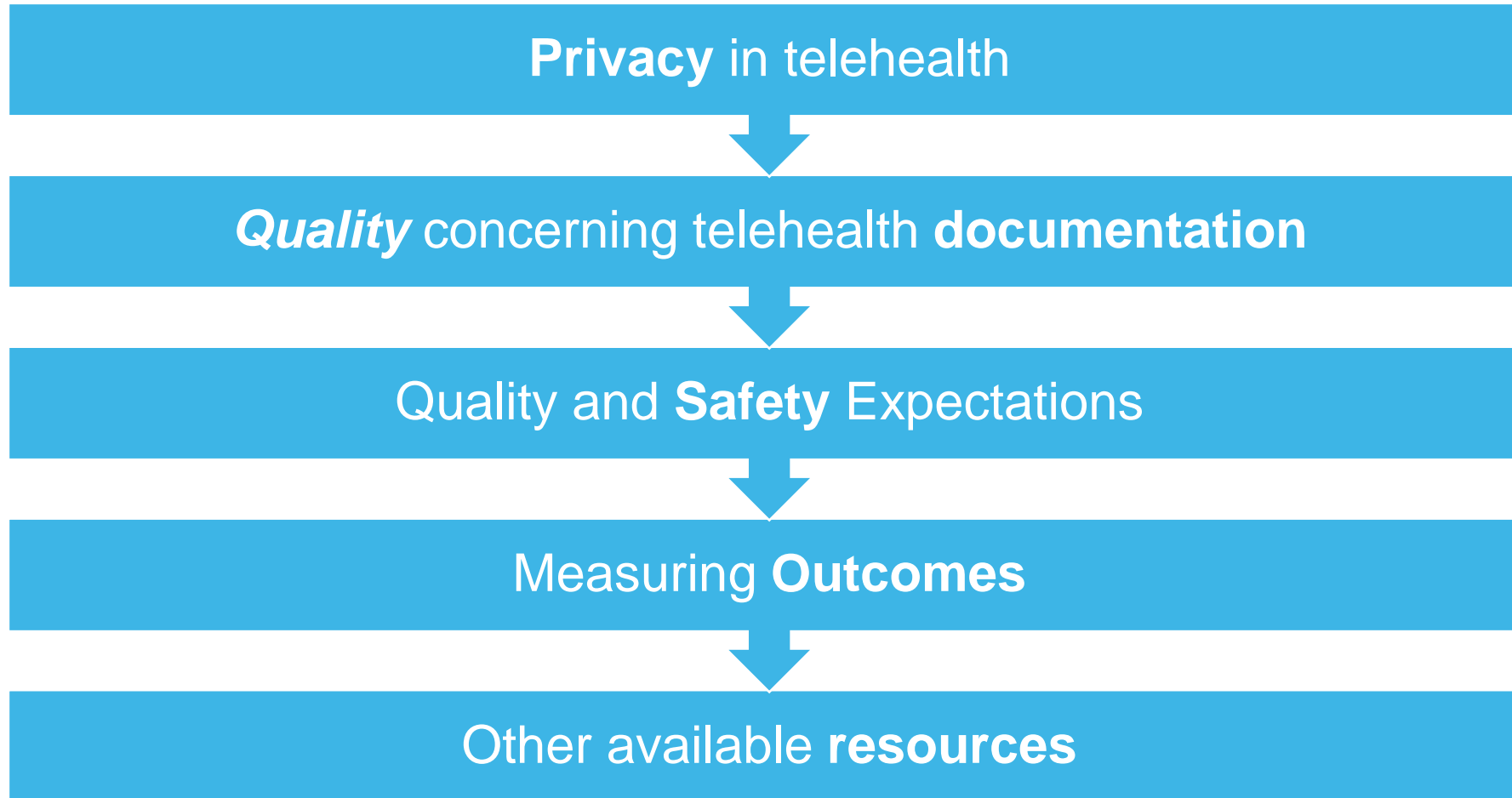
Expectations for Documentation

- Although documentation may seem straight forward, due to COVID-19 some policies and procedures may vary from state to state. Not to mention there are some practices we should all be doing when documenting our telehealth visits.

Quality and Safety

- Resources to measure clinical outcomes and ensure quality of care is being delivered.

What we will discuss today...



Chapter

01

DOCUMENTATION AND TELEHEALTH



As COVID-19 evolves so do telehealth standards

But documentation standards have **not** changed during COVID-19

- Adhere to privacy and protection laws
- Stay attuned to specific requirements of a particular regulator or health plan
- Watch for any directives from licensing boards in the state(s) where services are being delivered
- Check in with your malpractice insurance carrier for any instructions

Privacy: HIPAA, 42 CFR Part 2, State Laws, Licensing Board Requirements, and More

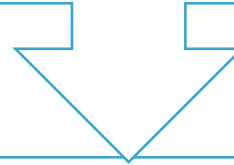
Beacon's expectation is that providers **remain compliant with HIPAA and all other privacy laws and requirements and continue to deliver the same high quality of care using telehealth as would occur face to face**. Telehealth and telephonic services should be documented as any other health care services would be, making sure to include any stated or observed details that may be pertinent.¹

Ensure virtual conferencing platforms are ***compliant with HIPAA and all other privacy standards***.²

The “*minimum necessary*” standard still applies to ensure appropriate and limited distribution of PHI. *Healthcare professionals must ensure that any permitted PHI disclosure is limited to the minimum necessary information to achieve the purpose for which the information is being disclosed.*³

Electronic Medical Records allow for an easier transition to telehealth

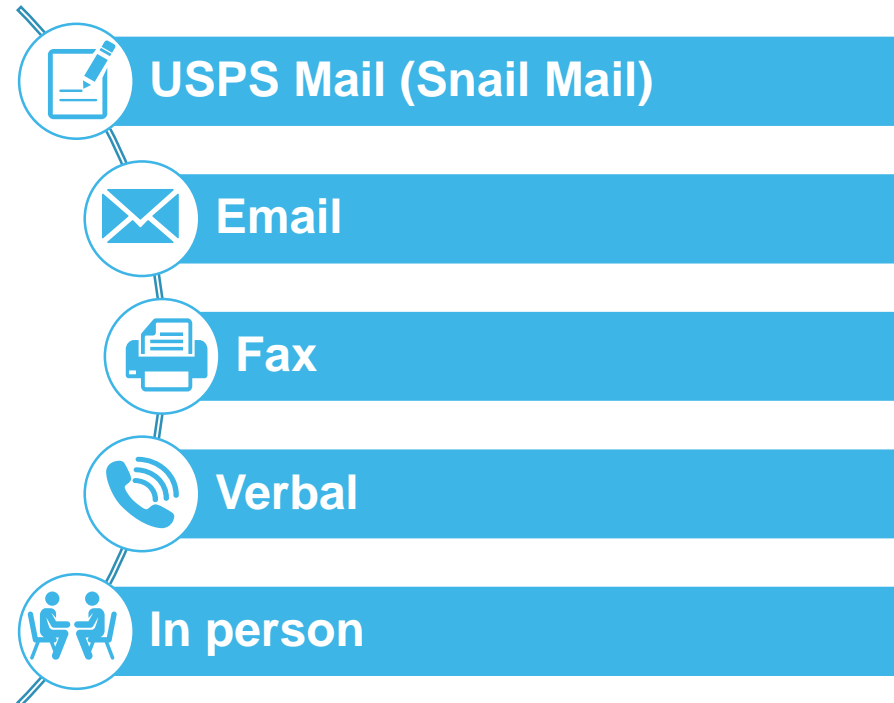
Beacon recommends that HIPAA compliant platforms be selected; however, it does not make recommendations around specific technology vendors or platforms to use.



Some EMR's allow for "client portals" that give clinicians the ability to send documentation securely. This not only allows for a safe place to hold and share documentation, but a place to keep ongoing documentation, progress notes, treatment plans, etc.

Obtaining Consent

Verify that intake packet/release of information are sent to designated signee.



When the clinician would otherwise obtain informed consent, tailor the informed consent process to provide information on telehealth, its limitations and the distinctive features of telehealth and other possible treatment options.³

Chapter

02

QUALITY AND SAFETY EXPECTATIONS



Establishing a Quality Improvement Program within your practice in a COVID-19 world

Policy and Procedures

Update to include deviation from standard policy⁴

Documentation Monitoring Tool

Need to reflect COVID-19 requirements

Emergency/ Disaster Preparedness

Includes crisis support

Evidence-Based Treatment

Document any telehealth specific interventions

Client Complaints

How are these being responded to during COVID-19

Quality expectations begin prior to first session

Before the session starts:

Informed Consent	Discuss risks/benefits of telehealth and obtain signed informed consent including telehealth from client or legal rep. ⁴
Back-up Plan	Discuss and have a back-up plan in case of technical difficulties or crisis situation. Have quick access to local resources available for client.
Billing	Discuss billing for sessions, late, or missed appointments, including any changes to usual process during the pandemic.
Minors	Decide where parent/guardian will be during session.
Identity Verification	Discuss password/code word for identify verification (particularly important with phone only sessions).
COVID-19	State/federal telehealth requirements applicable during COVID-19 crisis may change once the crisis period ends and so discuss telehealth treatment modality post-COVID-19.

Quality and safety requirements during telehealth session

E a c h S e s s i o n	Confirm	<ul style="list-style-type: none">• Confirm the client's identity, physical location, telephone number and that no one will record the session.⁴
	Alerts	<ul style="list-style-type: none">• Client and provider should both turn off notifications on devices.
	State Requirements	<ul style="list-style-type: none">• Check state telehealth requirements. If client is traveling, be aware that some states do not allow cross-state practice and so licensure in state where client is receiving services may be needed.
	Documentation	<ul style="list-style-type: none">• Include platform used and if anything unusual happened.
	IT Support	<ul style="list-style-type: none">• Do you have IT Support should systems go down?
	COVID-19	<ul style="list-style-type: none">• Review state/federal requirements frequently, if there are changes practice may need to change to be in compliance.

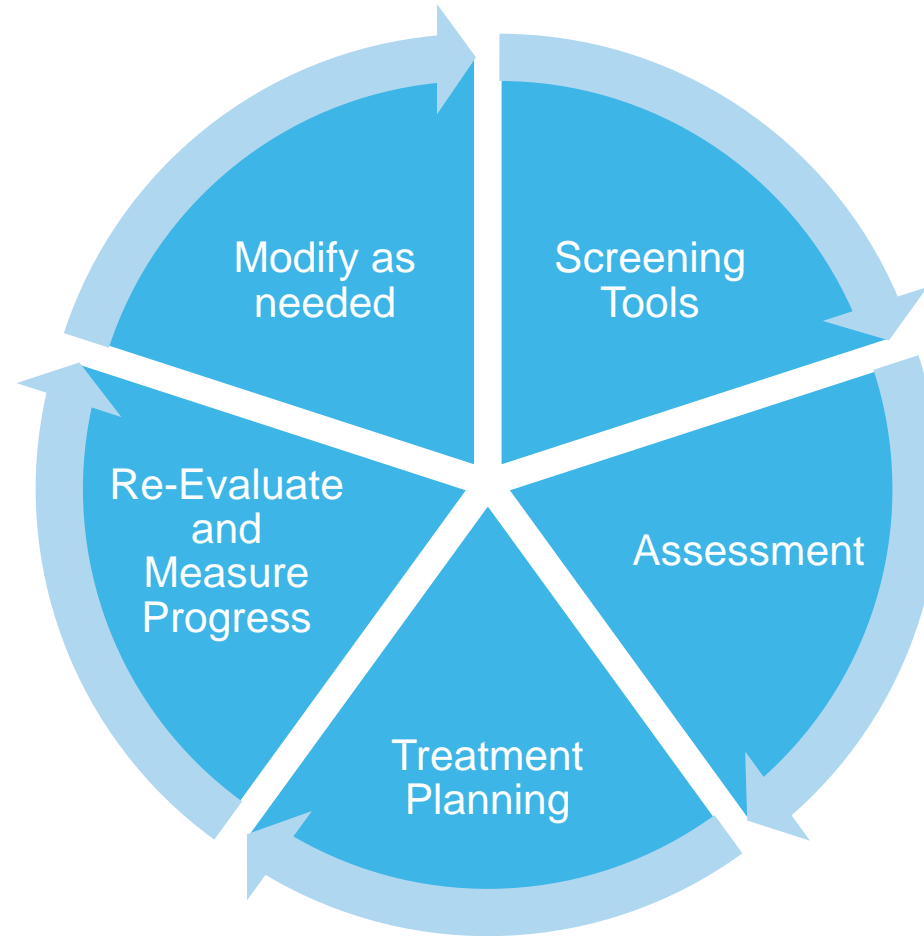
Chapter

03

MEASURING CLINICAL OUTCOMES



Screening Tools in Action



Use screenings to inform treatment plans, evaluate risk, and measure progress.



Wrap up



Review HIPAA and all federal and state privacy laws applicable to your licensure.



Review established quality guidelines and ensure compliance.



Adapt clinical outcomes tools for telehealth to monitor progress.

Know the telehealth guidelines for implementation and documentation in your licensing and practicing state.

Chapter

04

REFERENCES & ADDITIONAL RESOURCES



References

1. Myers, K. and Cain, S. (2008). Practice Parameter for Telepsychiatry with Children and Adolescents. *Journal of the American Academy of Child and Adolescent Psychiatry*, 47(12), 1468–1483.
<https://doi.org/10.1097/CHI.0b013e31818b4e13>
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5. Spitzer, R. L., Kroenke, K., Williams, J. B., & Löwe, B. (2006). A Brief Measure for Assessing Generalized Anxiety Disorder: The GAD-7. *Archives of internal medicine*, 166(10), 1092-1097.
<https://doi.org/10.1001/archinte.166.10.1092>
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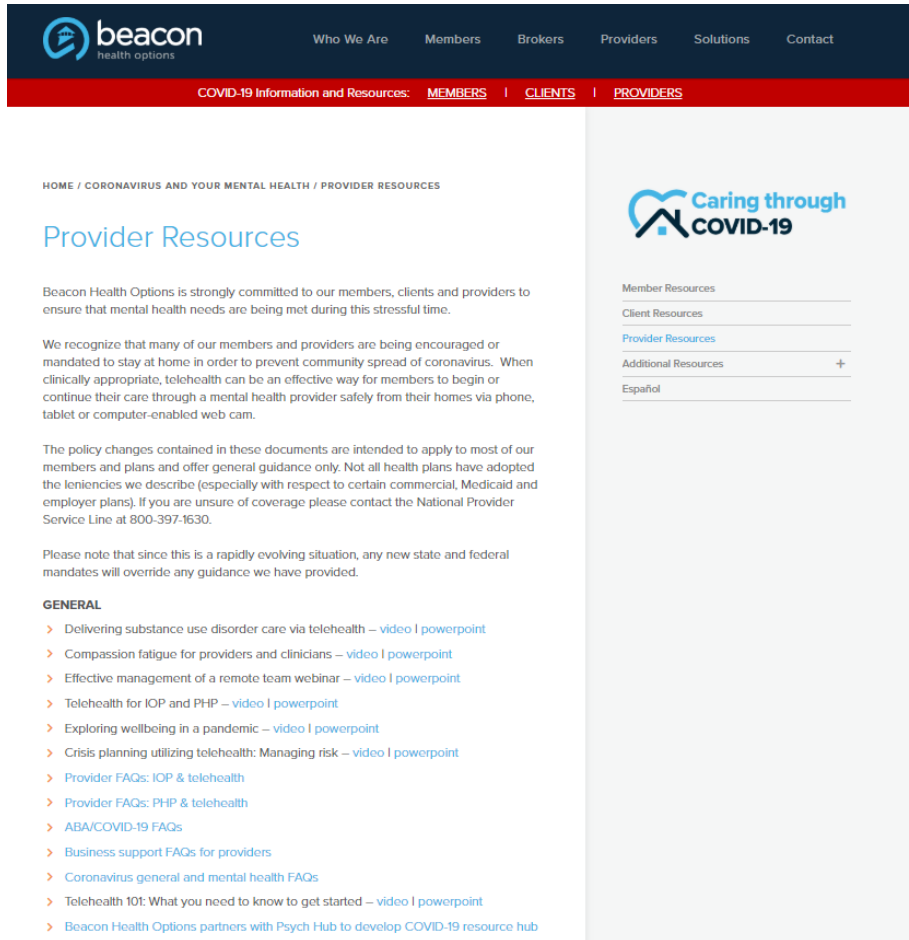
7. National HIV Curriculum. (n.d.). *Patient Health Questionnaire-2*. <https://www.hiv.uw.edu/page/mental-health-screening/phq-2>
8. National Suicide Prevention Lifeline. (2009, January 14). Columbia-Suicide Severity Rating Scale (C-SSRS). <https://suicidepreventionlifeline.org/wp-content/uploads/2016/09/Suicide-Risk-Assessment-C-SSRS-Lifeline-Version-2014.pdf>
9. American Psychological Association. (n.d). PTSD Assessment Instruments. <https://www.apa.org/ptsd-guideline/assessment>

Refer to Beacon's COVID-19 webpage for the most up-to-date information

[Coronavirus Provider Resources \(Link\)](#)
[Provider Webinars \(Link\)](#)

Upcoming Provider Webinars

1. **June 17, 2020 - Social determinants of Health: Treatment Implications**
2. **June 24, 2020 – COVID-19: Exposure to secondary trauma and provider resiliency**
3. **July 1, 2020 - Suicide: Prevention and care during the COVID-19 pandemic and beyond**



The screenshot shows the Beacon Health Options website. The top navigation bar includes links for Who We Are, Members, Brokers, Providers, Solutions, and Contact. A red banner below the navigation bar highlights "COVID-19 Information and Resources" with sub-links for MEMBERS, CLIENTS, and PROVIDERS. The main content area is titled "Provider Resources" and includes a breadcrumb trail: HOME / CORONAVIRUS AND YOUR MENTAL HEALTH / PROVIDER RESOURCES. The text states that Beacon Health Options is committed to ensuring mental health needs are met during this stressful time. It recognizes that many members and providers are being encouraged or mandated to stay at home to prevent the spread of coronavirus, and telehealth can be an effective way to continue care. The policy changes are intended to apply to most members and plans, offering general guidance only. A note mentions that since this is a rapidly evolving situation, any new state and federal mandates will override any guidance provided. A "GENERAL" section lists various resources, including videos and powerpoints on topics like substance use disorder care, compassion fatigue, remote team management, telehealth for IOP and PHP, exploring wellbeing, crisis planning, provider FAQs, ABA/COVID-19 FAQs, business support FAQs, coronavirus general and mental health FAQs, telehealth 101, and a partnership with Psych Hub to develop a COVID-19 resource hub. On the right side, there is a sidebar with a "Caring through COVID-19" logo and a list of resources: Member Resources, Client Resources, Provider Resources (highlighted), Additional Resources (with a plus sign), and Español.

Resources

Telehealth Resources

American Society of Addiction Medicine (ASAM)

- “Support Access to Telehealth for Addiction Services: Regulatory Overview and General Practice Considerations”
<https://www.asam.org/Quality-Science/covid-19-coronavirus/access-to-telehealth>

National Consortium of Telehealth Resource Centers

- “Telehealth Resources to Address COVID-19”
<https://www.telehealthresourcecenter.org/covid-19-resources/>

Telehealth Certification Institute

- TeleMental Health Training Certificate
www.telementalhealthtraining.com

Northeast Telehealth Resource Center

- “COVID-19 and Telehealth”
<https://netrc.org/COVID-19/>

Official US Government Website for Medicaid

- “Medicaid State Plan Fee-For-Service Payments for Services Delivered via Telehealth”
<https://www.medicaid.gov/medicaid/benefits/downloads/medicaid-telehealth-services.pdf>

Substance Abuse and Mental Health Services Administration (SAMHSA)

- “COVID – 19 Public Health Emergency Response and 42 CFR Part 2 Guidance”
<https://www.samhsa.gov/sites/default/files/covid-19-42-cfr-part-2-guidance-03192020.pdf>
- “Use of Telemedicine While Providing Medicated Assisted Treatment (MAT)” via the Department of Drug Enforcement Administration
https://www.samhsa.gov/sites/default/files/programs_campaigns/medication_assisted/telemedicine-dea-guidance.pdf

Resources

Beacon Resources

<https://s21151.pcdn.co/wp-content/uploads/Business-support-FAQs-for-providers.pdf>

Crisis Resources

Suicide Hotline 1-800-273-8255

Disaster Distress Helpline 1-800-985-5990

Crisis Text TEXT HELLO to 741741

Quality Improvement

<http://www.ihl.org/resources/Pages/Tools/Quality-Improvement-Essentials-Toolkit.aspx>

Suicide Assessment

<https://cssrs.columbia.edu/the-columbia-scale-c-ssrs/cssrs-for-communities-and-healthcare/#filter=.general-use.english>

Chapter

05

QUESTIONS



Thank You



This presentation will be posted at
www.beaconhealthoptions.com/coronavirus/

CONTACT US:

Beacon's National Provider Services Line

800-397-1630 (Monday-Friday, 8 a.m.-8 p.m. ET) or contact your Provider Relations contact

