House Keeping Items

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 straightforward, 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...

Privacy in telehealth

Quality concerning telehealth documentation

Quality and Safety Expectations

Measuring Outcomes

Other available resources
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
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

Note: Beacon Health Options is not offering any legal advice. A lawyer should be consulted with any legal questions.
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:

<table>
<thead>
<tr>
<th>Informed Consent</th>
<th>Discuss risks/benefits of telehealth and obtain signed informed consent including telehealth from client or legal rep.⁴</th>
</tr>
</thead>
<tbody>
<tr>
<td>Back-up Plan</td>
<td>Discuss and have a back-up plan in case of technical difficulties or crisis situation. Have quick access to local resources available for client.</td>
</tr>
<tr>
<td>Billing</td>
<td>Discuss billing for sessions, late, or missed appointments, including any changes to usual process during the pandemic.</td>
</tr>
<tr>
<td>Minors</td>
<td>Decide where parent/guardian will be during session.</td>
</tr>
<tr>
<td>Identity Verification</td>
<td>Discuss password/code word for identify verification (particularly important with phone only sessions).</td>
</tr>
<tr>
<td>COVID-19</td>
<td>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.</td>
</tr>
</tbody>
</table>
Quality and safety requirements during telehealth session

<table>
<thead>
<tr>
<th>Each Session</th>
<th>Confirm</th>
<th>Alerts</th>
<th>State Requirements</th>
<th>Documentation</th>
<th>IT Support</th>
<th>COVID-19</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Confirm the client’s identity, physical location, telephone number and that no one will record the session.</td>
<td>Client and provider should both turn off notifications on devices.</td>
<td>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.</td>
<td>Include platform used and if anything unusual happened.</td>
<td>Do you have IT Support should systems go down?</td>
<td>Review state/federal requirements frequently, if there are changes practice may need to change to be in compliance.</td>
</tr>
</tbody>
</table>
Chapter 03

MEASURING CLINICAL OUTCOMES
Screening Tools in Action

- Screening Tools
- Assessment
- Treatment Planning
- Re-Evaluate and Measure Progress
- Modify as needed
Use screenings to inform treatment plans, evaluate risk, and measure progress.

- General Anxiety Disorder (GAD)\(^5\)
- Depression Screening PHQ-2, PHQ-9
- Beck Depression Inventory (BDI)\(^6,7\)
- Columbia-Suicide Severity Rating Scale (C-SSRS)\(^8\)
- PTSD Symptom Scale\(^9\)
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.

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References


References


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
3. July 1, 2020 - Suicide: Prevention and care during the COVID-19 pandemic and beyond
Resources

Telehealth Resources

American Society of Addition Medicine (ASAM)
• “Support Access to Telehealth for Addiction Services: Regulatory Overview and General Practice Considerations”

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”

Substance Abuse and Mental Health Services Administration (SAMHSA)
• “Use of Telemedicine While Providing Medicated Assisted Treatment (MAT)” via the Department of Drug Enforcement Administration
Resources

Beacon Resources

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.ihi.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
Thank You

Caring through COVID-19

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