



## **Telehealth Policy**

Date of Origin: 3/16/20

Modification Date(s): 11/10/20

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### **I. Purpose**

To establish a policy that guides the use of Telehealth and keeps services in compliance with Mainecare Chapter 101 Chapter 1, Section 4 rules, third party insurance rules and provider licensing rules (LCPC, LCSW) and ethical standards, as well as applicable state and international laws.

*Telehealth* refers to the provision and receipt of consultation, mental health therapy and the storage or transfer of medical information via interactive audio, video or data communication. Clients could potentially receive their services exclusively through telehealth. Clients can also utilize telehealth to improve continuity of their face-to-face services when there are barriers to attendance such as but not limited to transportation problems, illness, or inclement weather. Telehealth also increases access to providers with specific expertise that might not be available within a reasonable driving distance.

*Interactive Telehealth* refers to the use of combined video and audio platform to deliver clinical services at a distance for the purpose of diagnosis, disease monitoring or treatment.

*Telephonic Telehealth* refers the use of telephone communication to deliver clinical services at a distance for the purpose of diagnosis, disease monitoring or treatment.

### **II. Policy**

Telehealth Services will only be provided through a HIPAA approved platform. Telehealth Service shall be performed on a secure telecommunications line or utilize a method of encryption adequate to protect the confidentiality and integrity of the Telehealth Service information in accordance with State and Federal laws, rule and regulations. Both the originating site (client) and Receiving (provider) site shall use authentication and identification to ensure the confidentiality of a Telehealth Service.

Confidentiality will be protected by:

- Identifying staff who have access to a telehealth transmission.
- Using unique passwords or identifier for each employee or person with access to telehealth transmission

- Preventing unauthorized access to a telehealth transmission.
- No clients will be recorded without a specific release giving authorization.

Video conferencing is the preferred form of Telehealth as it provides audio and visual communication decreasing the risk of miscommunication or missing critical therapeutic data.

Telephonic (Mainecare only) can be utilized if Interactive Telehealth Service is unavailable or is medically appropriate for the underlying covered service.

Staff utilizing Telehealth will be trained in Telehealth Skills such as use of equipment, how to interact effectively with client(s), ethics and applicable laws.

Telehealth can be utilized as an exclusive delivery mode of services. Clients can also utilize telehealth to improve continuity of their face-to-face services when there are barriers to attendance: transportation problems, illness, or inclement weather. Telehealth also increases access to providers with specific expertise that might not be available within a reasonable driving distance.

Agency will **NOT** be utilizing text messaging or email as a delivery system for Telehealth services.

Telehealth service will only be utilized if it can be of comparable quality to what it would be were it delivered in person and if it is determined to be clinically appropriate.

### **III. Procedure**

Telehealth coverage will be discovered by Billing Supervisor or designee during the referral process and added to the referral sheet.

All clients with telehealth coverage will review the Telehealth Consent form and be offered this service as an adjunct to face-to-face sessions to improve continuity of care if this is determined to be clinically appropriate.

All telehealth providers will complete telehealth training and ongoing supervision in telehealth skills.


Telehealth Sessions will utilize HIPAA compliant platform with a password and sent through secure e-mail.

All clients with signed Telehealth consents will provide identification documents at intake.

All clients requesting exclusive Telehealth Services will be assessed initially and ongoing for the clinical appropriateness of this service delivery mode/level of care. If deemed inappropriate the provider will work with client to refer to appropriate services.

All clients with signed Telehealth consents will inform provider of their physical location and all people present who may hear or see their telehealth session and this will be documented in each session note.

All clients with signed Telehealth consents must identify an Emergency Contact Person that meets the criteria stated in the Telehealth Consent form.

  
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Scott Tash, CEO

  
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