


CHAPTER Service Delivery	CHAPTER 02	SECTION 001	SUBJECT 45
SECTION Treatment		DESCRIPTION Teletherapy Services	
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APPLICATION:

<input checked="" type="checkbox"/> CMH Staff	<input type="checkbox"/> Board Members	<input type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input checked="" type="checkbox"/> Persons Served		

POLICY:

Lapeer County Community Mental Health (LCCMH) uses teletherapy services as an extension to onsite therapy services to adults ensure timely access to therapy services.

STANDARDS:

- A. Telehealth services will be delivered in accordance with the Commission on Accreditation of Rehabilitation Facilities (CARF) Standards for technology and outpatient treatment services.
- B. Teletherapy services will be delivered in a manner that meets Health Information Portability and Accountability Act (HIPAA) Compliance Standards.
- C. All staff providing teletherapy services go through the LCCMH Privileging and Credentialing process to ensure valid Michigan licensure, liability insurance, and training.
- D. Persons served will be offered teletherapy services when onsite therapy services are not available, do not meet the needs of the person served, or by request of the person served.

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- E. The person served will be on-site for their appointment with the remote therapist.
- F. Verification of insurance benefit for teletherapy services is necessary prior to service provision.

PROCEDURES:

- A. Initial requests for teletherapy services will proceed as follows:
 - 1. A person served/guardian requests services at LCCMH.
 - 2. LCCMH intake department completes a full Bio-psychosocial (BPS) Intake Assessment as defined by the Michigan Department of Health and Humans Services (MDHHS).
 - 3. If it is determined through the BPS, teletherapy services are necessary and the person seeking services meets the target population for this program, the person is assigned to a telehealth therapist.
 - 4. The person served will sign Form #344 Person Served Information and Consent Form for Telehealth prior to starting teletherapy services.
 - 5. LCCMH support staff calls the remote site via the web-based tele-conferencing application and the appointment begins.
 - 6. The LCCMH designated support staff will manage the on-site care of the person served before, during and after the appointment.
- B. Persons served who come in for ongoing scheduled appointments will be set up for teletherapy by the designated support staff.
- C. An ability to pay determination in accordance with Medicaid guidelines will be completed according to the Ability to Pay Policy 06.003.130
- D. Eligibility for Teletherapy services
 - 1. Persons served with Medicaid, Medicare, Blue Cross and some commercial insurances are eligible for teletherapy services as specified in the insurance benefit.

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2. Persons served who meet medical necessity for therapy services but do not have teletherapy insurance benefits will be seen by an in-person therapist.
- E. Crisis Intervention: In the event of an emergency or life-threatening situation, LCCMH's standard crisis intervention plan will be initiated, up to and including dialing 911 if necessary. See policies for Safety, Conflict Avoidance and Emergency Response Plan 05.003.30., Medical Emergencies 03.002.05 and Emergency Staff Coverage 02.004.30.
- F. Release of information: Any Authorizations to Release Information will need to follow HIPAA guidelines. Support staff will assist in obtaining release signatures.
- G. Teletherapist responsibilities:
1. Receives the appointment with new persons served.
 2. Reviews Adult Information Form #93.
 3. Review assessment information and diagnosis in the Electronic Health Record.
 4. Provides a remote work area protecting the privacy and confidentiality of the person served.
 5. Ensures signatures are obtained for treatment paperwork.
 6. Provides therapy services and complete all necessary paperwork required by LCCMH, Medicaid or other insurances for billing. See LCCMH Documentation Guideline Form #339
 7. Schedules next appointment for persons served.
- H. LCCMH Support Staff responsibilities:
1. Verifies person served for the appointment.
 2. Gets person served set up in teletherapy room and connects to the remote site.
 3. Verifies next appointment and room is booked.

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4. Verifies all necessary signatures are obtained.
 5. Escorts the person served to the lobby for exit.
- I. Information Technology (IT) and Data Management Department responsibilities:
1. Assists with all trouble shooting issues and technology problems.
 2. Assists with installation of equipment and training of remote site staff on technology.
 3. Ensures teletherapy equipment is properly functioning and maintained according to manufacturer standards.

DEFINITIONS:

Electronic Health Record (EHR): A longitudinal electronic record of an individual's health information generated by one or more encounters in a care delivery setting which includes demographics, service plan, progress notes, medications, vital signs, past history, etc. The information is maintained in a form able to be processed by a computer that is stored and transmitted securely, and is accessible by multiple authorized users. The EHR has the ability to generate a complete record of a clinical encounter, as well as supporting other care-related activities directly or indirectly via interface – including evidence-based decision support, quality management, and outcomes reporting. Its primary purpose is the support of continuing, efficient and quality integrated health care, and it contains information that is retrospective, concurrent and prospective. An EHR replaces the paper medical record as the primary source of case record information (See Policy 07.002.05 Electronic Health Record OASIS)

Teletherapy: The use of an electronic media to link with health care professionals in different locations. The health care professional must be able to examine the individual via a real-time, interactive audio or video (or both) telecommunication system, and the person served must be able to interact with the off-site health care professional at the time the services are provided- MSA 20-09

Therapist: The master's level clinician, licensed to practice in the state of Michigan (hired directly or under contract with LCCMH), meeting the LCCMH Privileging and Credentialing Standards, who sees persons served and provides therapy services to those persons on their assigned caseload.

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Persons served: Individuals receiving care at LCCMH meeting target population requirements identified and have agreed to be treated by telehealth using teleconferencing technology, which may include audio, video and photography.

REFERENCES/EXHIBITS:

Adult Personal Information Form # F93
 Commission on Accreditation of Rehabilitation Facilities Section 1.J and 3.O.
 LCCMH Ability to Pay Policy 06.003.30
 LCCMH Electronic Health Records Policy 07.002.05
 LCCMH Emergency Staff Coverage Policy 02.004.30
 LCCMH Form #344 Information and Consent for Telehealth
 LCCMH Form #339 Documentation Guidelines
 LCCMH Medical Emergencies Policy 03.002.05
 LCCMH Safety, Conflict Avoidance and Emergency Response Plan Policy 05.003.30

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