


<b>CHAPTER</b> Service Delivery	<b>CHAPTER</b> 02	<b>SECTION</b> 001	<b>SUBJECT</b> 45
<b>SECTION</b> Treatment		<b>DESCRIPTION</b> Telehealth Services	
<b>WRITTEN BY</b> Brooke Sankiewicz, LMSW CADC Chief Clinical Officer and Sandy Koyl, BHSA IT and Data Management Supervisor	<b>REVISED BY</b> <u>Brooke Sankiewicz,</u> <u>LMSW CADC Chief</u> <u>Clinical Officer and Sandy</u> <u>Koyl, BHSA IT and Data</u> <u>Management Supervisor</u>	<b>AUTHORIZED BY</b>  11/20/23 Lauren Emmons, ACSW CEO	

**APPLICATION:**

<input checked="" type="checkbox"/> CMH Staff	<input type="checkbox"/> Board Members	<input checked="" 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 checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input type="checkbox"/> Volunteers	<input checked="" type="checkbox"/> Persons Served		

**POLICY:**

Lapeer County Community Mental Health (LCCMH) uses telehealth services as an extension of place of service delivery.

**STANDARDS:**

- A. Telehealth is used when it is in the best interest or preferences of the person served.
- B. LCCMH follows the Michigan Department of Health and Human Services (MDHHS) guidelines, Commission on Accreditation of Rehabilitation Facilities (CARF) Standards for technology and outpatient treatment services, and complies with the Health Information Portability and Accountability Act (HIPAA) for telehealth services.

CHAPTER Service Delivery	CHAPTER 02	SECTION 001	SUBJECT 45
SECTION Treatment		DESCRIPTION Telehealth Services	

- C. All staff providing services complete the agency training requirements and go through the LCCMH Privileging and Credentialing process to ensure valid Michigan licensure, liability insurance and training.  
0523
- D. Persons served must have access to equipment necessary for telehealth services to be delivered. All technology used must be HIPAA compliant.
- E. If the service code allows, audio-only telehealth services must be provided at the preference of the person served.
- F. Only allowable codes can be provided via telehealth place of service. The Bureau of Specialty Behavioral Health Services Telemedicine Database provides the list of allowable codes and can be found on the MDHHS website.
- G. The reimbursement rate for allowable telehealth services is the same as in-person services.

**PROCEDURES:**

- A. Person served and/or guardian request telehealth services.
- B. Insurance benefit verification is completed according to LCCMH Intake Procedures Policy 02.003.30. If the persons served does not have insurance benefits for telehealth, services will be provided in-person.
- C. The primary case holder and/or intake worker determines if telehealth services are appropriate through the initial or annual assessment and ensures the person served has equipment with audio and visual capabilities and knows how to use it.
- D. The primary case holder provides education to the person served on environmental safety considerations.
- E. The primary case holder and/or intake worker assists person served with enrollment in Community Electronic Health Records (CEHR) to ensure remote document signature capabilities.

CHAPTER Service Delivery	CHAPTER 02	SECTION 001	SUBJECT 45
SECTION Treatment		DESCRIPTION Telehealth Services	

- F. At start of each session, the primary case holder ensures all participants in the session are identified at each site and identifies the physical location of the person served. The primary case holder is responsible for protecting the privacy and confidentiality of the person served in their work area.
- G. The primary case holder provides services and completes all necessary paperwork required by LCCMH, Medicaid or other insurances for billing. See LCCMH Documentation Guideline Form #339.
- H. 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.
- I. The primary case holder schedules follow up appointments as medically necessary. Periodic in-person evaluations of persons served are conducted to:
  - 1. Review and update the medical treatment/history
  - 2. Monitor effectiveness of treatment modalities
  - 3. Assess the current medical/behavioral condition and/or treatment plan
- J. Information Technology (IT) and Data Management Department:
  - 1. Assists agency with all trouble shooting issues and technology problems affecting delivery of service.
  - 2. Assists with agency installation of equipment and training of remote site staff on technology.
  - 3. Ensures agency equipment is properly functioning and maintained according to manufacturer standards.

CHAPTER Service Delivery	CHAPTER 02	SECTION 001	SUBJECT 45
SECTION Treatment		DESCRIPTION Telehealth Services	

**DEFINITIONS:**

Enrollment in CEHR (Community Electronic Health Record): The process of setting up a CEHR Portal Account, including PIN, User ID, password and clear instructions.

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)

OASIS: Optimal Alliance Software Information System – the certified electronic health record utilized by the LCCMH and contract providers.

Telehealth Services: Treatment provided using tele-conferencing technology, which may include audio, video and photography.

**REFERENCES:**

- 02.001.50 Telehealth Services Work Instructions
- HIPAA Privacy Rule, 45 CFR Part 164 (164.501)
- The Bureau of Specialty Behavioral Health Services Telemedicine Database
- Michigan Department of Health and Human Services, bulletin MMP 23-10
- LCCMH Policy Safety, Conflict Avoidance and Emergency Response Plan 05.003.30
- LCCMH Policy Medical Emergencies 03.002.05 and Emergency Staff Coverage 02.004.30
- LCCMH Intake Procedures Policy 02.003.0

BS,SK:lr