

## Entering Notes for Telehealth Services

- **Telehealth** means the use of telecommunications technology by a Medicaid-enrolled provider **to deliver functionally equivalent health care services** including: assessment, diagnosis, consultation, treatment, and transfer of medically relevant data. Telehealth may include real-time interactive audio-only communication. Telehealth does not include communication between a provider and a member that consists solely of an email, text, or fax transmission. [[ForwardHealth Telehealth Policy](#)]
  - **Functionally equivalent** means that when a service is provided via telehealth, the transmission of information must be of sufficient quality as to be the same level of service as an in-person visit. Transmission of voices, images, data, or video must be clear and understandable.
- Providers delivering CCS psychosocial rehabilitation services by telehealth are expected to exercise professional judgment and use telehealth only for services that can be delivered appropriately and effectively via remote communication.
- Providers must obtain written informed consent from the CCS participant prior to providing CCS services via telehealth and at least annually thereafter. [[Dane County CCS Telehealth Policy](#)]
- **All array services and recovery team meetings via telehealth (phone or video) must be coded as a telehealth service in the module.**

### Progress Note Documentation for Telehealth Services:

- Type of Contact =
  - In-Person (using both audio and video telehealth)
  - Phone (using telephone or audio only telehealth)
- Is this a telehealth Visit? Select Yes
  - Type of Telehealth Visit – Select Audio-Visual or Audio-Only
  - Place of Service – Select Telehealth Provided in Patient’s Home or Telehealth Provided Other Than in Patient’s Home

### Example for Session via Audio-Video Telehealth:

Type of Contact: \* In-Person ▼

Is this a Telehealth Visit? \*  No  Yes

Type of Telehealth Visit \*  Audio-Visual  Audio-Only

Place of Service \* Telehealth Provided in Patient’s Home ▼