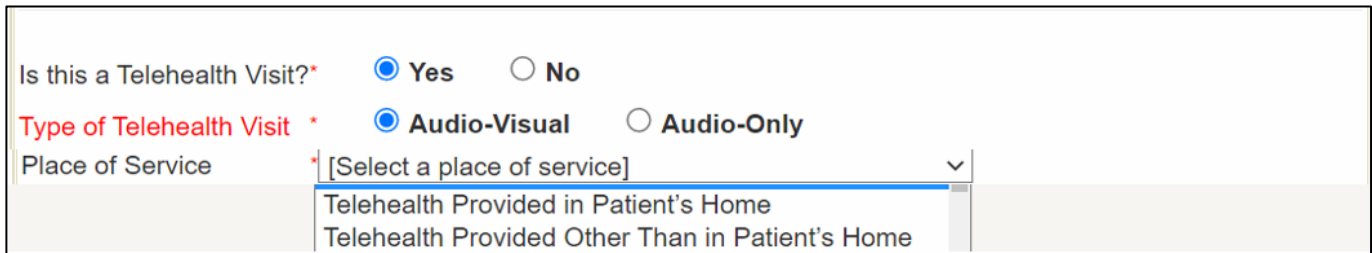


Dane County CCS Telehealth Guidance

Progress Note Documentation (Telehealth Service):

- All progress note narratives should include a statement that the service was provided via telehealth and the CCS participant consented to service provision via telehealth.
- All CCS providers that are delivering a service via telehealth (audio/visual or audio only) should enter progress notes as follows:
 - ❖ **Type of Contact**
 - **In Person** if using audio + video telehealth
 - **Phone** if using telephone
 - ❖ **Is This a Telehealth Visit?**
 - **Yes**
 - ❖ **Type of Telehealth Visit**
 - **Audio-Visual** if using a video telehealth platform (i.e. Zoom, Teams, etc.)
 - **Audio Only** if using telephone
 - ❖ **Place of Service** (*****must select one of the two options below for all telehealth services*****)
 - **Telehealth Provided In Patient’s Home** if CCS participant is located in their home when receiving CCS services through telecommunication technology.
 - **Telehealth Provided Other Than Patient’s Home** if CCS participant is not located in their home when receiving CCS services through telecommunication technology.



The screenshot shows a form with the following fields and options:

- Is this a Telehealth Visit? * Yes No
- Type of Telehealth Visit * Audio-Visual Audio-Only
- Place of Service * [Select a place of service] v
Telehealth Provided in Patient's Home
Telehealth Provided Other Than in Patient's Home

Direct Service Provision Via Telehealth (All CCS Services—Individual & Group):

- “Telehealth” means the use of telecommunications technology by a provider to deliver functionally equivalent, synchronous, health care services. Telehealth may include real-time interactive audio-only communication (phone). Telehealth does not include communication between a provider and a member that consists solely of an email, text, or fax transmission.
- “Functionally equivalent” means a service provided via telehealth must meet the following criteria:
 - The quality, effectiveness, and delivery mode of the service provided must be clinically appropriate to be delivered via telehealth.
 - The service must be of sufficient quality as to be the same level of service as an in-person visit. Transmission of voices, images, or video must be clear and understandable.
- Both the CCS participant and the provider of the service must agree in order for a service to be performed via telehealth. If either the CCS participant or the provider decline the use of telehealth for any reason, the service should be performed in person.

- CCS providers must be able and willing to refer members to another provider, if necessary, such as when telehealth services are not appropriate or cannot be functionally equivalent or if the member declines a telehealth visit.
- When possible, telehealth services should include both an audio and visual component. In circumstances where audio-visual telehealth is not possible due to the CCS participant's preference or technology limitations, telehealth may include real-time interactive audio-only communication if the provider feels the service is functionally equivalent to the in-person service.
- Providers must obtain Informed Consent from the CCS participant prior to providing services via telehealth and at least annually thereafter. Allowable methods of obtaining consent include educating the CCS participant and obtaining verbal consent prior to the start of treatment or telehealth consent and privacy considerations as part of the notice of privacy practices. Verbal consent should be documented in the CCS Progress Notes.
- Recovery Team Meetings can be provided via telehealth/telephone provided all other guidelines for recovery team meetings are followed. All CCS team members can bill for attendance at Recovery Team Meetings via telehealth. The SF should create and fully complete a roster to indicate who was present at the meeting and sign the roster attesting to the presence of attendees.
- Providers are required to follow federal laws to ensure CCS participant privacy and security. This includes:
 - The location from which the service is delivered via telehealth protects privacy and confidentiality of member information and communications.
 - The platforms used to connect the member to telehealth are secure and HIPAA-compliant.
- Group services:
 - Additional privacy considerations apply to CCS participants engaged in group treatment via telehealth. Group leaders should provide members with information on the risks, benefits, and limits to confidentiality related to group telehealth and document the CCS participant's consent prior to the first session. Group leaders should uphold the highest privacy standards possible for the group.
 - Group members should be instructed to respect the privacy of others by not disclosing group members' images, names, screenshots, identifying details, or circumstances. Group members should also be reminded to prevent non-group members from seeing or overhearing telehealth sessions.
 - CCS providers may not compel CCS participants to participate in telehealth-based group treatment and should make alternative services available for members who elect not to participate in telehealth-based group treatment.