

SERVICE DELIVERY UPDATE 4.3.2020

Important Updates

- All virtual platforms have been temporarily approved for telebehavioral health services. Please be aware that Zoom is hackable, and the FBI has issued warnings against using it. Skype for Business is the most secure option that we have readily available.
- In the rest of this document, you will see the term “virtual visit;” this term is referencing anytime you use FaceTime, Skype, Zoom to meet with your clients. This includes any virtual platform in which you can see and interact with your clients. “Telephonic” means limited to phone audio only.
- We are billing telephonic services as well as Individual/Family therapy services and TFCBT services for Outpatient/STOP only.
- Enhanced Services are still holding billing (leaving recorded services unsigned, but still signing services notes within standards). The ONLY exceptions to this so far are:
 - You are accomplishing your week the traditional way (in-person therapy, etc.). The only time this would be possible is if you are responding to a crisis that cannot be handled in a virtual way; your supervisor should be aware anytime you are going out in-person, and the discussed precautions must take place.
 - You have taken a client from residential who has discharged quickly back into the community, and you are seeing them in an Outpatient capacity (the only person this applies to right now is Natalie Hill – TASK Wilkesboro).
 - In this case, you follow Outpatient rules outlines below since you are seeing them in an Outpatient episode of care.
- **No services** are taking new admissions at this time.

READ YOUR SECTION BELOW.

[OUTPATIENT – SCHOOL-BASED, CLINIC AND STOP](#)

[ENHANCED SERVICES](#)

[SKYPE FOR BUSINESS INSTRUCTIONS AND HELPFUL GUIDE](#)

Outpatient Services – School-Based Therapists, Clinic Therapists and STOP

- There are now **9 types of Recorded Services for us to utilize during this time.** These currently-approved Recorded Services include “Comprehensive Clinical Assessment,” “**Comprehensive Clinical Assessment – CV,**” “**Group Therapy – CV,**” “Telephone Assessment and Management – CV,” “Family Therapy – CV,” “Individual Therapy – CV,” “TFCBT – Comprehensive Clinical Assessment,” “TFCBT Family – CV,” “TFCBT Individual – CV.”
 - TFCBT codes may only be selected for those who are certified.

-- Select a Service/Procedure --

- Case Management
- CESH Assessment
- Client Intake
- Complex Assessment
- Comprehensive Clinical Assessment**
- Crisis Add On – Additional 30 Mins
- Crisis Psychotherapy
- Eye Movement Desensitization and Reprocessing Therapy
- Family Therapy
- Family Therapy - CV**
- Forensic Evaluation
- Group Therapy
- Individual Therapy
- Individual Therapy - CV**
- In-Home Counseling
- Interactive Complexity Add-On
- Multi-Family Group Therapy
- Substance Use Assessment
- Telephone Assessment and Management - CV**
- TFCBT - Comprehensive Clinical Assessment
- TFCBT - Family Therapy
- TFCBT - Individual Therapy
- Trauma Informed Comprehensive Clinical Assessment

Record a Service	Program	Service Type
In-Home Counseling		
Interactive Complexity Add-On		
Multi-Family Group Therapy		
Substance Use Assessment		
Telephone Assessment and Management - CV		
TFCBT - Comprehensive Clinical Assessment		
TFCBT - Family Therapy		
TFCBT - Individual Therapy		
TFCBT Family - CV		
TFCBT Individual - CV		
Trauma Informed Comprehensive Clinical Assessment		

Start Date/Time

3/18/2020 11:00 AM

End Date/Time

3/18/2020 11:30 AM

- **Comprehensive Clinical Assessment and TFCBT CCA:** Continue to use this service option for any CCA/TFCBT CCA updates that are coming due for any of your existing clients. Dependent upon your level of knowledge and comfort, an annual CCA (update) can be completed without seeing or talking to the client. If there are questions surrounding that statement, call your supervisor to get clarification.
 - **CCA- CV:** New CCAs that are occurring virtually (not **yet** allowed) should be classified as CCA – CV in your Recorded Services. Otherwise, CCA updates should continue to be billed as normal.
- **Telephone Assessment and Management – CV:** Select this service when you have only interacted with clients/families telephonically. Indicate in the minutes portion of the Recorded Service (and in the PIE note) how much time was spent with them on the phone. The ranges for reimbursement are 5-10 minutes, 11-20 minutes and 21-30 minutes. 30 minutes is the maximum time allotted per phone call, and only one phone call is billable per day. 30 minutes has the higher reimbursement rate.
 - Great times to use this code: Checking in with Clients, Scheduling and Re-scheduling appointments (remember, minimum time is 5 mins), Case Management duties like getting verbal consent from the LRP for a treatment plan, virtual visits that didn't last the minimum amount of time (16 minutes – please don't let this be the case).
 - Times when other codes are more appropriate: calling Client/Family to update CCA (use CCA service); coaching and modeling for a family how to access social resources (use a virtual visit and use the Family Therapy – CV service).

- Individual Therapy – CV, Group Therapy – CV, and Family Therapy – CV: Select the most appropriate of these options for **VIRTUAL VISITS**. These services follow the traditional codes in terms of time: 16-37 minutes; 38-52 minutes; 53+ minutes.
- TFCBT Individual Therapy – CV and TFCBT Family Therapy – CV: Select the most appropriate of these options for **VIRTUAL VISITS**. This option is only available for select staff who are certified in TFCBT.
- On the Recorded Service face page, select “TELECONFERENCE” as the place of service for any Therapy-CV code.

Action Steps

- For CCAs, ensure the “service” category on the Recorded Service face page reads, “Comprehensive Clinical Assessment” or “TFCBT Comprehensive Clinical Assessment.”
 - **SIGN THESE RECORDED SERVICES SO THEY WILL BILL.**
- Any session that you had *over the phone*, please ensure the “service” category on the Recorded Service face page reads, “Telephone Assessment and Management – CV.” Ensure that your time is accurate and within the expectations (minimum 5 minutes. If it was over 30, we will just be reimbursed for 30).
 - **SIGN THESE RECORDED SERVICES SO THEY WILL BILL.**
- For *virtual visits*, ensure the “service” category on the Recorded Service face page reads either “Individual Therapy – CV,” “Group Therapy – CV,” “Family Therapy – CV,” “TFCBT Individual – CV,” or “TFCBT Family – CV.” Ensure your time is accurate.
 - **SIGN THESE RECORDED SERVICES SO THEY WILL BILL.**
 - Please set the expectation for your families to use virtual visits for their regularly scheduled appointments instead of telephonic appointments. This method is more effective therapeutically and more financially viable.
 - Instructions on how to use [Skype for Business](#) are explicitly laid out in this document. FaceTime, obviously, is a lot easier, but not all clients have an iPad or iPhone, and Skype for Business can be used with any smartphone or anyone with a tablet or computer.
 - On the Recorded Service face page, select “TELECONFERENCE” as the place of service for any Therapy-CV code.
- Ensure that, in moving forward with virtual visits, you are copying and pasting the following statement into every “Intervention” narrative box:
- *Client gave Children’s Hope Alliance permission to provide telehealth services using a platform or application that allows for interactive, virtual face-to-face contact. Client indicated understanding that there are potential risks to this technology, including technical difficulties, interruptions and unauthorized access to protected health information. Client’s questions about this service method have been answered, and the risks, benefits and any practical alternatives were discussed with them in a language they understood. Client certifies that they fully understand and accept the risks of using telehealth technology.*

Enhanced Services (TASK and IIH)

- Continue to open Recorded Services Sunday-Saturday of each week (TASK) or your Individual/Family Therapy Recorded Services (IIH), but DO NOT SIGN and close those Recorded Services. Hold them open, even though you are signing the progress and service notes within those Recorded Services.
 - The only exception to this rule: IF you actually met the IN PERSON face-to-face requirement for case rate (TASK)/therapy (IIH), you can go ahead and sign and close that particular Recorded Service as you normally would.
- Continue using virtual visits to meet your face to face requirement(s), be it individual therapy, family therapy, group therapy, or skill building. ANYTIME AND EVERYTIME that you do use virtual visits, please use the “Intervention” section of your service note to indicate verbal consent for a virtual visit as well as the explanation provided to the consumer regarding potential privacy concerns (see below).
 - Note: Individual, family and group notes in CCP for TASK inherently indicate that the session was face-to-face.
 - Note: PIE notes in CCP still require minutes to be captured in 3 different locations: Type of Activity, Location and Type of Contact. For non-therapy virtual visit interactions (i.e. skill-building) please continue to put total minutes in “Face to Face” under *Type of Activity*, in “Office” for *Location*, and in “Skill Development” under *Type of Contact*.

Action Steps

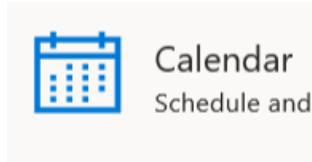
- Ensure that, in moving forward with virtual visits, you are copying and pasting the following statement into every “Intervention” narrative box:
- *Client gave Children’s Hope Alliance permission to provide telehealth services using a platform or application that allows for interactive, virtual face-to-face contact. Client indicated understanding that there are potential risks to this technology, including technical difficulties, interruptions and unauthorized access to protected health information. Client’s questions about this service method have been answered, and the risks, benefits and any practical alternatives were discussed with them in a language they understood. Client certifies that they fully understand and accept the risks of using telehealth technology.*

Skype for Business

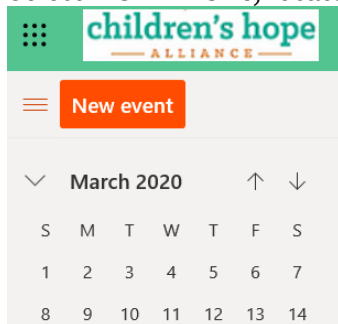
Step 1: Confirm your appointment day, time and modality with your client(s) and obtain verbal consent.

Step 2: Set up a Skype for Business Meeting on your end first.

- Go to your Outlook in your browser.
- Select **Calendar**



- Select **New Event**, located in the top left corner of your screen.



- Input the **title** of the meeting (i.e. JJ Ind.), **correct date and time**, and **add the email of the individual/family in the “Invite Attendee” line**. Click “Add online meeting and Select “Skype Meeting.” Select Send.

➤ Send ✖ Discard 📅 Scheduling Assistant 📅 Busy ▼ 📁 Categorize ▼ 🗨️ Response options ▼

• **JJ Ind.**

👤 **R randomperson@gmail.com** ✖ Optional

🕒 **3/19/2020** 📅 **1:00 PM** ▼ to **1:30 PM** ▼ 🌐 All day ☐

Free: No time suggestions found. [Open Scheduling Assistant](#)

🔄 Repeat: Never ▼

📍 Search for a room or location

🕒 Remind me: 15 minutes before ▼

☰ Add a description or attach documents

📎 ▼ 🖼️ 😊 📄

Add online meeting ▼

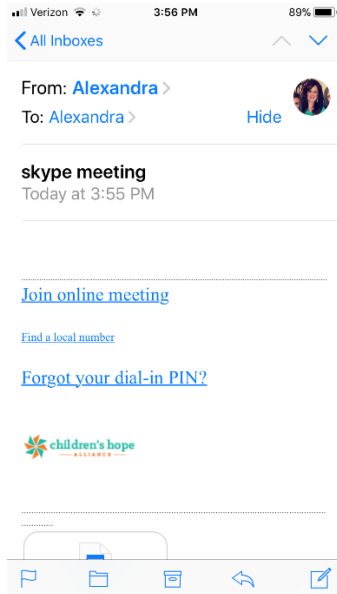
- 📞 **Skype meeting**
- 👤 Teams meeting

Step 3: Helping the Individual and Family Attend the Skype Meeting.

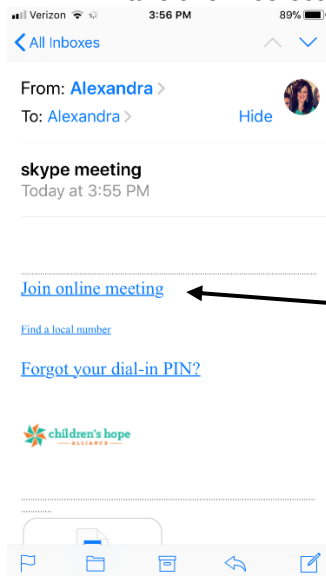
SIDE NOTE: Clients **DO NOT** have to have a Skype Business Account in order to do this! They **ONLY** need the application downloaded to their smartphone or tablet. They can also use Skype for Business in their browser.

Below is a step-by-step process from the clients' point of view once they receive the email invitation.

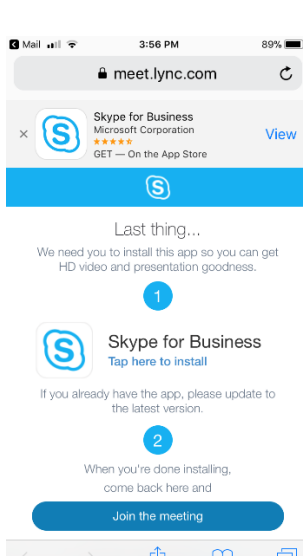
Here is what the email invitation will look like to them:



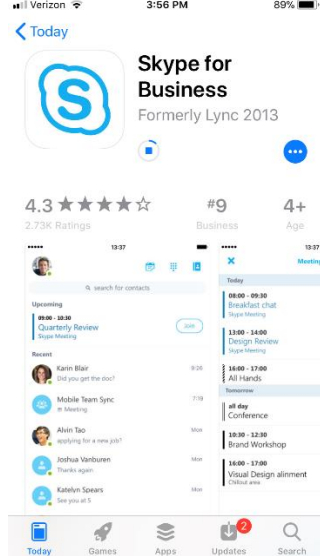
- Have them select **Join Online Meeting**



- If they *have not* installed the Skype for Business app on their phone, they will see this:



← From here, they can click “View” and then download the app from the app store. It’s important they are downloading the correct app, which is here →



Once the app has downloaded successfully, have them start over from the email and select **Join Online Meeting** again

- If they *have* installed the Skype for Business app, they will see this after clicking “Join Online Meeting”:



Welcome to Skype for Business, the app
formerly known as Lync.

Sign In

Join Meeting

- They do NOT need to sign in. Instead, they should select **Join Meeting**



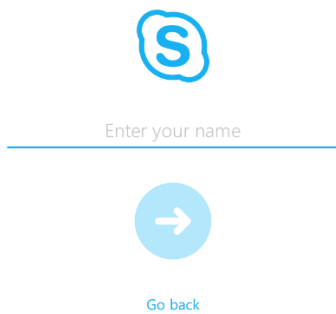
Welcome to Skype for Business, the app
formerly known as Lync.

Sign In

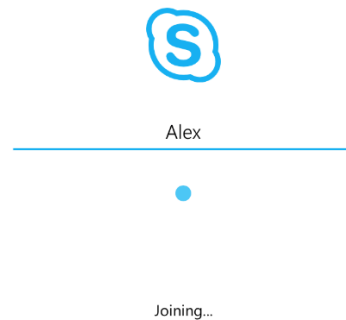
Join Meeting



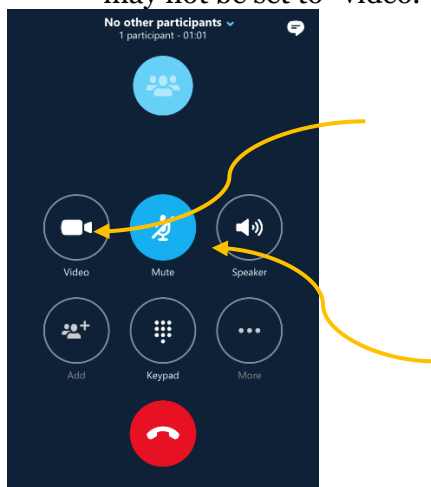
- From there, they will see this:



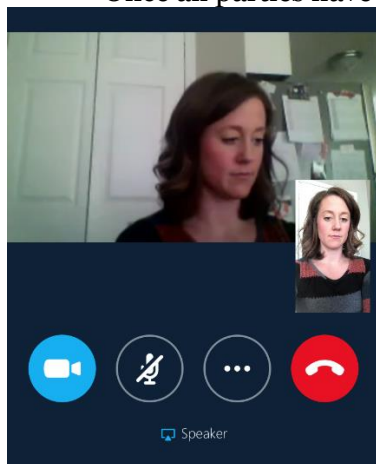
Have them enter their name and click the Arrow



- This will allow them to enter the call. As a default, their microphone may be muted and it may not be set to "video." They may have to click **unmute** and **video**.



- Once all parties have joined the call and allowed video....

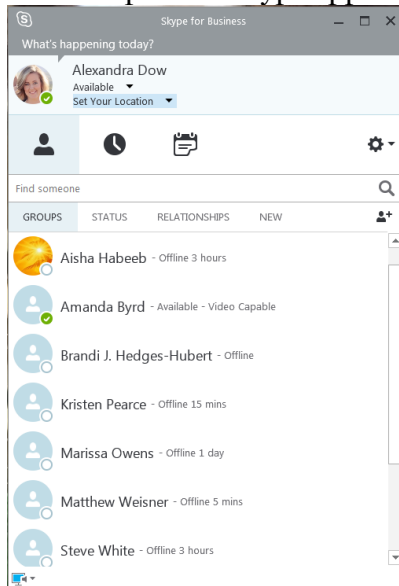


Viola!!!! Yes, this is an old picture example but I made this tutorial over 2 years ago so get over it.

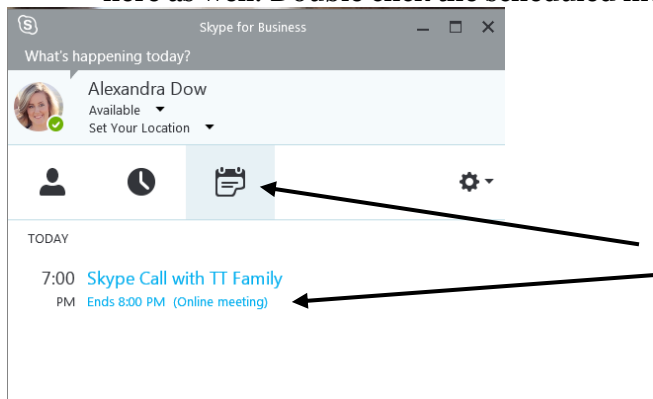
Skype for Business

Step #4: How to Attend the Meeting as the Meeting Organizer

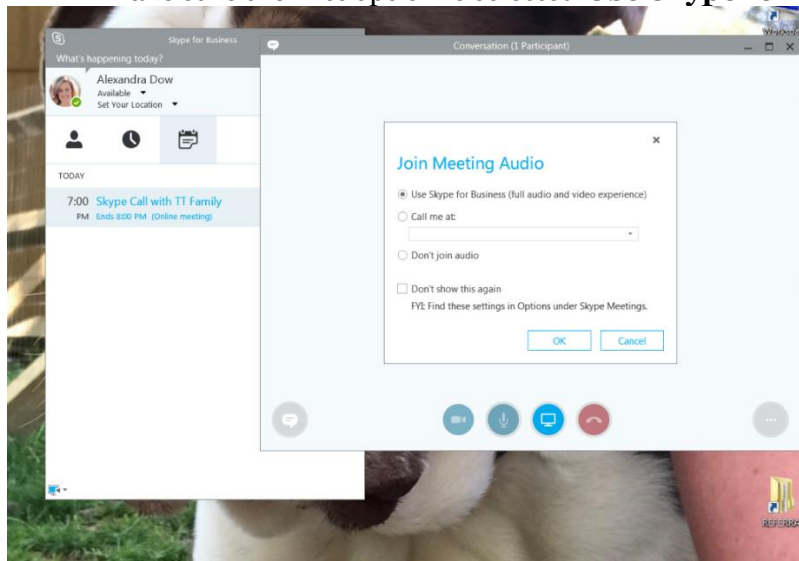
- Open the Skype app on your desktop



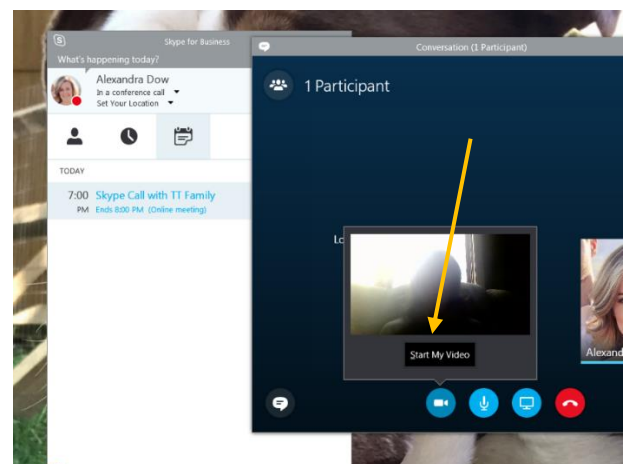
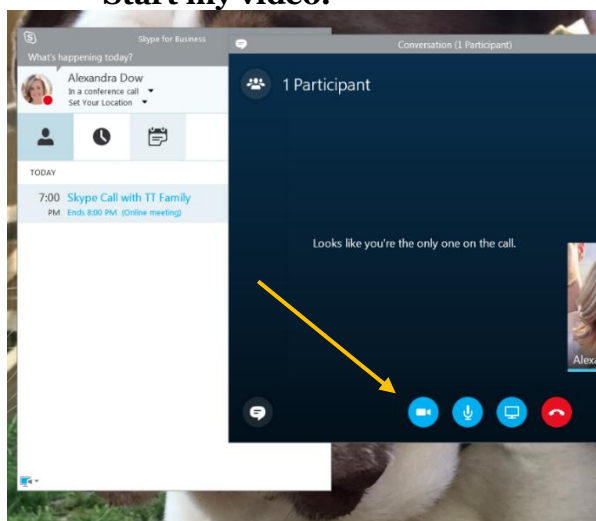
- Select the **Calendar** option. If you've scheduled the meeting correctly, it will show up here as well. Double click the scheduled meeting in blue.



- Make sure the first option is selected **Use Skype for Business** and then select **OK**



- Default settings will join the call audio-only. Select the **video camera icon**. Select **Start my video**.



That's it!!!

Here's a quick infographic that you can include in your Skype invitation to your clients to help them get into the meeting. This will also be sent in a separate attachment to this email.

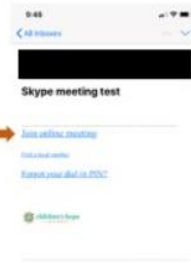
Step 1:

Download Skype For Business app on your phone or tablet



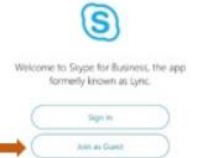
Step 2:

Open the email invitation and click on "Join online meeting"



Step 3:

Click "Join as Guest"



Step 4:

Enter your name and click the blue arrow



Step 5:

Click "Video" and unmute your volume

