

Post-Pandemic Telehealth and Behavioral Health Care

Key Takeaways

Enforcement	Securing Patient Data	Expanding Access	Standardizing
<ul style="list-style-type: none">• Online platforms for prescriptions of controlled substances receive extra scrutiny• Location of patient is critical both for proper billing and physician licensing	<ul style="list-style-type: none">• VPNs• Encryption<ul style="list-style-type: none">• Up to date software• HIPAA compliant forms• Secure patient portals to send and receive messages• Instruct patients on securing data during telehealth visit (private Wi-Fi, private location)	<ul style="list-style-type: none">• Ensure platform allows for additional person to join• Address language, hearing, and vision barriers• Allow time in advance of visit to address accommodations	<p>Independent telehealth accreditation focusing on behavioral health allows complete review of telehealth program to address gaps in security, accessibility, and compliance.</p>
Practice Tool	Licensing and Training	Documentation	Reimbursement
<ul style="list-style-type: none">• Comparison tool of all state telehealth policies hosted by Center for Connected Health Policy• https://www.cchpca.org/all-telehealth-policies/	<ul style="list-style-type: none">• Provider must be licensed in state where <i>provider</i> is located• Provider must be licensed in state where <i>patient</i> is located• Staff must be trained on use of platform and informed consent of patient	<ul style="list-style-type: none">• Encounter Notes• Technology Policy<ul style="list-style-type: none">• Privacy Policy• Patient must give informed consent in 29 states.• Documented process for obtaining and maintaining consent	<ul style="list-style-type: none">• For most services, reimbursement is the same as in-person• Home location is sufficient through September 30, 2025, for Medicare, FQHCs and RHCs