



Telehealth/Telepsychiatry Training and Technical Assistance Related to COVID-19

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How to start telehealth/medicine

Webinars, Podcasts, & Web Series

⁷National Telehealth Resource Center- <https://telehealthresourcecenter.org/>

- <https://telehealthresourcecenter.org/nctrc-webinar-series/>

⁹NRTRC Resources - www.nrtrc.org

- <https://nrtrc.org/education/webinars.php>

Manuals and Briefs

⁷National Telehealth Resource Center- <https://telehealthresourcecenter.org/>

- 8 Tips for Successful Telehealth Session: <https://3f9znz109u3oybcpa3vow591-wpengine.netdna-ssl.com/wp-content/uploads/2020/11/8-tips-to-successful-Telehealth-Visits-ForPatients-07.29.20.pdf>
- Chinle Comprehensive Health Care Facility Success Story: <https://telehealthresourcecenter.org/resources/success-stories/chinle-comprehensive-health-care-facility/>
- Policy Changes During The COVID-19 Public Health Emergency: <https://telehealth.hhs.gov/providers/policy-changes-during-the-covid-19-public-health-emergency/hipaa-flexibility-for-telehealth-technology/>
 - HIPAA flexibility for telehealth technology
 - Medicare and Medicaid policies
 - Telehealth licensing requirements and interstate compacts
 - Prescribing controlled substances
- Billing for telehealth during COVID-19: <https://telehealth.hhs.gov/providers/billing-and-reimbursement/>
- Legal considerations: <https://telehealth.hhs.gov/providers/legal-considerations/>
 - Protecting patient health information
 - Protecting yourself from liability and malpractice
 - Liability protections for health care professionals during COVID-19

Tip Sheets & Checklists

⁴Centers for Medicare & Medicaid Services – CMS <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>

- Medicare Telemedicine Health Care Provider Fact Sheet
 - Medicare coverage and payment of virtual services

- Expansion of Telehealth with 1135 waiver
- Types of Virtual Services/ Billing Codes
- Health Insurance Portability and Accountability Act (HIPAA)

Sample Policies & Guidelines

²Center for Connected Health Policy Resources - CCHP <https://www.cchpca.org/>

- Current state laws and reimbursement policies - <https://www.cchpca.org/topic/overview/>
- Current guide - <https://cchp.nyc3.digitaloceanspaces.com/files/2021-03/2021BillingGuideFINAL.pdf>

Telehealth/Telemedicine Services Temporary Policies

Sample Policies

- Health Partners - https://www.healthpartners.com/ucm/groups/public/@hp/@public/documents/documents/entry_222832.pdf
- Mindpeace Telehealth Policies and Procedures - <https://mindpeacecincinnati.com/wp-content/uploads/1.-Sample-Telehealth-P-P.pdf>

Guidelines

- Guidelines for Telemedicine Policies and Procedures - <https://www.magmutual.com/learning/article/guidelines-telemedicine-policies-and-procedures-0/>

Other Resources

⁹NRTRC: Professional Development <https://nrtrc.catalog.instructure.com/>

- Events <https://nrtrc.org/events/calendar.php>
- Funding Opportunities <https://nrtrc.org/resources/funding.shtml>
- Regional/ Tribal ECHOS <https://nrtrc.org/education/project-echo.shtml>
- Fact Sheets <https://nrtrc.org/resources/fact-sheets.shtml>
- Toolkits <https://nrtrc.org/resources/toolkit.shtml>
- Telehealth Links <https://nrtrc.org/resources/links.shtml>
- Patient Resources <https://nrtrc.org/resources/links.shtml>
- Provider Resources <https://nrtrc.org/covid/provider.shtml>

U.S. Department of Health and Human Services (HHS):

- The Notification of Enforcement Discretion on telehealth remote communications may be found at: <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>.
- The FAQs on telehealth remote communications may be found at: <https://www.hhs.gov/sites/default/files/telehealth-faqs-508.pdf> - PDF
- For more information on HIPAA and COVID-19, see OCR's February 2020 Bulletin: <https://www.hhs.gov/sites/default/files/february-2020-hipaa-and-novel-coronavirus.pdf> - PDF
- [HHS Office of Civil Rights' Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID- 19 Nationwide Public Health Emergency.](#)

Domestic Violence

Manuals and Briefs

¹⁵ The National Network to End Domestic Violence - NNEDV <https://nnedv.org/>

- [COVID Guidance: Screening for Suicide Risk during Telehealth Visits:](https://theactionalliance.org/resource/covid-guidance-screening-suicide-risk-during-telehealth-visits)
<https://theactionalliance.org/resource/covid-guidance-screening-suicide-risk-during-telehealth-visits>

Tip Sheets & Checklists

¹⁵ The National Network to End Domestic Violence - NNEDV <https://nnedv.org/>

Here are few tips for providing telehealth in complex situations:

- ✓ Follow all laws, regulations, and ethics to the extent that you are able.
- ✓ Use best practices if at all possible.
- ✓ Assess the safety of the location that your client is in. Ask questions such as:
 - Is this a good time to talk?
 - Who's home with you at the moment?
 - Is it safe for us to speak right now?
 - Are you in any danger?
 - If your spouse came home or entered the room, how would that affect you?
 - Is there anything that we shouldn't speak about while on this computer? Over the phone?
 - Who else has access to the electronics that you're using?
 - Would there be an issue if someone else used or had access to these electronics?
 - Are you able to delete the history or eliminate evidence that may remain on these electronics?
 - In the event that you become upset, who can comfort you? Is there anyone who would have a negative reaction to your emotions?
 - If you needed assistance, how would you get it?
 - How long would it take for assistance to reach you?
- ✓ In the event that the location is not optimally secure, consider: Are other options available? Is it possible for your client to speak on the phone with you while in the car? Outside? And if you speak by phone, is the client able to wipe the history so that the call is not evident to anyone else?

Mental Health

Webinars, Podcasts, & Web Series

⁶MHTTC Resources - <https://mhttcnetwork.org/centers/global-mhttc/responding-covid-19>
Clinical Innovations in Telehealth | Global MHTTC

- Session 1: [Telehealth and Suicide Care](#) includes Safety Planning- includes slide deck and FAQ
- Session 2: [Telehealth and CBT for Psychosis](#) - includes slide deck
- Session 3: [Providing Culturally Relevant Telehealth Services for Latino Populations During a Pandemic](#) - includes slide deck and FAQ
- Session 4: [Treating PTSD in the Context of COVID-19](#) - includes slide deck and FAQ

¹²SMI Adviser Resources - Resources on COVID-19 and Serious Mental Illness

Webinars at <https://education.smiadviser.org/diweb/catalog>

- Managing the Mental Health Effects of COVID-19-
<https://education.smiadviser.org/diweb/catalog/item?id=5913433>
- Telepsychiatry in the Era of COVID-19 -
<https://education.smiadviser.org/diweb/catalog/item?id=5915061>
- Serious Mental Illness and COVID-19: Tailoring ACT Teams, Group Homes, and Supportive Housing
<https://education.smiadviser.org/diweb/catalog/item?id=5915139>

⁸NCDVTMH - <http://www.nationalcenterdvtraumamh.org/about/>

- Trauma Informed Communication: Strategies for Staying Connected in Challenging Times:
<https://ncdvtmh.webex.com/recordingservice/sites/ncdvtmh/recording/1f39a73f3b3d4323905945c5eb4c6820/playback>

⁵Indian Health Service- Telebehavioral Health Center of Excellence (TBHCE) -
<https://www.ihs.gov/teleeducation/c19webinars/>

- Engaging children and teens in Telebehavioral health sessions:
<https://ihs.cosocloud.com/pqbbbyqr2r593/>
- Compassion Fatigue: Additional risks while serving vulnerable population during a pandemic series: <https://ihs.cosocloud.com/p32z848j0lpu/>

¹³Suicide Prevention Resource Center – SPRC - www.sprc.org

- Treating Suicidal Patients During COVID-19: Best Practices and Telehealth:
<https://sprc.org/events-trainings/treating-suicidal-patients-during-covid-19-best->

[practices-telehealth](#)

- **Treating Suicidal Patients during COVID-19: Best Practices and Telehealth:**
<https://www.sprc.org/events-trainings/treating-suicidal-patients-during-covid-19-best-practices-telehealth>
- Telepsychiatry in the Era of COVID-19:
<https://education.smiadviser.org/diweb/catalog/item/eid/S22005502>

Tip Sheets & Checklists

¹² SMI Adviser Resources - Resources on COVID-19 and Serious Mental Illness

- Download the new infographic on **How to prepare for a Video Appointment** -
https://smiadviser.org/wp-content/uploads/2020/04/How-to-Prepare-for-a-Video-Appointment.pdf?utm_source=Mailchimp&utm_medium=Email

¹³ Suicide Prevention Resource Center – SPRC - www.sprc.org

- Three tips for using telehealth for suicide care: <https://sprc.org/news/three-tips-using-telehealth-suicide-care>
- Tools for Behavioral Health Professionals During a Public Health Crisis provides information for behavioral health professionals on maintaining wellness, recognizing signs of burnout, supporting staff, and using telehealth. ⁶[Tools for Behavioral Health Professionals During a Public Health Crisis - Final DRAFT \(mhttcnetwork.org\)](#)
- Telehealth Tips: Managing Suicidal Clients During the COVID-19 Pandemic:
<https://mhanys.org/wp-content/uploads/2020/03/NYSPI-CPI-Telehealth-Tips-with-Suicidal-Clients-03-25-20.pdf>
- Notification of Enforcement Discretion on Telehealth Remote Communications during COVID-19 Nationwide Public Health Emergency: <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>

Building Rapport with Youth via Telehealth:

https://www.researchgate.net/publication/340066049_COVID-19_Tips_Building_Rapport_with_Youth_via_Telehealth

Sample Policies & Guidelines

Telehealth/Telemedicine Services Temporary Policies

Guidelines for the Practice of Telepsychology -

<https://www.apa.org/practice/guidelines/telepsychology>

- Competency of the Psychologist
- Standards of Care in the Delivery of Telepsychology Services
- Informed Consent
- Confidentiality of Data and Information
- Security and Transmission of Data and Information
- Testing and Assessment

- Interjurisdictional Practice

Oregon Department of Education

- Telemental Health Guidance V.2 - <https://www.oregon.gov/ode/educator-resources/standards/Documents/Telemental%20Health%20Services%20and%20Supports%20FAQ.pdf>

Other Resources

⁵Indian Health Service- Telebehavioral Health Center of Excellence (TBHCE) - <https://www.ihs.gov/teleeducation/training/>

On-Demand Training in a self-paced format:

- Compassion Fatigue
- Ethics for Behavioral Health Providers
- Screening, Brief Intervention and Referral to Treatment (SBIRT)
- Trauma Informed Care

¹⁴Telebehavioral Health Institute - <https://telehealth.org/trainingcatalog/>

Professional training to address telehealth legal and ethical issues as well as compliance. Some trainings may be free, and others have a cost associated.

Online Training

- Intensive telehealth group therapy digital workshop
- How can I legally practice over state lines and international borders?
- 14 essential informed consent elements for telehealth
- How do I create a therapeutic alliance using telehealth?
- Telehealth documentation
- Legal/Ethical Issues/ Best Practices & Informed Consent
- Basic telehealth legal issues: rules, regulations, and risk management
- Maximizing reimbursement strategies in telehealth

Substance Use Disorder

Webinars, Podcasts, & Web Series

¹ATTC Resources - <https://attcnetwork.org/centers/global-attc/pandemic-response-resources>

- Integrated Screening Process: <https://attcnetwork.org/centers/central-east-attc/event/practical-applications-module-1-integrated-screening-processes>
- Podcasts at <https://telehealthlearning.org/telehealth>
 - [Top 7 Telehealth Privacy Considerations](#)
 - Clinical Best Practices for Treatment with Telehealth
 - Groups Services Via Telehealth
 - Billing and Reimbursement
 - Tips for Engaging & Interacting in a Virtual Session
 - Tips for Recovery Community and Support Services
 - Managing Expectations and Challenges of Transitioning to Telehealth

¹¹PCSS Resources - <https://pcssnow.org/?s=COVID>

- Telepsychiatry's Role in Medication Assisted Treatment: <https://pcssnow.org/event/telepsychiatrys-role-in-medications-assisted-treatment/>
- Telemedicine-Delivered Buprenorphine Treatment in the Age of COVID-19 - <https://pcssnow.org/event/tele-buprenorphine-in-the-age-of-covid-19/>
- Optimal MOUD prescribing practices for the Future: During the COVID-19 Pandemic and Beyond - <https://pcssnow.org/event/optimal-moud-prescribing-practices-for-the-future-during-the-covid-19-pandemic-and-beyond/>
- How COVID-19 Impacts Clinical Practice - <https://pcssnow.org/event/how-covid-19-impacts-clinical-practice-3/>

¹⁰ORN Resources - <https://opioidresponsenetwork.org/ProjectOverview.aspx>

- Telemedicine: Getting Started, Regulations and Privacy Issues. https://education.aoaam.org/products/telemedicine-getting-started-regulations-and-privacy-issues-3272020#tab-product_tab_overview
- American Osteopathic Academy of Addiction Medicine webinar titled Telemedicine: Getting Started, Regulations and Privacy Issues. https://education.aoaam.org/products/telemedicine-getting-started-regulations-and-privacy-issues-3272020#tab-product_tab_overview
- Compassionate Fatigue and Self Care: For Helping Professionals Working with Opioid Related Disorders <https://opioidresponsenetwork.org/admin/ResourceDetails.aspx?resourceID=9338>

Manuals and Briefs

¹⁰ORN Resources - <https://opioidresponsenetwork.org/ProjectOverview.aspx>

- Adapting Your Practice: Recommendations for the Care of Homeless Patients with Opioid Use Disorders - <https://opioidresponsenetwork.org/admin/ResourceDetails.aspx?resourceID=4162>

⁸NCDVTMH - <http://www.nationalcenterdvtraumamh.org/about/>

- Supporting Survivors' Access to Substance Use Disorder and Mental health Services During the COVID-19 emergency: <http://www.nationalcenterdvtraumamh.org/2020/03/covid-19-resources-for-advocates/>

Tip Sheets & Checklists

¹¹PCSS Resources - <https://pcssnow.org/?s=COVID>

- Telehealth Tip Sheet - <https://pcssnow.org/wp-content/uploads/2020/05/Telehealth-Tip-Sheet.pdf>

Sample Policies & Guidelines

³Center of Excellence for Protected Health Information – Focus-PHI

- Federal Guidance for SUD and Mental Health Treatment Providers - http://coephi.org/sites/default/files/provider_telehealth_and_privacy.pdf

Resources

¹ATTC Resources - <https://attcnetwork.org/centers/global-attc/pandemic-response-resources>

The Addiction Technology Transfer Centers (ATTC) have produced several resources to help providers to improve services capability in response to COVID-19:

²Center for Connected Health Policy Resources - CCHP
<https://www.cchpca.org/>

CCHP helps you stay informed about telehealth-related laws, regulations, and Medicaid program. Telehealth policy changes occurring within the COVID-19 environment have been rapidly developing on almost a daily basis. CCHP is committed to keep you updated on these important changes both federally and on the state level.

³Center of Excellence for Protected Health Information – Focus-PHI

While the CoE-PHI develops tools and resources to increase healthcare organization and provider awareness about OCR and SAMHSA COVID-19 Guidance and Resources (and what they can do to protect patient privacy while providing SUD and MH telehealth services), suggest reviewing [SAMHSA's COVID-19 Guidance and Resources](#) as well as the [HHS Office of Civil Rights' Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency](#).

⁴Centers for Medicare & Medicaid Services – CMS

<https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>

⁵Indian Health Service- Telebehavioral Health Center of Excellence (TBHCE) - <https://www.ihs.gov/teleeducation/c19webinars/>

The TBHCE provides a tele-education site to equip, connect, and encourage healthcare providers working in the IHS, Tribal, or Urban systems to be more proficient in the use of telebehavioral health.

⁶MHTTC Resources - <https://mhttcnetwork.org/centers/global-mhttc/responding-covid-19>

[Clinical Innovations in Telehealth](#) | Global MHTTC

Clinical Innovations in Telehealth Learning Series is a weekly online series targeting high-priority clinical issues for providers using telehealth. Experts in clinical care and telehealth devoted the first segment of each hour-long session to a specific topic, then addressed questions submitted by registrants.

National Action Alliance for Suicide Prevention – Action Alliance <https://theactionalliance.org/resource/covid-guidance-screening-suicide-risk-during-telehealth-visits>

The Action Alliance works with more than 250 national partners to advance the National Strategy for Suicide Prevention.

⁷National Telehealth Resource Center- <https://telehealthresourcecenter.org/>

Telehealth Resource Centers provides assistance, education and information to organizations and individuals who are actively providing or interested in providing health care at a distance.

National Telehealth Technology Assessment Resource Center - <https://telehealthtechnology.org/>

The National Telehealth Technology Assessment Resource Center aims to create better-informed consumers of telehealth technology. By offering a variety of services in the area of technology assessment, TTAC (pronounced “tea-tac”) aims to become the place for answers to questions about selecting appropriate technologies for your telehealth program.

⁸NCDVTMH - <http://www.nationalcenterdvtraumamh.org/about/>

The National Center on Domestic Violence, Trauma and Mental Health provides training, support and consultation to improve agency and system-level response to survivors and their children.

⁹NRTRC Resources - www.nrtrc.org

The NRTRC serves a seven-state region (AK, WA, OR, MT, ID, WY, UT) to advance the development, implementation and integration of telehealth through sharing information, leveraging resources, and creating a synergistic telehealth community. The NRTRC draws on the experience of UTN, NRTRC Board Members, and that of our regional partners to assist healthcare providers and organizations throughout the region through technical assistance, tools and training

The NRTRC is funded by the Health Resources and Services Administration (HRSA) and is a member of the National Consortium of Telehealth Resource Centers. The NRTRC collaborates with 11 regional resource centers and 2 national resource centers to share information and resources.

¹⁰ORN Resources -

<https://opioidresponsenetwork.org/ProjectOverview.aspx>

The Opioid Response Network was awarded a two-year grant from SAMHSA to provide technical assistance to states and territories via local experts across the country, focusing on applying evidence-based practices in prevention, treatment and recovery to meet locally identified needs.

¹¹PCSS Resources - <https://pcssnow.org/?s=COVID>

The Providers Clinical Support System was created in response to the opioid overdose epidemic to train primary care providers in the evidence-based prevention and treatment of opioid use disorders and treatment of chronic pain.

¹²SMI Adviser Resources - Resources on COVID-19 and Serious Mental Illness

SMI Adviser compiled a list of resources for clinicians who serve individuals with serious mental illness (SMI). During this crisis, refer to the evidence-based resources below for specific guidance around COVID-19. If you have specific questions on recent changes in telepsychiatry, prescribing clozapine, or any other topic, you may request a consultation from one of our national experts.

¹³Suicide Prevention Resource Center – SPRC - www.sprc.org

SPRC is a federally supported resource center devoted to advancing the implementation of the National Strategy for Suicide Prevention.

¹⁴Telebehavioral Health Institute - <https://telehealth.org/trainingcatalog/>

Professional training to address telehealth legal and ethical issues as well as compliance. Some trainings may be free, and others have a cost associated.

¹⁵The National Network to End Domestic Violence - NNEDV

<https://nnedv.org/>

The National Network to End Domestic Violence explores technology safety in the context of intimate partner violence, sexual assault, and violence against women.