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DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF PUBLIC AND BEHAVIORAL HEALTH

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**BUREAU OF BEHAVIORAL HEALTH WELLNESS AND PREVENTION**

**Telehealth Resources**

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**DATE: March 17, 2020**

**TO: State of Nevada Behavioral Health Providers**

**FROM: Stephanie Woodard, Psy. D., DHHS Senior Advisor on Behavioral Health**

**SUBJECT: Telehealth Resources**

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Over the past week, much has changed in our daily lives due to COVID-19. As you are aware, the Governor has declared that Nevada is experiencing a state of emergency due to the spread of the COVID-19 leading to school closures, recommendations for changes to State services, and limitations on public gatherings. We recognize the impact such actions may have on our fellow Nevadan's and you, our valued providers. As we move to streamline our day to day business to continue to meet the needs of our providers, we are committed to maintaining the highest degree of continuity of services, support and technical assistance we can. While we do not anticipate any significant disruptions to our day to day business, we may experience some unforeseen challenges and appreciate your anticipated patience as we navigate these issues.

Telehealth is an essential tool for maintaining continuity of care for patients, while minimizing risk for exposure for both staff and your clients. Prevention programming may also be provided using on-line platforms and video conferencing. You may use telehealth to provide services for clients using HIPAA-compliant technology. There are many HIPAA-compliant platforms available for purchase. We do not endorse any one platform and encourage you to explore all options.

It is important that the workforce has the necessary competencies in providing telehealth services. Staff can access free on-line trainings on how to deliver behavioral health services safely and effectively through SAMHSA here: <https://www.integration.samhsa.gov/operations-administration/telebehavioral-health>.

Please see the telehealth information and guidance released by the Division of Healthcare Financing and Policy below.

"The majority of Medical services can be delivered via telehealth with the exception of Psychosocial Rehabilitation (PSR), Basic Skills Training (BST), Group therapy, Occupational Therapy and Physical Therapy and medical services which require direct contact with the patient. Telehealth should be utilized when possible to minimize the risk of both patients and providers. While existing policy excluded standard telephone due to Federal Regulations, Centers for Medicare and Medicaid Services (CMS) has released the following guidance: *Medicaid already provides a great deal of flexibility to states that wish to use telehealth services in their programs. States can cover telehealth using various methods of communication such as telephonic, video technology commonly available on smart phones and other devices. No federal approval is needed for state Medicaid programs to reimburse providers for telehealth services in the same manner or at the same rate that states pay for face-to-face services.*

Medicaid Services Manual Chapter 3400

[http://dhcfp.nv.gov/uploadedFiles/dhcfpnavgov/content/Resources/AdminSupport/Manuals/MSM/C3400/MSM\\_3400\\_17\\_07\\_27.pdf](http://dhcfp.nv.gov/uploadedFiles/dhcfpnavgov/content/Resources/AdminSupport/Manuals/MSM/C3400/MSM_3400_17_07_27.pdf) and the billing guide

[https://www.medicaid.nv.gov/Downloads/provider/NV\\_Billing\\_Telehealth.pdf](https://www.medicaid.nv.gov/Downloads/provider/NV_Billing_Telehealth.pdf) state:

*The DHCFP reimburses for telehealth services. The originating site must be located within the state.*

*"Telehealth" is defined as the delivery of service from a provider of health care to a patient at a different location through the use of information and audio-visual communication technology, not including standard telephone, facsimile or electronic mail. Services provided via telehealth must be clinically appropriate and within the health care professional's scope of practice as established by its licensing agency. Services provided via telehealth have parity with in-person health care services. Health care professionals must follow the appropriate Medicaid Services Manual (MSM) policy for the specific service they are providing. If the originating site is enrolled as a Nevada Medicaid provider, they may bill HCPCS code Q3014 (Telehealth originating site facility fee).*

**Please note due to today's federal guidance the telephonic restriction will be lifted temporarily.** The Divisions desire is for providers to continue to provide services to meet the client's level of need and if there are follow up questions regarding billing, DHCFP staff is happy to help with technical assistance [dhcfp@dhcfp.nv.gov](mailto:dhcfp@dhcfp.nv.gov). Please title your email telehealth technical assistance."

Below are some additional resources for telehealth assistance that you may find useful.

- [Telebehavioral Health Informed Consent Library](#) (includes sample consent forms)
- APA and ATA Release New Telemental Health Guide ( May 1, 2018) - The APA, in conjunction with the American Telemedicine Association, has just released [Best Practices in Videoconferencing-Based Telemental Health](#), a guide for mental health providers who want to begin doing telemental health, including telepsychiatry. The guide was co-authored by a joint writing group comprised of members of the APA's Committee on Telepsychiatry and the ATA's Telemental Health Special Interest Group (SIG). It is a consolidated update of previously published APA and ATA resources in telemental health and provides an overview of the use of clinical videoconferencing as a treatment medium. The guide is intended to assist providers in providing effective and safe medical care founded on expert consensus, research evidence, available resources, and patient needs. The document itself considers administrative, technical, and clinical issues when doing telemental health and lists key references for further reading for those seeking a deeper dive into these issues.
- [American Telemedicine Association PRACTICE GUIDELINES FOR VIDEO-BASED ONLINE MENTAL HEALTH SERVICES](#)
- The [Telehealth Resource Center's](#) website to help find your TRC. Their mission is to provide assistance, education, and information to organizations and individuals who are actively providing or interested in providing health care at a distance. Their purpose is to assist in expanding the availability of health care to rural and underserved populations.
- [NFARtec Telehealth Capacity Tool](#) - The TCAT is designed to help organizations assess their readiness to adopt telehealth technologies. The initial step in the assessment process is to determine organizational readiness. The readiness assessment phase may be as simple as leaders in the

organization completing the TCAT to ensure that critical areas have been considered, or as complex as a formal facilitated process among the organizations key personnel, Board of Directors, and other stakeholders. Includes presentation, infographic, and TCAT.

- [NFARtec Technology-Based Clinical Supervision](#) - The purpose of this document is to provide substance use disorder (SUD) and other behavioral health professional licensing and certification boards with guidelines and associated rationale for policies regarding the implementation of technology-based clinical supervision (TBCS).
- [MPATTC slideDecks4U: Overview of Videoconferencing in Behavioral Health](#): This slide deck provides a brief overview of the use of videoconferencing to deliver assessment and treatment services to individuals with substance use disorders (SUDs) and mental health conditions. It is designed to be used by behavioral health academic faculty, trainers, and state agency staff members for a variety of audiences. Each slide has notes for the presenter to provide guidance if necessary. References are included on the slides and in the notes. If you require further information on this topic, please contact the Mountain Plains Addiction Technology Transfer Center (MPATTC). You are free to use these slides and pictures but please give credit to the MPATTC when using them by keeping the branding and referencing the ATTC at the beginning of your presentation.
- NFARtec Telehealth Tuesday Resource Page: houses past videos on the use of technology to offer services <https://www.nfartec.org/telehealth-tuesdays/>

**The Telehealth Resource Center is offering this upcoming webinar:**

Topic

**NCTRC Webinar - Telehealth and COVID-19**

Description

A special webinar from the National Consortium of Telehealth Resource Centers.

Hosting TRC: Great Plains Technical Resource and Assistance Center (gpTRAC)

Presented by:

Kerry Palakanis, DNP, APRN  
Executive Director Connect Care Operations  
Intermountain Healthcare

Art Saavedra, MD/PhD, MBA  
Endowed Chair of Dermatology  
Chief of Ambulatory Strategy and Operations  
University of Virginia Health System

Description:

Telehealth can be a means to address COVID-19 through patient monitoring, treating and limiting exposure to infection for vulnerable populations, and protecting health care workers. Telehealth cannot only expand the reach of services to communities that have limited access to needed services, but also provide minimize exposure for both the health worker and patients who are at high risk for infection. This allows patients to receive health services away from settings where potential for contracting COVID-19 are high, such as hospitals and waiting rooms. The National Consortium of Telehealth Resource Centers will be holding a webinar exploring further uses and benefits of telehealth during the COVID-19 outbreak.

Time

Mar 19, 2020 11:00 AM in Pacific Time (US and Canada)

March 18, 2020

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**To register:** [https://zoom.us/webinar/register/WN\\_qcJHiCQBShyg3cR-Gc5DiQ](https://zoom.us/webinar/register/WN_qcJHiCQBShyg3cR-Gc5DiQ)