

Documentation Tip:
Connecting Clients to Telehealth

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Telephone vs. Telehealth



Telephone vs. Telehealth

- Telephone
 - Two-way real-time **audio** communication
 - Use location “Phone”

- Telehealth
 - Two-way real-time audio **AND VISUAL** communication
 - Use location “Telehealth”

Great!

Can I Claim for Connecting Clients to Telehealth?



Maybe!



Is this a Medi-Cal billable service?

Questions to consider:

- Am I providing a specialty mental-health service?
- Am I providing a medically necessary specialty mental-health service?
- Am I providing a medically necessary specialty mental-health service that will help the client make progress on a documented client plan goal?

Am I providing a **specialty mental-health service?**

- Targeted Case Management
 - Linking the client to resources necessary to achieve client plan goals
 - Resources: psychiatry, video-conferencing software/sites, internet service providers, smart phones, etc.
- Collateral
 - Educating significant support people in the client's life about how best to support the client in achieving client plan goals
 - Supports: Helping the client log into video conferences, helping the client maintain appointments, etc.
- Rehab/IHBS
 - Teaching or coaching the client on skills needed to achieve client plan goals
 - Skills: How to use technology, how to keep appointments, how to manage frustration, etc.

Am I providing a **medically necessary** specialty mental-health service?

- Targeted Case Management
 - Are the client's psychiatric symptoms preventing them from being able to access these resources necessary to achieve their client plan goals?
 - Could they successfully accomplish this activity on their own?
- Collateral
 - Are the client's psychiatric symptoms creating barriers to educating their significant support people about how best to support them in achieving client plan goals?
 - Could the client successfully accomplish this education/advocacy on their own?
- Rehab/IHBS
 - Are the client's psychiatric symptoms interfering with skillful use of telehealth needed to achieve client plan goals ?
 - Could they successfully accomplish this activity on their own?

Am I providing a medically necessary specialty mental-health service **that will help the client make progress on a documented client plan goal?**

- Targeted Case Management
 - Does the client have an identified need (CANS/ANSA) to access these resources?
 - Does the client have a client-plan goal or intervention requiring access to these resources?
- Collateral
 - Does the client have an identified need (CANS/ANSA) to educate their significant support people about how best to support them in achieving client plan goals?
 - Is this education in support of a goal on the client plan?
- Rehab/IHBS
 - Does the client have an identified need (CANS/ANSA) for the skill you want to teach?
 - Does the client have a client-plan goal to learn or practice this skill, or is this pre-requisite for a skill that is on the client plan?

Remember!

- Reassessments should be done when there is a significant change in the client's condition
- Global pandemics and shelter-in-place orders would likely qualify as a significant change in external circumstances for many clients
- Client Plan Addendums exist
- If it wasn't identified as a need on the last assessment or identified as a goal on the last plan, you can add it now if it's become a clinically significant issue

Never Claimable as Specialty Mental Health Services:

- X Tech support, unless coaching toward a client plan goal (NPC, Rehab)
- X Scheduling appointments (NPC)
- X Waiting while a client fixes a technical problem (can document time in Cancellation or No-Show note, if applicable)