

Here is something from Seneca

CTIM notes the confidential space is hard...the talking to families contain a number of good interview questions.

Guidelines for Providing Remote Services During COVID-19

Last Updated 3.16.2020

Planning for Remote Services

Please reach out to all clients and their caregivers to make arrangements to continue providing remote services. Discuss scheduling *at the very least* a weekly check-in with each of your clients and families, with the offer of multiple sessions weekly or daily as needed. Be sure to coordinate with your teams to ensure caregivers aren't receiving multiple calls from multiple staff and services can be offered in a coherent way.

Capture your services in mental health notes, and if you work at a site with an EPSDT contract this will also be billable time for Clinicians. The following services can be billed as usual in a mental health note:

- Individual therapy - a session either in person, phone or video
- Individual rehab - a session or meeting that is not therapy but is nonetheless addressing MH need, either in person, phone or video
- Collateral - connecting with collateral contacts either in person, phone or video
- Case management - providing connection to resources either in person, phone, video, etc.
- Collateral caregiver - connecting to caregivers to provide a MH related service, in person, phone or video.
- Plan Development - creating a written plan for a client

Write the note as you would for a face to face service; choose service location "phone" if you were on the phone. Some counties are developing additional service delivery codes for telehealth services (see county specific guidance above).

Start with a qualifying sentence about providing remote support during a unprecedented system-wide mandate that eliminates in-person services. Please also indicate in every remote session note that you have received verbal consent from client and guardian to conduct telehealth services. If you are a self-approver, please make sure to send your notes to an approver so that we can make sure we are billing accurately during this time.

Confidential space

Make sure to think ahead and have a private, confidential space from which to call or initiate a phone or video session. For video, keep personal items out of view (establish a neutral space) and consider your professional presentation just as you would in an in-person setting. If you live with animals or people, make sure they won't interrupt your session. Please discuss with your supervisor if you are not able to meet these guidelines.

GOOD TO DO

Talking with Families:

As a part of your ongoing services, you may want to explore how families are coping with the spread of COVID-19 and related school and other service closures so that our team can help connect them to any additional resources they may need. Some questions to explore with families are:

- If you needed or decided to self-quarantine, how would stay connected to the people who support you (natural support network and providers)?
- Are there any barriers to staying connected that we can address proactively?
- What do you think would be the most challenging part of self-quarantine or even social-distancing? Are there steps we can take now to address that worry?

- What do you think would be the most challenging part of school closure? Are there steps we can take now to address that worry?
- What are your childcare options?
- If you are the parent of a teenager and schools close, what activities might we set up that would keep your teen at home and/or engaged and/or out of potential trouble?

- Are you worried about potential income loss due to impacts from school closures, clients cancelling your services, or other factors?
- What steps or resources can we identify to mitigate this impact?

- Is there anyone in your family who is particularly vulnerable to the COVID-19? What steps are you taking to reduce that person's exposure? Are there ways we can help you with that?
- For grandparents caring for grandchildren – what exposure precautions have you taken for yourself? If you were to need inpatient medical care, who would care for your grandchild?

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