



# Telehealth Platform Update

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# Telehealth Under COVID-19 Order

Under the current order and DHCS Behavioral Health IN 20-009, providers may deliver the following services using telephone and telehealth:

- Initial ASAM Assessments and follow up consultations
- Treatment Planning
- Crisis Intervention
- Individual Counseling, Collateral Services
- Group Counseling/Patient Education
- Case Management
- Recovery Support Services



# Telehealth Under COVID-19 Order

## Additional Guidance:

- Documentation must include if services are delivered via telehealth or telephone and any other standard requirements.
- Signatures are not required if service conducted via telehealth/telephone.
- Calls do not need to originate via DMC Certified site.
- Also applies for Primary Prevention and CENS services.
- SAMHSA guidance allows for initial evaluation for buprenorphine.

# Telehealth Platforms

The following list includes some platforms stating they HIPAA requirements compliant\*:

- Skype for Business / Microsoft Teams
- Updox
- VSee
- Vidyo
- Zoom for Healthcare
- Google G Suite Hangouts Meet
- Cisco Webex Meetings / Teams
- Amazon Chime
- GoToMeeting
- Spruce Health Care Messenger
- Doxy.me

\* This list is not exhaustive and is not an endorsement. It is up to each provider to ensure proper protections are in place and to enter into HIPAA business associate agreements (BAA) for video communication products.



# TEMPORARY Allowed Telehealth Platforms

The following platforms that are allowed while the temporary COVID-19 Order is in effect:

- Apple FaceTime
- Facebook Messenger Video Chat
- Google Hangouts Video
- Skype
- Whatsapp Video App
- Zoom

**ONLY ALLOWED UNDER COVID-19 ORDER**



# NOT Allowed Telehealth Platforms

The following platforms ARE NOT ALLOWED:

- Facebook Live
- Twitch
- TikTok
- Similar Public Facing Applications

# Telehealth in SAPC Network

SAPC IN 20-05 required providers utilizing telehealth to submit Telehealth Attestation.

## 66% Compliant Platform

- WebEx
- Google G
- Zoom for Health
- Microsoft Teams
- Cisco

## 34% Temporary Platform

- Apple Face Time
- SKYPE
- Zoom
- Google Hangout



## Telehealth in SAPC Network

If you're in the 34%, your platform will not be allowed once the COVID-19 temporary allowance is lifted.

### *What to do now?*

Begin process of transitioning to a permanent platform that meets all the mandated requirements.





# Telehealth Resources

- DHCS MHSUDS 18-011:  
[https://www.dhcs.ca.gov/services/MH/Documents/Information%20Notices/IN%2018-%20Network%20Adequacy/MHSUDS IN 18-011 Network Adequacy.pdf](https://www.dhcs.ca.gov/services/MH/Documents/Information%20Notices/IN%2018-%20Network%20Adequacy/MHSUDS%20IN%2018-011%20Network%20Adequacy.pdf)
- DHCS Medi-Cal Policy:  
<https://www.dhcs.ca.gov/provgovpart/Pages/Telehealth.aspx>
- SAPC Provider Manual:  
<http://publichealth.lacounty.gov/sapc/NetworkProviders/Regulations.htm>