

Idaho Division of Behavioral Health

Tele-Behavioral Health (TBH) Resources

The 2017 Gaps and Needs Analysis conducted by the Regional Behavioral Health Boards identified access to services and transportation as an issue throughout Idaho. This has been a long standing issue in Idaho and the Division of Behavioral Health (DBH) continues to work with other stakeholders to develop a more robust Tele-Behavioral Health (TBH) system. Beginning January 2016, all populations over the age of 18 who are accessing DBH funding were eligible to access services via TBH. It must be determined that TBH is in the best interest of the participant and the participant must choose to receive services in this manner. As a reminder, DBH only authorizes services through BPA Health.

BPA Health has outlined a procedure for network providers to develop and submit a policy detailing how the agency will integrate and utilize TBH in their practice. The policy must address how the clinician will determine clinical appropriateness for TBH and how its use is in the best interest of the client as well as addressing how the agency will adhere to the Outpatient Tele-Behavioral Health Standards. Elements that are covered in the TBH Standard and should be addressed are: Participant Appropriateness, System Requirements, Facility and Readiness, Training and Qualifications, Informed Consent, Privacy and Confidentiality, Documentation and Crisis Intervention.

To date, there are few providers that have completed the process to become eligible for TBH. DBH hopes to work with the community to find providers that are willing to become TBH providers in order to provide better access to participants throughout the state. There are many resources available online, but DBH has provided the short list below for anyone who is interested in becoming more informed about TBH services.

Becoming a TBH provider in the BPA Health Network:

Providers must develop and submit a policy detailing how the agency will integrate and utilize Tele-Behavioral Health in their practice. The policy should address how the clinician will determine clinical appropriateness for TBH and how its use is in the best interest of the client as well as addressing how the agency will adhere to the [Outpatient TeleBehavioral Health Standards](#).

Some things to consider:

- What is your long-term goal? How does TBH fit into it?
- The internet is not a viable option for everyone (i.e. sex offenders).
- Bandwidth, connectivity, and security are essential pieces of a TBH system.
- Think of ways you can work with community partners. For example, if you don't have the security settings in place, you may be able to rent an available space from a recovery center or crisis center.
- Be sure there are protocols in place if things don't go according to plan. Be sure to include equipment failure, disaster plans, power outages, suicide prevention, etc.

- Some providers are more comfortable with TBH being used for educational groups, not process groups. Agencies will need to determine the method that best suits their needs.
- Providing TBH services requires a different skill set. The facilitator will need to learn to engage participants via TBH specifically.
- TBH is a culture shift. It is important for providers to introduce TBH to participants and staff so they feel more comfortable. It may be necessary to conduct a training to educate staff on the benefits and uses for TBH as well as how to use the equipment.

Contacts:

For information on the BPA Health criteria for providing TBH, please contact Provider Relations at (208) 947-4377 or toll-free at (800) 688-4013 or email at ProviderRelations@bpahealth.com.

Articles:

- [Crisis Text Line takes suicide prevention into the age of texting](#)
- [Health Management Associates \(HMA\) Weekly Roundup 9/21/16 – In Focus: TeleHealth Services – Spotlight on Econsults](#)
- [ATTC Network Service Improvement Blog – Got Technology?](#)
- [UTAH: Thousands of Utah Kids Using Suicide Intervention App to Get Help](#)

Resources:

- [IDAPA – Outpatient Tele-Behavioral Health \(TBH\) Standards](#)
- American Telemedicine Association (ATA) – non-profit association based in Washington DC. They provide many practice guidelines including Practice Guidelines for Video-Based Online Mental Health Services, Evidence-Based Practice for Telemental Health, and Practice Guidelines for Videoconferencing-Based Telemental Health www.americantelemed.org
- [SAMHSA-HRSA Center for Integrated Health Solutions – TeleBehavioral Health Training and Technical Assistance](#) - The SAMHSA-HRSA Center for Integrated Health Solutions Telebehavioral Health Training and Technical Assistance Series can help safety net providers and rural health clinics understand and adopt telebehavioral health services. The implementation of telehealth services for mental health and substance use allows for increased access to these services, particularly in rural or underserved areas.

Divided into six sessions, the training provides you with the tools and resources necessary to identify and implement a telebehavioral health program. Each educational session includes a Q&A component with telebehavioral health experts and associated resources for further exploration and information.

- [SAMHSA – Considerations for the Provision of E-Therapy](#) – Examines electronically delivered services (e-therapy) and their potential efficacy for treatment of substance abuse and mental illness. Discusses uses for e-therapy; evaluation; cultural competence; and regulatory, administrative, and legal issues.
- [SAMHSA - Rural Behavioral Health: Telehealth Challenges and Opportunities](#)—Explores barriers to accessing substance use disorder and mental health treatment services in rural communities and the benefits of telehealth for these communities. Assists practitioners with implementing telehealth technologies as a means to increase access to services.

- [SAMHSA – Telehealth: A Resource for the ATR System of Care](#)
- [PCMH Webinar for Telehealth \(recording\)](#)
- [NAADAC Webinar – 7 Ways to Legally and Ethically Expand Your Services with Evidence-Based Telehealth \(recording and slides, CEUs available\)](#)
- [Project Echo](#) – University of New Mexico School of Medicine based program that has been nationally recognized for their innovative approach to addressing rural healthcare needs.
- [State Healthcare Innovation Plan \(SHIP\) Telehealth Webinar series \(recordings\)](#) – once you register you will be able to view the recorded webinars
- [National Center for Hearing Assessment and Management \(NCHAM\)](#) – A Utah State University program that provides early intervention services via teleconferencing technology. This is not specific to behavioral health, but it provides an excellent example of valuable trainings for the participant, providers, and administrators.

IDHW Tele-Behavioral Health (TBH) Billable Services

Billable TBH Services

OP and IOP
(Individual and
Groups)

Care Coordination
(Case management
and Recovery
Coaching)

Life Skills
(Individual and
Group)

Interpreter
Services

Interviews
(Follow-up and
GPRA)

Staffing

Non-billable TBH Services

Housing
(Halfway,
Transitional, Safe
and Sober)

Detox

Residential

Drug/Alcohol
Testing

Transportation/
Travel for
Professionals

Child Care

