

Checklist Recommendation

- *Originating site (location where member is located at time of service)*
- *Distant site (location where provider is located at time of service)*
- *Telemental Health provider*

Originating Site - controlled location (example: clinic)

- Videoconferencing system meets/exceeds both HIPAA and American Telemedicine Association Standards
- Internet connection minimum bandwidth 384 kilobits per second or higher, resolution minimum 640 x 360 at 30 frames per second
- Recommended minimum 16" diagonal monitor and HD 1080p web camera (external camera is recommended)
- Availability of properly lit secured private space, reasonably soundproof
- Availability to send and receive confidential documents securely, ensuring encryption protocol is followed (e.g.: secured email, secured fax)
- Staff trained in the use of videoconferencing system and documented protocol in case of technical breakdown
- Staff available to schedule (if required) and present member and have clinical staff available, if necessary, to assist provider that is located at distant site
- Staff trained to ensure privacy and security is maintained
- Staff trained on emergency management plan, documented protocols (e.g.: emergency contact information for the member, signed consent is completed)

Originating Site - non controlled location (example: members' home)

- Videoconferencing system meets/exceeds both HIPAA and American Telemedicine Association Standards
- Internet connection minimum bandwidth 384 kilobits per second or higher, resolution minimum 640 x 360 at 30 frames per second
- Recommended minimum 16" diagonal monitor and HD 1080p web camera (external camera is recommended)
- Availability of properly lit secured private space, reasonably soundproof
- Member trained in the use of videoconferencing system and protocol in case of technical breakdown

Distant Site

- Videoconferencing system meets/exceeds both HIPAA and American Telemedicine Association Standards
- Internet connection minimum bandwidth 384 kilobits per second or higher, resolution minimum 640 x 360 at 30 frames per second
- Recommended minimum 16" diagonal monitor and HD 1080p web camera (external camera is recommended)
- Availability of properly lit secured private space, reasonably soundproof
- Availability to send and receive confidential documents securely, ensuring encryption protocol is followed (e.g.: secured email, secured fax)
- Staff trained in the use of videoconferencing system and documented protocol in case of technical breakdown
- Staff available to schedule (if required) and present member and have clinical staff available, if necessary, to assist provider that is located at distant site
- Staff trained to ensure privacy and security is maintained
- Staff trained on emergency management plan, documented protocols (e.g.: emergency contact information for the member, signed consent is completed)

Telemental Health provider

- Trained in the use of videoconferencing system and documented protocol in case of technical breakdown
- Licenses in state where member is physically located at time of service
- DEA license in state where member is physically located (required for all providers who have prescriptive authority)
- Trained in billing management and will comply with proper claim submission procedures, including utilization of GT modifier for Telemental Health services
- Notified malpractice insurance carrier and delivered the appropriate rider of proof of coverage for Telemental Health services, as applicable

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