IDAHO DEPARTMENT OF
HEALTH & WELFARE
DIVISION OF BEHAVIORAL HEALTH

Telehealth information and resource sheet

This a live document that is updated as new information becomes available.

Communication Releases

- CMS Waiver 1135 FAQ
- Medicaid info release around reimbursement(MA20-06)
- Medicaid info release Telehealth and codes(MA20-07)
- Medicaid release Telehealth HIPAA Guidance (MA20-13)
- US Dept of Health and Human Services (HHS) telehealth FAQ
- Optum Telemental Health (TMH) release
- Optum Release TMH and controlled substance prescribing
- Optum Release TMH and Crisis Centers
- Optum Release TMH Attestations required
- Optum TMH FAQ

Telehealth Platforms

Webex

> Healthcare is changing. Technology is making healthcare accessible to more people across the world, wherever they are, as well as connecting the broader healthcare community. Webex is here to support the conversations that matter and help you maintain the highest quality of healthcare.

Zoom for Healthcare

> Zoom for telehealth reliably delivers consistent clinical user experiences, seamlessly integrates into your technology and workflows, and keeps you connected and compliant. With high quality video, even in low-bandwidth environments, organizations can support healthcare teams and patients around the globe.

Updox

> We're committed to creating a better healthcare experience for you and your patients. In this new era of value-based care, you need to think of your facility as a business. With over 300,000 users, 56,000 physicians, 80 million patients and 100+ EHR integrations, let our collaboration platform help your business become more efficient, effective and successful.

Amazon chime

> Embed real-time communication in your medical and health applications. Connect medical professionals and patients over video for remote consultations during out-patient or in-facility care.

GoTo Meeting

> GoToMeeting is an online meeting and video conferencing solution with robust administrative, physical, and technical safeguards designed to protect your data. In conjunction with the execution of our Business Associate Agreement (also known as

a "BAA"), GoToMeeting can help your company or office continue to meet its HIPAA compliance obligations.

Spruce healthcare messenger

Easily and reliably speak to your patients face-to-face from anywhere. Spruce offers easy, fast and reliable video calling that lets you stay compliant with HIPAA so you can feel safe connecting to your patients.

MegaMeeting Telemedicine

MegaMeeting.com, its web based vehicle for connecting virtually anyone on all major operating systems – Windows, macOS, iOS, Android & Linux, was launched in February 2004. Developed by a passionate team of marketing and technology experts in Southern California, MegaMeeting.com is breaking down previous barriers and providing a seamless experience for audio and web conferencing for one and all on the Internet.

VSee (free platform)

We're more than a telemedicine platform. We're people who believe in the power of telemedicine to save money, save lives, and improve healthcare. Our mission is to make telehealth an everyday experience, and we're committed to helping our partners succeed at this. VSee serves over 1000 companies including Walgreens, MDLIVE, Trinity, DaVita, HCA, Seton, McKesson-US Oncology, and others.

Doxy.me (free platform)

Doxy.me is designed for healthcare
By incorporating standard clinical workflows such as patient check-in and waiting room into the design of Doxy.me, healthcare providers and their patients experience a familiar and natural visit.
Doxy.me is simple
All the patient needs to start a telemedicine visit is a web link to the doctor's Doxy.me room using a standard computer or Doxy.me app on a mobile device. No special hardware or software are necessary.
Doxy.me is free
By making Doxy.me free, we support our mission to make telemedicine available to all. Now healthcare providers can utilize telemedicine at no additional cost to their practice. We also offer a licensed version of Doxy.me for additional features or custom branding.
Doxy.me is secure
Secure data transmission and patient privacy is a top priority. We utilize state-of-the-art security and encryption protocols, making Doxy.me compliant with HIPAA and HITECH requirements.

Bluejeans mobile (used by IDJC)

BlueJeans is the meetings platform for the modern workplace. We bring audio, web and video conferencing together with the tools people use every day.

Google Meet (G Suite w/BAA)

Keep your team connected with enterprise-grade video conferencing built on Google's robust and secure global infrastructure. Meet is included with G Suite and G Suite for Education.

Take advantage of the same secure-by-design infrastructure, built-in protection, and global network that Google uses to secure your information and safeguard your privacy. Meet video meetings are encrypted in transit and our array of default-on anti-abuse measures keep your meetings safe.

Clocktree

Clocktree will work on any computer device with internet access and a camera, including smartphones or tablets. Please use the latest version of your browser for video appointments.

Virtual Visits (Optum platform)

The virtual visits technology platform is available for use with no licensing cost or monthly fee for our network providers and Optum members who have submitted a signed attestation. If you are a provider and are looking for a convenient, cost-effective telemental health solution, then we encourage you to register to use the platform. Once registered, members will be able to view your virtual visits schedule and book appointments.

Texting Platforms

GoMo Health

GoMo Chat enables in-the-moment, secure conversations between patients and providers, augmenting Care Messages™ with patient-initiated real-time communication to guide each patient's health care journey and scale provider resources. A fully HIPAA-compliant solution, GoMo Chat works to facilitate patient engagement and improve outcomes.

TigerText (TigerConnect)

TigerConnect is where care team collaboration happens, patient communication thrives, and information is always at your fingertips, making healthcare easier for everyone, from any location.

Qliqsoft

Doctors and nurses can use Qliq on their iPhone and Android smartphones as well as on a desktop computer. Since many already use non-secure SMS texting with friends and family, they find Qliq very easy to learn and use without much training or support. With Qliq, users can have one-on-one conversations and group chats, as well as send broadcast messages.

Public Platforms to avoid

Due to these electronic platforms being public facing, and not secure, it is advised to avoid using these with clients.

Facebook Live
Twitch
Tik Tok
Instagram live/ IGTV
SnapChat

Updated 6/4/2020

Telehealth Resources

Tip for Effective Use of Tele-Behavioral Health

Telehealth Resource Center (TRC)

Optum Idaho Meetings and Trainings for network providers

Idaho Board of Occupational Licenses- Telehealth Guideline

TRC- Telehealth and Covid-19 video

Ahima.org Telehealth tool kit

MHTTC Responding to Covid

American Telemedicine Association(ATA) Guideline

ATA Covid-19 new and resources

Northwest Regional Telehealth Resource Center

Great Plains Telehealth Resource & Assistance Center

Southwest Telehealth Resource Center: Covid

Addition Technology Transfer Center Network

SAMHSA Covid Resources

International Society for Mental Health Online

Telebehavioral Health Institute standard and guidelines

SAMHSA Tech-based BH therapeutic tools

Epstein Becker Green Telemental Health Laws (50 states)

HHS HIPAA and Telehealth

American Psychiatric Association practice guide for Covid-19

CMS Telehealth tool kit

Telehealth Privacy Tips

CMS- State Medicaid & Chip Telehealth toolkit

SAMHSA SMI Adviser- Telehealth Infographic

Telehealth Videos/Webinars

Person Centered Tech

- o Avoiding Teletherapy Strains and fatigue
- o Retaining Clients and general succeeding with teletherapy

National Consortium of Telehealth Resource Centers

Updated 6/4/2020

- o [Covid-19 and Telehealth responses across the lifespan](#)
- o [Telehealth and Covid-19](#)
- o [The Use of Telehealth in long-term care setting during this Nation Emergency](#)
- o [NCTRC YouTube Site for additional videos](#)

Relias- [Free Telehealth Course Series](#)

- o Telephone Triage
- o Telemedicine: virtual visits with patients
- o Best practices for delivering telehealth
- o Implementation guidelines for telehealth practitioners
- o Telehealth in clinical practice

MHTTC- [Telehealth Learning and Consultation Tuesdays](#)

If you have questions, please email
behavioralhealth@dhw.idaho.gov or call 1-833-644-8296

Updated 6/4/2020