

**A TO Z**

**DEVELOPING TELEBEHAVIORAL HEALTH CAPACITY TO SERVE THE NEEDS OF YOUR  
PATIENTS**

**Health Centers**

**Healthy Start Programs**

**Ryan White HIV/AIDS Program Grantees and Service Providers**

**Rural Health Clinics**

**NO COST TRAINING AND TECHNICAL ASSISTANCE SERIES**

**REGISTER HERE:** <http://www.integration.samhsa.gov/operations-administration/cihs-telebehavioral-health>

The Substance Abuse and Mental Health Services Administration/ Health Resources and Services Administration (SAMHSA-HRSA) Center for Integrated Health Solutions (CIHS) is sponsoring a **Free Telebehavioral Health Training and Technical Assistance Series** to HRSA-funded safety net providers and rural health clinics.<sup>1</sup>

This Telebehavioral Health Training and Technical Assistance Series is designed to help you increase access to behavioral health services through telemedicine offered via interactive educational sessions with telebehavioral health subject matter experts. Each educational session will be followed by a separate Q+A/technical assistance session. Subject matter experts in the field will be available to assist you in your implementation.

After completing this training and TA series, participants will be able to:

- 1: Identify for their own organization one or more telebehavioral health service models that are clinically appropriate and a pathway to sustainability;
- 2: Identify and engage the range of stakeholders necessary to successfully establish telebehavioral health services;
- 3: Coordinate their telebehavioral health activities with pertinent local, state and federal partners.

The T/TA Series is targeted to organizations that have determined that telebehavioral health services are part of their future and want to move forward. The training uses the Triple Aim and Patient Centered Medical Home (PCMH) Practice Transformation as a framework.

<sup>1</sup> The SAMHSAHRSA CIHS ([www.integration.samhsa.gov](http://www.integration.samhsa.gov)), providing technical assistance and the dissemination of resources, promotes the development of integrated primary and behavioral health services to better address the needs of individuals with mental health and substance use conditions, whether seen in specialty behavioral health or primary care provider settings. CIHS is run by the National Council for Community Behavioral Healthcare under a cooperative agreement from the U.S. Department of Health and Human Services and funded jointly by the SAMHSA and HRSA.

SESSION	TITLE	DATE
SESSION I	OVERVIEW & LAYING THE GROUNDWORK	May 22 <sup>nd</sup>
SESSION I	Office Hours Q+A	May 29 <sup>th</sup>
SESSION II	STATE REGULATORY/REIMBURSEMENT TOPOGRAPHY; ENGAGEMENT AND OUTREACH	June 5 <sup>th</sup>
SESSION II	Office Hours Q+A	June 12 <sup>th</sup>
SESSION III	ECONOMICS, PARTNERSHIPS	June 19 <sup>th</sup>
SESSION III	Office Hours Q+A	June 26 <sup>th</sup>
SESSION IV	TECHNOLOGY AND LOGISTICS	July 17 <sup>th</sup>
SESSION IV	Office Hours Q+A	July 24 <sup>th</sup>
SESSION V	IMPLEMENTATION	Aug. 7 <sup>th</sup>
SESSION V	Office Hours Q+A	Aug. 14 <sup>th</sup>
SESSION VI	LAUNCH, REFINEMENT, LESSONS LEARNED AND WRAP UP	Aug. 21 <sup>st</sup>
SESSION VI	Office Hours Q+A	Aug. 28 <sup>th</sup>

(see addendum for curriculum details)

**When:** 12 Noon (Eastern Time) on Wednesdays starting on May 22, 2013 for 6 training sessions and related group technical assistance calls.

The training sessions are organized sequentially; participating in the full set of trainings will help those organizations maximize the development of their telebehavioral health initiatives. You may find that different members of your clinic team will want to participate in specific content sessions.

**DON'T MISS THIS OPPORTUNITY TO STRATEGICALLY POSITION YOUR ORGANIZATION IN AN EVOLVING HEALTH CARE ENVIRONMENT**

**REGISTER HERE:** <http://www.integration.samhsa.gov/operations-administration/cihs-telebehavioral-health>

**Please Register by May 17, 2013**

(Each training session has a separate registration to allow for collection of pre-training information that will help us develop a personalized lesson plan for the group.)

## A TO Z DEVELOPING TELEBEHAVIORAL HEALTH CAPACITY TO SERVE THE NEEDS OF YOUR PATIENTS Curriculum

### SESSION I – OVERVIEW & LAYING THE GROUNDWORK – Phil Hirsch and guest presenter to recount actual implementation and service line experience

*Concise knowledge of evidence base and recent improvements in TBH service delivery helps decision makers and helps agencies present the Value Proposition effectively to potential customers*

1. Progress in Telebehavioral Health Service Delivery
2. Telebehavioral Health Evidence Base and the Triple Aim
3. Standards and guidelines
4. Organizational Leadership, Resources, Needs, Readiness and Workforce Issues for TBH
5. Three contexts of TBH: Bringing services in; Exporting services out; Mixed model
6. Stakeholder engagement

### SESSION II – STATE REGULATORY/REIMBURSEMENT TOPOGRAPHY; ENGAGEMENT AND OUTREACH – Phil Hirsch - each participant tasked to research their state's topography prior to next meeting session

*A review and discussion of professional (state) licensure as it pertains to TMH services across state lines and will prepare agencies to identify important elements to look for in TMH-related professional liability insurance and to overcome state-specific regulatory barriers to service delivery. Organizations will gain knowledge of how to present their case to payers.*

1. Critical elements of Licensing, Liability and Insurance, Overcoming regulatory barriers
2. Where to find and how to evaluate pertinent information
3. Making the case as needed
4. MOU's MOI's, Agreements
5. Payer outreach, engagement, orientation
6. Patient Outreach, Engagement and Orientation
7. Advocacy and Policy Intervention
8. Getting to "Yes!"

### SESSION III – ECONOMICS, PARTNERSHIPS – Phil Hirsch and guest presenter(s) to describe various local/state barriers and successful work-arounds as well as technology required

*Even before implementation of the new (in 2013) procedure codes for behavioral health, coding and reimbursement for TMH services was problematic. This module will provide detail as to how agencies can code and bill for telebehavioral health services in ways that are allowable and will maximize revenue and sustainability. Technology needs will also be reviewed.*

1. Coding, Reimbursement and Sustainability
2. Evaluating and finding a telepsych partner(s) – providers and customer-agencies

**Curriculum  
 (con't)**

**SESSION IV – TECHNOLOGY AND LOGISTICS – Phil Hirsch and guest presenter(s) to describe various technologies that can be utilized and the logistics using these systems in their organization**

1. Equipment – Types of equipment in the market
2. Choosing, selecting, purchasing, and installation
3. Testing and managing installations

**SESSION V – IMPLEMENTATION – Phil Hirsch and guest presenter, implementation case study**

*In TMH service delivery, like in life, the 'devil is in the details.' This module will drill down into the most pertinent details to help agency executives plan for success and optimal patient care and outcomes.*

1. TBH Treatment Team and Staffing
2. Policies and Procedures
3. Establishing Goals and Implementation Plan
4. TBH Etiquette and Production Values
5. Workflows – referral, scheduling, documentation, patient safety

**SESSION VI – LAUNCH, REFINEMENT, LESSONS LEARNED AND WRAP UP – Phil and guest presenter, case study**

*This module will focus on staff training and patient orientation to the services and also will discuss data collection to evaluate the success of your program*

1. Staff training at both ends; data collection and program evaluation
2. Patient orientation, re-engagement, safety plan
3. Data collection – variables and instruments
4. T/TA evaluation and wrap up

