



STATE OF HAWAII
DEPARTMENT OF HEALTH
CHILD AND ADOLESCENT MENTAL HEALTH DIVISION
3627 KILAUEA AVENUE, ROOM 101
HONOLULU, HAWAII 96816

In reply, please refer to:
File:

March 16, 2020

To: CAMHD Providers
Via E-Mail

Dear Providers,

Thank you for the excellent work you are doing to keep yourselves and our shared clients safe in this season of uncertainty. We have had several important questions and wanted to address them to the full provider network as quickly as possible:

1. Can we replace in-person sessions with telehealth sessions?
 - a. Yes! Your therapists and programs can DEFAULT to telehealth sessions for all in-home services. Your family guidance centers have been instructed to approve this service method across the board. If the therapist or family guidance center has concerns about using telehealth (e.g., lack of technological resources, poor internet), the treatment team should discuss those concerns together. Your program must meet the technical requirements specified in the Teal Book (page I-11; <https://health.hawaii.gov/camhd/files/2019/11/CAMHPS-September-update.pdf>):
 - i. Telehealth Facilities: Contracted agencies that wish to provide services via telehealth must meet several technical requirements. Each Agency is required to use one single technical platform for all telehealth services delivered by the agency (examples: Zoom, VSee, Microsoft Teams, etc.). The technical platform must allow full-screen bidirectional video and audio communication, sufficient for therapeutic use by CAMHD credentialed contracted agency therapists. The agency must ensure youth-serving staff training and support in the equipment and platform used.
 - ii. Billing for this service must include clinical notation of the services as via telehealth, and billing should include a telehealth modifier (e.g. -GT). Telehealth equipment must allow for audio and video transmission and receipt without noticeable issues of lagging audio/video. Provider agencies may choose to supply their technical equipment or communication services, to youth or families for telehealth service provision. The CAMHD Clinical Leads and/or

the Clinical Services Office may require stricter terms for telehealth video size or video/audio quality and in-person provision, based on the particular needs of the youth.

- iii. A HIPAA-compliant secure platform is required (with minimum 128-bit encryption), under a signed Business Associate Agreement (BAA) with the telehealth service technical platform provider. Copies of this agreement and technical service details shall be supplied to the CAMHD on request.
2. For Out-of-Home Programs: Can we limit family visits to telehealth sessions only?
 - a. Yes! We encourage programs to default to telehealth sessions and defer to your program's policies and procedures regarding this issue.
 3. For Out-of-Home Programs: What should we do if one of our clients tests positive for COVID-19?
 - a. We are actively working to determine processes and procedures for continuity of care for all youth and family clients, across a variety of scenarios (including this one) and will update you as soon as we have more information. Please contact CAMHD immediately and complete a Sentinel Event Form for any youth reported positive for COVID.

As you know, information and guidance around COVID-19 are constantly evolving and we appreciate your flexibility and communication with us at this time. We are committed to keeping you updated as much as possible and will alert you of changes as soon as we can.

Thank you for doing your part to keep all of us safe and healthy.

Sincerely,

Scott Shimabukuro, Ph.D., ABPP

Acting CAMHD Administrator