



**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 18, 2020

To: All CAMHD Contracted Providers  
Via Email

Dear Providers,

Thank you for your ongoing commitment to providing quality mental health care to our youth during this time of COVID-19 pandemic. We have been receiving many questions from providers and we will try to provide guidance when we can. Much of the situation is fluid and will require a flexible response on all our parts.

**Extended Spring Break for CBR/HBR Programs**

1. Will spring break be extended for CBR/HBR Programs as it has been for DOE Schools?
  - a. We have reached out to our DOE point of contact and will update you as soon as we know more.

**Telehealth**

1. Can we use telehealth for Initial Mental Health Evaluations?
  - a. Yes. CAMHD is encouraging telehealth as the default method for conducting IMHEs. If possible, we would like the family to stay at home while the IMHE interview is happening. Providers should inform families of the risks and benefits of using telehealth. The risks include that clinical important information could be missed due to not being physically present with the clinician. CAMHD believes that for most cases telehealth will not impact the ability of the clinician to obtain the most important information during a virtual IMHE. CAMHD also believes that most clients can be safely assessed from an IMHE from their homes or other community locations so coming into the family guidance center is not necessary in most cases.
2. Does CAMHD have a recommendation for what should be included in a telehealth consent form?
  - a. A conventional consent form for services is required for all treatment. Telehealth can be added as a service modality to your existing form. Sample: "The family agrees to services offered via telehealth, defined as secure video and audio, in addition to in-person sessions."

3. Can we replace in-person sessions with telehealth sessions (UPDATED 3/18/20)?
  - 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. Generally, your program must meet the technical requirements specified in the Teal Book (page I-11). CMS guidance on the HIPAA and security requirements for telehealth visits has changed recently. CAMHD wants providers to know that we support these changes and are encouraging the use of any commonly used televideo communication platforms. This is necessary to encourage the shift from in-person visits to virtual as widely as possible. Please review the HHS Notice for more information. see the link to read the full notice: <https://www.hhs.gov/about/news/2020/03/17/ocr-announces-notification-of-enforcement-discretion-for-telehealth-remote-communications-during-the-covid-19.html>

### **Travel**

1. How is client travel affected by COVID-19?
  - a. All CAMHD and client travel is suspended until further notice, with the exception of travel for placement or discharge – which requires approval by the Director of Health. At this time, we cannot authorize home passes or therapeutic treatment visits and it is advised those be done over video.

### **System Partner Updates**

2. How will CWS workers continue their work with families?
  - a. As of late yesterday, CWS workers have been instructed to arrange all visitations via telecommunications.

### **A few additional things to note:**

1. Providers have access to provider memos and answers to FAQs related to COVID-19 on the CAMHD website: <https://health.hawaii.gov/camhd/covid-19-memos-faqs/>
2. Youth and families have access to client memos on the CAMHD website: <https://health.hawaii.gov/camhd/covid-19-updates/>

Sincerely,

Kurt Humphrey M.D.  
CAMHD Medical Director  
808-733-9880