



**Arizona Occupational
Therapy Association**

Telehealth Virtual Town Hall

Thursday, April 2, 2020, 6:30-8:00 pm

Housekeeping

- The webinar is 90 minutes and will be recorded so that it can be accessed later
- We will start with a short presentation of information but most of the time is dedicated to your questions, comments, concerns, and suggestions.
- Participants will be muted but can “raise their hand” to ask a question.
- Participants are also encouraged to type in questions in the Zoom chat box to ArizOTA (host). We will monitor and address as many typed questions and comments as possible.
- Email office@arizota.org if your question is not addressed during the Town Hall



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The Executive Order Authorizing Telehealth

On March 23, Governor Ducey issued an Executive Order

- Expanding telehealth services to all healthcare workforce for the duration of the COVID-19 emergency; and requiring health insurance companies, including AHCCCS to pay for telehealth.
 - See the full order [here](#).
- Arizona Board of Occupational Therapy Examiners is the state OT licensing board. See their [website](#) for interpretation of the executive order.
- What happens when the crisis is over? ArizOTA will continue to lobby for the passage of HB2536 amending ARS 36-3601 to authorize OTs as telehealth providers.



Regulatory Compliance

HHS Office for Civil Rights Notification of Enforcement discretion for telehealth

- Press release linked [here](#)
- Goal is to promote telehealth to reduce the risk of transmission and continue health care services
 - OCR will not impose penalties for non compliance with telehealth services during the COVID-19 crisis.

What is a HIPAA compliant telehealth platform?

- During the crisis, use a free version of Skype for Business, Updox, VSee, Zoom, Doxy.me, Google Hangouts.
- After the crisis, you can upgrade to the HIPAA compliant version and sign a HIPAA Business Associate Agreement.

Legal Issues & Telehealth

- Copyright Issues
 - Logos, proprietary materials (standardized tests), CPT®
 - Be careful about sessions that are recorded and used for marketing or otherwise.
- Licensure: License required for state where patient is located; you can be physically located anywhere in the U.S.
 - Practice Act supervision requirements for OTAs
 - Check your payer policies
- Patient informed consent for telehealth
 - Scope of informed consent
 - Obtaining a signed consent
 - Sample consent template provided with the town hall materials. Customize to your practice.

Informed Consent (continued)

- Provide informed consent at the beginning of your intervention.
- Spend a few minutes reviewing the following information with your patient:
 - The patient will receive telehealth services, but he or she has a right to refuse or discontinue telehealth services at anytime.
 - Describe the nature of the telehealth services (interactive video and audio).
 - Describe the benefits of telehealth, constraints, risks (privacy and security)
 - Contingency plans for equipment failure or technical issues.
 - Patient's responsibilities (set up equipment in advance, review email with session instructions, set up in a quiet place with reduced distractions, wear comfortable clothing, equipment needs for the session).
 - Patient consent required prior to any session recording.
 - Compliance with applicable laws and informed consent requirements.



Personally Identifiable Information (PII)

- Names,
- Street address, city, county, precinct, *zip code, and their equivalent geocodes,
- **All elements of dates (except year) for dates directly related to an individual (e.g., birth date, admission and discharge dates, etc.),
- Phone numbers, fax numbers, email addresses,
- Social Security numbers,
- Medical record numbers, health plan beneficiary numbers, account numbers,
- Certificate/license numbers,
- Vehicle identifiers and serial numbers, including license plate numbers,
- Device identifiers and serial numbers,
- Web Universal Resource Locators (URLs),
- Internet Protocol (IP) address numbers,
- Biometric identifiers, including finger and voice prints,
- Full face photographic images and any comparable images, and
- Any other unique identifying number, characteristic, or code (note this does not mean the unique code assigned by the investigator to code the data)



Reimbursement

Medicare and Telehealth

- Medicare Part B is only reimbursing for e-visits. Check out the fact sheet [here](#) for details about e-visits and the billing codes required.

Reimbursement for other OT services

- Private payer coverage
- Billing codes and modifiers required
- Reimbursement for evaluations
- Documenting the distant site and the originating site in your treatment note
- Types of telehealth covered- live video, audio, texting

Watch www.arizota.org/covid-19-updates under the “Telehealth Reimbursement in AZ” tab for updates.

Some Popular Telehealth Platforms

HIPAA Compliant

- Doxy.me (free)
- Google Meet (paid G Suite with a signed BAA with Google)
- Zoom (healthcare version)

Not recommended

- Facebook Live
- TikTok
- Other public facing (all can see)

Not HIPAA Compliant

- Zoom (free version)
- Facebook Messenger
- FaceTime (iPhone)
- Google Classroom
- Google Hangouts

[Notice for using non-compliant HIPAA platforms during the emergency](#)

Helpful links from AOTA



- The [CARES act](#) and Telehealth
- AOTA, APTA and ASHA are advocating with CMS to allow therapy to be provided via telehealth (the E-visits are not considered *telehealth* by CMS, [more details on E-visits](#))
- AOTA, APTA and ASHA sent a letter to CMS on Friday and issued this statement:
 - [Joint Statement on Medicare Telehealth Expansion under 1135 Waiver Authority](#)
- We are also asking members to write to CMS and Congress
 - ArizOTA created a template letter to CMS. [Download template letter](#)
 - [Urge Congress to Enable Medicare Patients to Receive OT Services via Telehealth!](#)



Remember to track what you do!

To ensure OTs are able to do telehealth in the future, we will need data to demonstrate we were effective and that we can be reimbursed if we have to re-submit a bill.

Track:

- Platform used (Zoom, Pesi, Doxy.me, telephone, asynchronous/live or synchronous, etc.)
- Diagnosis
- Evaluation completed (PHQ-9, COPM, etc.)
- Intervention
- Number of visits
- Outcomes
- CPT code billed
- Reimbursement (yes/no, amount, payor (Medicare, Medicaid, Private payor, type (fee-for-service, per visit, per modality, bundled, etc.)

...and any other information that will support what OT can effectively do/achieve with telehealth!



Questions & Answers

1. Answers to submitted questions
2. Questions from attendees (if time allows)

If we do not have an opportunity to address your question tonight, please email your question to office@arizona.org OR pose the question in the [AZ Occupational Therapy Network](#) Facebook Group



Resources

- [ArizOTA COVID-19 updates page](#)
 - Telehealth regulations and reimbursement in AZ
 - Links to news and resources from AOTA, NBCOT, CDC, WHO, etc.
 - Contact form to submit questions
- [ArizOTA Telehealth resource page](#)
 - Links to guidance from AOTA, Center for Connected Health Policy, HHS
 - Tools for building a digital practice
 - Treatment templates, tools, and ideas
- [AOTA Coronavirus information hub](#)

These pages are updated frequently; check back often.



Let's Stay Connected

- New Facebook Group: [AZ Occupational Therapy Network](#)
 - Ask questions, share ideas, and discuss topics of interest with your fellow AZ OT practitioners, students, and educators
- Text **ArizOTA** to 27000 to sign up for text message updates
- [Join or renew your membership!](#) Enter code **TWNHLL042** for \$5 off annual membership. Offer expires 4/30/2020.



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