

## **FAQ's Regarding Tele-Health**

**Q. How do I receive permission to provide tele-health services to clients?**

**A.** Contact your PDS officer to see if you are eligible to provide tele-health services on your current contract with US Probation. If you are deemed eligible, Administrative Services will send out an Amendment of Solicitation/Modification of Contract (SF30) for bi-lateral approval. Services cannot start without a signed and returned SF30 to the contracting officer for your contract, either Colleen Schulte or Brooke Richards. A copy of the signed SF30 may be emailed so services can begin immediately, but the original signed document must be mailed to our offices.

**Q. Will my contract be adversely affected if I choose not to or cannot provide tele-health services?**

**A.** No, existing and future contracts will not be adversely affected.

**Q. How long can we provide tele-health services to our clients?**

**A.** Only during the COVID-19 emergency. All vendors who have chosen to provide tele-health services during this time will be provided an SF30. When the Coronavirus emergency has passed, another SF30 will be issued requiring the vendor to return to normal contracting services.

**Q. Will tele-health services consist of individual sessions per client or is there a way to provide services as a group? If only individual sessions are allowed, can we schedule any day/time with the client?**

**A.** This depends on your contract. If your contract allows for individuals and/or group, your agency will be able to provide tele-health services. We encourage vendors to keep in contact with clients during business hours; however, we understand the client's needs may require an alternative working schedule and may require the vendor to work non-traditional hours. We encourage the vendor to work with the client to establish a schedule which works for both.

**Q. Can tele-health services be provided through video, conference call or phone call?**

**A.** U.S. Probation and Pretrial Services received approval from the Administrative Office of the United States Courts to allow vendors to provide interactive audio, video, or electronic/data communications.

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**Q. Will Probation Officers have a discussion with their clients about how this procedure will work or is this something vendors should do?**

A. Probation and Pretrial Services officers have been updated on tele-health services. Probation Officers have been asked to address tele-health with their clients; however, we understand some communication may have been missed. We also ask the vendors to work with the client and the client's supervising Probation officer throughout this process.

**Please remember:** staffings are still required per your contract. It is a best practice to attempt to establish a triad (telephone conference) with the client, Probation Officer, and the vendor during the transition into tele-health services.

**Q. What is the process for completing the daily log?**

A. In order to verify services were performed, the vendor must complete the sign in log with the following information:

- ❖ defendant/person under supervision's name
- ❖ date of session
- ❖ time the defendant/person under supervision arrived at the session
- ❖ time the session concluded; and
- ❖ method session was conducted i.e.; telephonically, video, etc.

We suggest the clinician/therapist email the referred client's supervising Probation Officer if the client participated in individual/group counseling after the session has been completed. The assigned Probation officer will follow up with the defendant/person under supervision to ensure the session was completed.

**Q. Where can I find a confidentiality agreement? Is that something U.S. Probation will provide?**

A. The clinician must obtain a release of information form before commencing treatment via tele-health. It is the vendor's responsibility to provide a form to the client; U.S. Probation will not provide the form to vendors.

#### **EXAMPLES OF RESOURCES UTILIZED:**

Please feel free to share via email with Colleen or Brooke how you propose to provide tele-health services to your clients in case another vendor is searching for suggestions on how to proceed to be HIPPA compliant. The suggestions will be posted here:

Example A: Vendor A is utilizing Zoom

Example B: Vendor B is utilizing MicroSoft Team