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| Guidance Document Title: | Interim COVID19 Babies First!, CaCoon and Nurse-Family Partnership (NFP) Telehealth Visit Guidance |
| Target Audience: | Public Health Maternal-Child Health Nurse Home Visitors including: Babies First!, CaCoon, and NFP Nurses and Community Health Workers |
| Date Updated: | 03/2020 |
| Date of Next Review: | 03/2021 |

PURPOSE:

To provide guidance on what constitutes a telehealth visit for the Babies First!, CaCoon, and NFP nurse home visiting programs to ensure consistent process for providing home visiting content via phone or video conferencing during the COVID19 response.

BACKGROUND:

Babies First!, CaCoon, and NFP clients are assessed in the physical, mental and social determinants of health domains. The nurse and client agree upon a visit schedule, location and content based on the client's goals and needs and the nursing assessment. Most visits should occur in the home; however, during the COVID19 pandemic response, this may not be feasible, and home visiting services may be best supported via an encounter method other than in the home.

The Maternal and Child Health Section of the Oregon Health Authority defers decisions to halt in-home visiting services to local implementing agencies. If the local agency operations center decides to stop in-home services, rather than halting the home visiting program, it is preferable to provide telehealth visits.

The mode of telehealth visits for the nurse home visiting programs may include:

- Synchronous (live two-way interactive) video and audio transmission resulting in a real time communication between the home visitor and the client using a platform approved by the local implementing agency
- In the absence of an approved video platform, telephone is an acceptable mode

PROCESS

- Obtain and maintain technology used in telehealth communication that is compliant with privacy and security standards and approved by local implementing agency.
- Verify client identity at start of telehealth visit by confirming name and date of birth.
- If using video conferencing on an approved local implementing agency platform, ensure any material with identifying information is out of view of the client.

- Ensure the telehealth visit occurs in a private area where no other person can hear the conversation with the client.
- Follow requirements for telehealth visits (identified below).
- Document telehealth visit per local implementing agency's standard documentation rules in the client chart; ensure documentation includes reason for telehealth visit.
- Document telehealth visit in the state data collection system (ORCHIDS).
- Ensure policies and procedures are in place to prevent a breach in privacy or exposure of patient health information or records to unauthorized individuals.
- Maintain clinical and financial documentation related to telehealth services.
- When submitting a claim to Medicaid for Targeted Case Management (TCM), the GT modifier should be used to indicate TCM services provided using telehealth.

REQUIREMENTS FOR TELEHEALTHVISITS

- NFP nurses follow National Service Office telehealth guidance.
- Telehealth visit must include at least the client (or caregiver) and the nurse or community health worker (CHW) working under a nurse care plan.
- The telehealth visit **must** include work **on at least** one screening or assessment, per the Babies First! or CaCoon manual; **OR**, one intervention (case management, motivational interviewing, health education); **OR BOTH**.
- If a nurse home visitor (NHV) conducts the telehealth visit, a nursing care plan must be documented.
- A CHW must conduct visits per a nursing care plan, and they may do so via a telehealth visit. The CHW must document the telehealth visit per usual CHW visit documentation policy.
- In order to bill Medicaid for Targeted Case Management (TCM) provided during a telehealth visit, a targeted case management service must be provided, per the TCM rules. The appropriate TCM documentation must be completed in the chart.
- Remember: a case management phone call that is a follow-up activity to a previous client visit is included in the TCM rate and is not a separate billable visit; however, if you provide a telehealth visit that is considered the equivalent of face- to-face services, and comprehensive TCM services are provided, a TCM visit may be claimed.