



CRISIS CARE MOBILE UNITS PROGRAM

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# CCMU New Grantee Learning Collaborative

Danielle Raghiv & David Lopez | December 4, 2024



# Today's Agenda

- **Welcome and Introductions**
- **What is Telehealth? *Reminder of Privacy Rules Around Telehealth Services***
- **Panelist Introductions**
  - Karen Vaughn, Amador County
  - Priscilla Patino, Imperial County
  - Shawna Ridgeway-Winn, Trinity County
- **Panel Discussion**
- **Large Group Discussion and Q & A**

# What is Telehealth? Reminder of Privacy Rules for Telehealth

# What are Telehealth Services in CA?

- » Telehealth is not a distinct service, but an allowable mechanism to provide clinical services. The Department of Health Care Services' (DHCS) coverage and reimbursement policies for services provided via telehealth modalities align with the California Telehealth Advancement Act of 2011 and federal regulations ([BHIN 23-018, p. 1](#))
- » State law defines telehealth as “the mode of delivering health care services and public health via information and communication technologies to facilitate the diagnosis, consultation, treatment, education, care management, and self-management of a patient's health care. Telehealth facilitates patient self-management and caregiver support for patients and includes synchronous interactions and asynchronous store and forward transfers.” ([Business and Professions Code section 2290.5\(a\)\(6\)](#))

# HIPAA in Telehealth

- » The Privacy Rule protects all "individually identifiable health information" held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper, or oral. The Privacy Rule calls this information "protected health information (PHI)."

# Privacy Rules for Telehealth

- » **Understanding telehealth technology options, safe and secure options**
  - Healthcare providers should always use private locations to deliver telehealth and implement reasonable [Health Insurance Portability and Accountability Act \(HIPAA\)](#) safeguards for PHI. The telehealth platform you use should meet [HIPAA requirements](#).
- » Privacy Rule's safeguard standards is flexible and does not prescribe to any specific practices or actions as long as it adequately protects the privacy of PHI as appropriate to the circumstances - from any intentional or unintentional use or disclosure in violation of the Privacy Rule [HHS Understanding Safeguards, pp. 1](#)

# Today's Panelists



**Karen Vaughn**  
Deputy Director,  
Amador County  
Behavioral Health  
Department



**Priscilla Patino**  
Imperial County



**Shawna Ridgeway-Winn**  
Triage Manager  
Trinity County  
Behavioral Health

# Panel Questions



**Please share a brief overview  
of your telehealth program for  
mobile crisis service delivery.**



**What was the driving force to start a telehealth program for mobile crisis service delivery?**

**Please share about the planning process and how/where you started to get the program operational.**



## **For those of you contracting telehealth services out:**

- **How did you find a vendor?**
- **How do you manage quality control?**

**What equipment do you use to provide telehealth for mobile crisis services?**

**What has been the range for the cost of equipment?**

**How do you manage consent for telehealth services for mobile crisis?**

**Do you collect any data specific to mobile crisis services delivered via telehealth?**

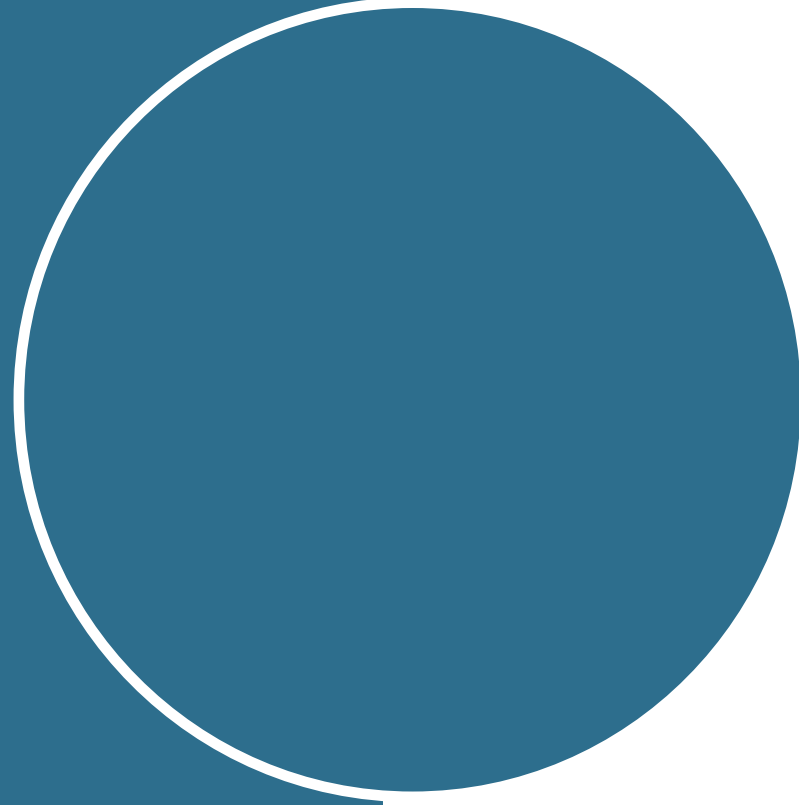
**Who can provide mobile crisis services via telehealth in your program?**

**Please share about your training strategies and practices for delivering mobile crisis services via telehealth.**



**Please share what has worked well with providing mobile crisis services via telehealth.**

**Please share some of the challenges with providing mobile crisis services via telehealth.**



# Q & A

# Panellist Contact Info Slide



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# Thank You