



State of Utah

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To: Integrated Services Program Staff, Care Coordinators, and Local Health Department Leadership

From: Eric Christensen, Program Manager, Integrated Services Program  
Noël Taxin, Children with Special Health Care Needs Bureau Director

Date: March 24, 2020

RE: Integrated Services Program Temporary COVID-19 Guidance

As you are all aware, businesses, individuals, and organizations around the world, including in the State of Utah, are proactively preparing and responding to the 2019 Novel Coronavirus (COVID-19). Due to the face to face nature of ISP clinical assessment, evaluation and diagnosis, the Integrated Services Program is issuing temporary guidance for families, clinical professionals, and care coordinators. This temporary guidance is outlined in the following pages to provide you an outline for delivering telehealth services. The decision to receive telehealth services will be at the discretion of the family in conjunction with the ISP professional staff and care coordinators.

The following temporary guidance will be in effect until Utah's public health emergency declaration is lifted.

During this public health emergency, Medicaid and CHIP covered services may be delivered by means of telehealth. Services to Medicaid and CHIP eligible individuals will be reimbursed at the same rate as a face to face home visit. This will remain effective until Utah's public health emergency declaration is lifted.

**All telehealth services SHALL be documented in CaduRx as a Virtual Visit**

<b>COVID-19 GUIDANCE</b>	<b>PROCEDURES</b>
<b>Documentation</b>	<p>Any interruptions or delays in service delivery occurring as a result of COVID-19 shall be clearly documented in the child’s medical record within CaduRx in a SOAP note.</p> <p>In addition, any service provided virtually shall also be clearly documented by selecting “Virtual Visit” from the pull-down menu in Visit Type in CaduRx.</p> <p>ISP staff shall obtain Consent to Telehealth/ Notice of Privacy Practices / Financial Agreement for each date of telehealth encounter(s) from family. ISP staff shall follow instructions on how to obtain verbal consent, and subsequent documentation, if face to face consent is not practical or feasible.</p>
<b>Methods for evaluation and assessment</b>	<p>As needed and appropriate, evaluations and assessments may be completed with videoconferencing technology. For ISP the platform will be Google Meet.</p> <p>Licensed service providers shall practice within the standards of their scope of practice. During this temporary pandemic, providers are encouraged to follow federal and state accommodations and safety standards for services to protect the public from exposure to the COVID-19 virus.</p>
<b>Allowable telehealth services for ISP patients</b>	<p>Telehealth services shall be provided using Google Meet in accordance with the following:</p> <ul style="list-style-type: none"> <li>• Allowable ISP services means, occupational therapy, social work, speech pathology, medical care coordination, psychology, and services provided by any other licensed occupation not listed whose practice act permits the provision of telehealth services. It also includes care coordination provided by ISP care coordinators both at UDOH and the local health departments.</li> <li>• Telehealth visits shall be conducted in accordance with the Health Insurance Portability and Accountability Act (HIPAA). This means: <ul style="list-style-type: none"> <li>○ Parental consent shall be obtained (see above under “Documentation”).</li> <li>○ Telehealth visits shall be conducted using a secure internet connection and a secure videoconferencing platform with end-to-end encryption. For ISP this will mean Google Meet.</li> <li>○ The telehealth organizer AND service provider shall be aware of who is connected to and/or participating in the session; and, remove access for uninvited/unauthorized participants from the session.</li> <li>○ Recording telehealth visits is prohibited.</li> <li>○ Telehealth visits should be conducted where other people can’t hear or observe.</li> </ul> </li> <li>• The ISP Team shall use the Technology Checklist included at the end of this memo to help identify technologies in the home, and possible shortfalls.</li> </ul>

**Family Telehealth Technology Checklist**

<b>Child Information</b>		
Name of child:	Date of Birth:	Date:
<b>Technology Checklist</b>		
Do you have access to a computer, smartphone, or tablet with a camera and speakers? <input type="checkbox"/> Computer <input type="checkbox"/> Smartphone <input type="checkbox"/> Tablet		
Do you have an email address that can be used for scheduling telehealth visits? <input type="checkbox"/> Yes <input type="checkbox"/> No   Email: _____		
Do you have access to a reliable and secure internet connection at home? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If unable to connect to the internet using Wi-Fi, do you believe the data plan for your smartphone and/or tablet would accommodate the use of telehealth visits? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Have you used video conferencing or chat in the past? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Do you have any concerns?		
<b>Staff Signature</b>		

## **Integrated Services Program Process Guidance**

### **Communication**

1. Voice messages and emails will continue to be checked daily during regular office hours to identify any referrals that need to be processed, or return communication to community medical, behavioral health, service providers.
2. Communication will continue to be made with families in a timely manner.
3. Communication with families will include:
  - Information on care coordination and clinical support via phone or telehealth. However, at this time, in order to help prevent the spread of COVID-19, we are unable to provide in clinic evaluations and testing.
  - Information about our program can be shared via phone or email.
  - *Notice of Privacy Practices; Consent for Telehealth / Notice of Privacy Practices / Financial Agreement*, and releases of information can be mailed, texted, or emailed as attachments.
  - Intake information can be collected over the phone.

### **Evaluation and Assessment**

1. Telehealth visits purpose is to be supportive in nature and diagnoses will have to occur after the pandemic is over. Regardless of the type of service, all telehealth encounters shall be documented as a SOAP note in the child's medical record within CaduRx.
2. Follow-up will be scheduled as determined necessary. This may include additional telehealth services/encounters.
3. All telehealth and phone follow-up will be assigned by the provider as a task to appropriate staff.

## **Best Practice for COVID-19**

In an effort to families and personnel safe and healthy, the Division of Family Health and Preparedness, Bureau of Children with Special Health Care Needs, in conjunction with other state and local partners, is closely monitoring COVID-19. It is important that everyone continues everyday preventative actions and stay informed with accurate information.

Preventative actions:

- Wash hands with soap and water for at least 20 seconds: see [CDC's handwashing guidance](#)
- Avoid touching face
- Cough, sneeze into shoulder or arm
- Clean and disinfect frequently touched objects and surfaces
- Limit close contact with others as much as possible (e.g., shaking hands)
- Sanitize hands before and after each home visit
- Don't share food nor drinks

Due to the daily changing status of COVID-19, please use the resources below for current and up to date information.

General resources:

- Center for Disease Control and Prevention (CDC) <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- Utah Department of Health Coronavirus Updates <https://coronavirus.utah.gov/>  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- Local Health Departments
- Children with Special Health Care Needs website <https://health.utah.gov/cshcn/>