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# Telehealth 101: What You Need to Know to Get Started Now

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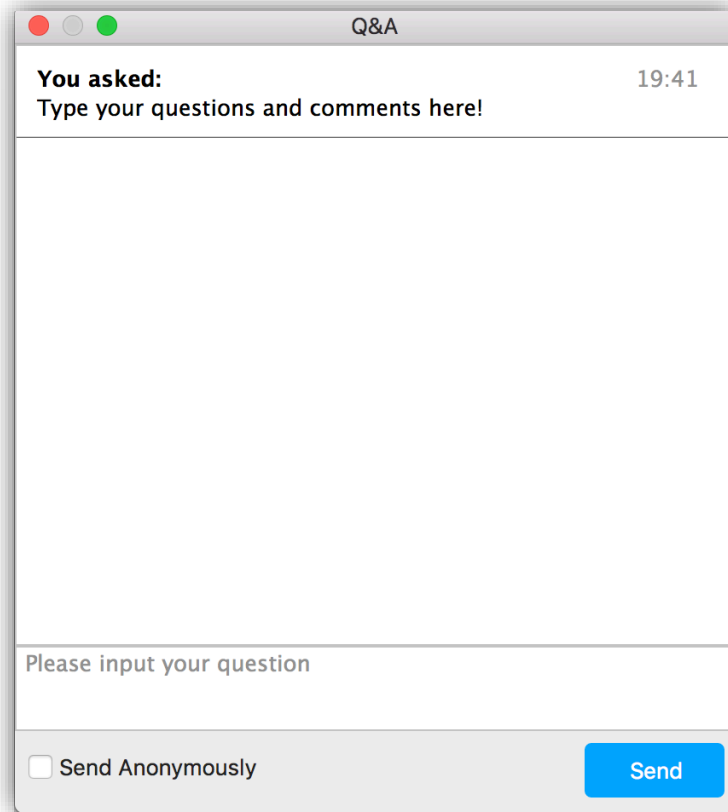
**April 2020**

# Learning Objectives

Overarching objective is to support our Provider shift to telehealth during pandemic

- Beacon's position on expanding access via telehealth during COVID-19
- How telehealth enables continuous care during COVID-19
- Implementing Telehealth – platforms, etiquette, HIPAA compliance
- Technology options/best practices
- Resources – Beacon and the National Telehealth Resource Center

# House Keeping Items



The screenshot shows a window titled "Q&A" with a timestamp of "19:41". The text inside reads "You asked: Type your questions and comments here!". Below this is a large empty text area. At the bottom, there is a text input field with the placeholder "Please input your question", a checkbox labeled "Send Anonymously", and a blue "Send" button.

1. Today's webinar is 1 hour including Q&A
2. All participants will be muted during the webinar
3. Please use the Q&A function vs. chat. We will monitor questions throughout and answer as many as possible at the end.
4. This webinar is being recorded and will be posted within 24 hours at [www.beaconhealthoptions.com/coronavirus/](http://www.beaconhealthoptions.com/coronavirus/) so you have continued access to the information and resources



# Beacon's Position on Telehealth

Telehealth can be an effective way for members to begin or continue their care through a mental health or substance use disorder provider from their homes.

- Based on the guidance we are receiving from states and other regulatory bodies, and to aid in the start or continuity of care:
  - Beacon will cover telehealth services, including phone therapy, for most services.
  - When clinically appropriate, we are currently encouraging providers to use technologies to communicate with individuals in a confidential and secure manner.
  - If you have questions about how a particular service is covered please Call Beacon's National Provider Service Line at 800-397-1630 (Monday-Friday, 8 a.m.- 8 p.m. ET) or contact your Provider Relations contact.

YOUR RESOURCE FOR TELEHEALTH SUCCESS

# CALIFORNIA TELEHEALTH RESOURCE CENTER



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The California Telehealth Resource Center (CTRC) was established as a federally designated Telehealth Resource Center in 2006. We are nationally recognized as one of fourteen HRSA funded [Telehealth Resource Centers](#) around the country.

The 12 regional and 2 national TRCs are expertly staffed and have come together under one consortium to further the advancement and accessibility of telehealth with a focus in rural healthcare.

CTRC has worked with hundreds of programs, providers, universities, government agencies, and equipment developers to identify best program practices, newly emerging technologies and trends, and studies that identify the impact of telemedicine services.

The California Telehealth Resource Center (CTRC) and all resources and activities produced or supported by the CTRC are made possible by grant number G22RH30349 from the Office for the Advancement of Telehealth, Health Resources and Services Administration, DHHS. This information or content and conclusions are those of the CTRC and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

**Portions of the information in these slides have been provided in part by other regional Telehealth Resource Centers located throughout the country. This information is used with permission from each of these TRCs.**

This telehealth 101 presentation is for health care providers who wish to implement web-based video to interact with their patients during the COVID-19 pandemic.

Under normal circumstances, the development and implementation of telehealth is best accomplished through a thorough, deliberate planning process.

However, due to the current public health emergency, health care providers are encouraged to utilize telehealth when possible in lieu of seeing patients in person.

This presentation does not cover other types of telehealth, such as store and-forward, remote patient monitoring, or the use of other telehealth technologies such as telemedicine carts or medical peripherals. All of these are excellent and often appropriate means of caring for patients, but are not covered here.

# The Telehealth Landscape

## Drivers

- Public Health Emergency
- Aging population
- Consumer demand
- Expanding Reimbursement
- Provider shortages
- Payment reform
- Readmission penalties
- Competitive forces



## Barriers

- Access to broadband and/or technology
- Privacy and security concerns
- Provider resistance to change
- Legal/regulatory questions



## COVID-19

- Many state Medicaid programs and CMS have issued mandates during the COVID-19 pandemic.  
  
Some, if not all, of these barriers have been removed.
- Reach out to Beacon's National Provider Service Line for state mandate status at (800) 397-1630



# Software and Equipment: What do I really need to start ASAP?



It is generally good to take a long view when selecting technology. However, during the current national public health emergency, the federal government has provided flexibility in the video equipment that can be used.

Many vendors are offering free or reduced prices for the next few months in support of a quick ramp-up of telehealth services.



## Off-the-Shelf products for providers and consumers



# Camera Stability

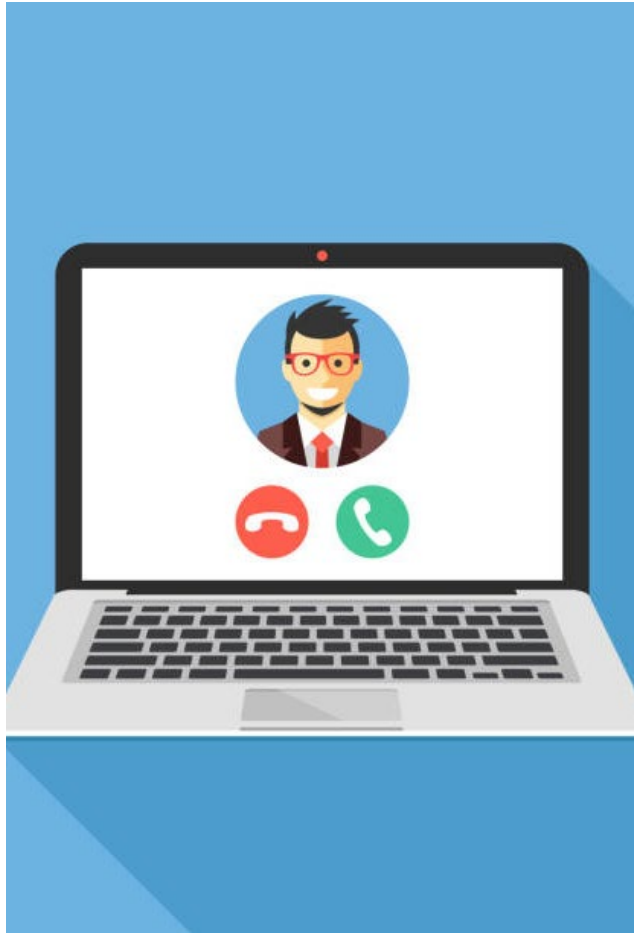
Mobile devices such as tablets and cellphones: use a stand or mount to *keep the device still*.



# Video Platforms

The federal Office of Civil Rights (OCR) has temporarily relaxed its enforcement standards during this national emergency to allow covered health care providers to use video technologies that do not fully comply with HIPAA rules.

Health care providers choosing to use these products should inform patients that there may be privacy risks. Health care providers seeking more privacy for patients should consider products that use encryption and tools such as passcodes to restrict the session, and vendors that will sign HIPAA Business Associates Agreements (BAAs) in connection with their video solutions.



# HIPAA Compliant Platform Examples



EHR/Practice Management System with integrated live video telehealth capabilities



# Best Practice Considerations

## Consent

- Providers should follow the guidelines of the applicable health plan and government agencies with regards to telehealth consent
- **Identification and Authentication**
- Clinicians should take reasonable steps to verify the identities of their clients and to properly represent their identity and credentials to their clients. Use the same care one would take to identify a patient/client in person.
- Obtain copies of driver's license/photo ID, insurance cards, etc.
- **Accessibility, Planning, and Emergency Care**
- Specific plans for emergencies, including maintaining a list of the client's local emergency resources, should be implemented and discussed.
- Screening should be used to identify inappropriate cases.

# Direct To Consumer Considerations

**Seeing clients in their home is fine, but recognize the potential risks:**

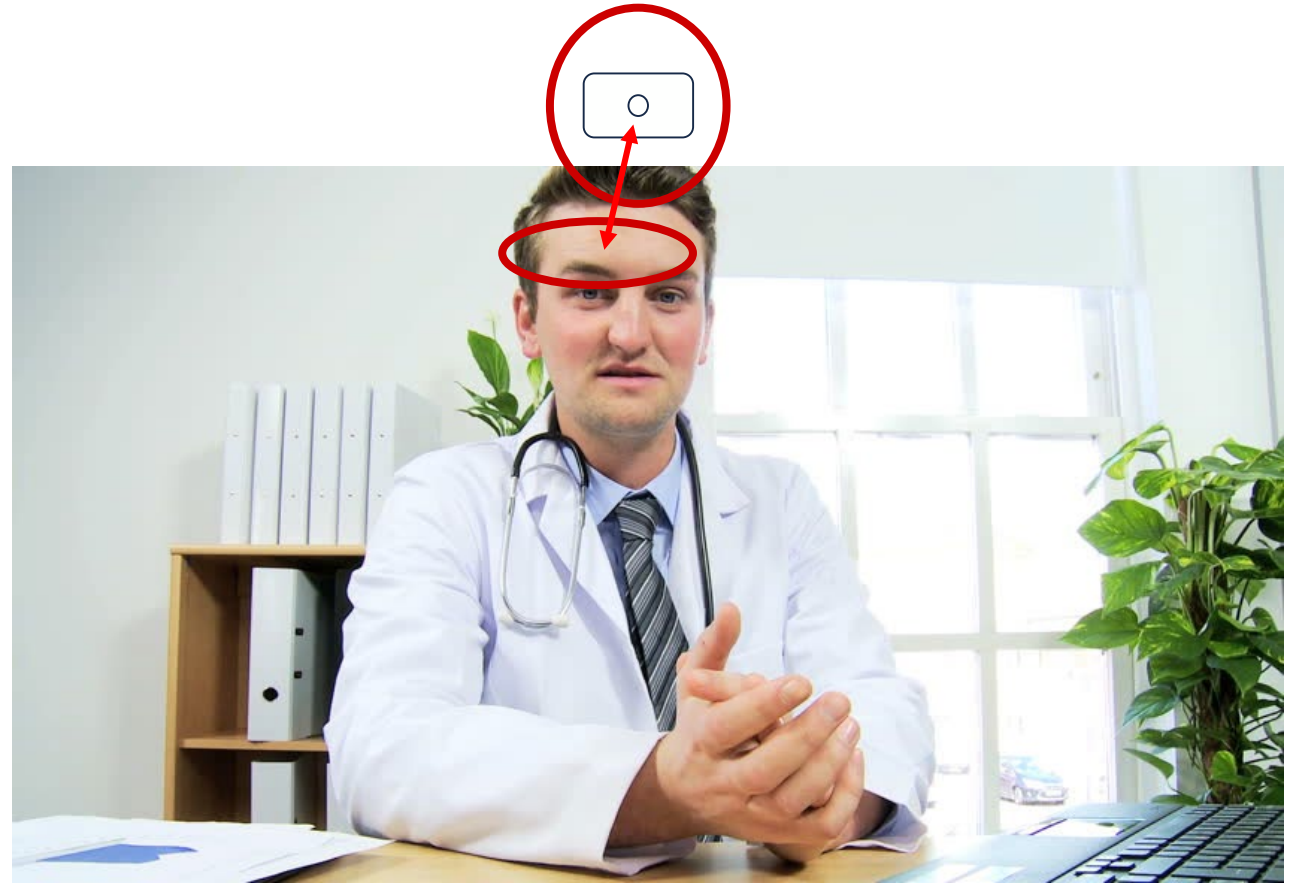
- ✓ You lose any physical control of the patient and surroundings
- ✓ You rely on their equipment and network
- ✓ You may need to verify the patient's location (for safety reasons)
- ✓ There is no one correct solution to these risks and it may be impossible to provide appropriate treatment in some locations.



# Camera Location

- Camera Location - the illusion of “eye contact”
  - a. Camera centered on screen
  - b. Remote “face” is directly under the camera; *as close to the camera as possible*

**“Lower the camera, raise the image”**





# Lighting

- Standard workplace lighting is often “good enough”
- General principle: bright, diffuse, from the front
- Things to avoid
  - Harsh light, glossy surfaces, reflections
  - Unbalanced light and “point” sources
    - Lamps throw shadows
  - Backlighting and windows behind
  - Bright or reflective background



# Privacy & Security



Work area has insufficient privacy allowing co-workers to unintentionally intrude



Secure office location, but the glass behind the user creates a distraction and privacy concern

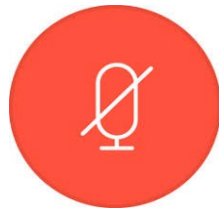
# Framing & Background

- Camera at head level
- Fill the frame to the top
- Include your hands
- Avoid intrusive backgrounds
- Avoid backlighting



# Sound

- Lots of mic styles available - choose the least intrusive
- Feedback - usually from two connections in the same room
- Echo - the one causing the problem can't hear it
- **Pro Tip:**
- The mute button is your friend



# Universal Video Etiquette

Everybody in the room should be on screen (or at least should come on screen to be introduced)

Everybody should be identified by name and role

Patient consent should be obtained, and any questions about the technology answered

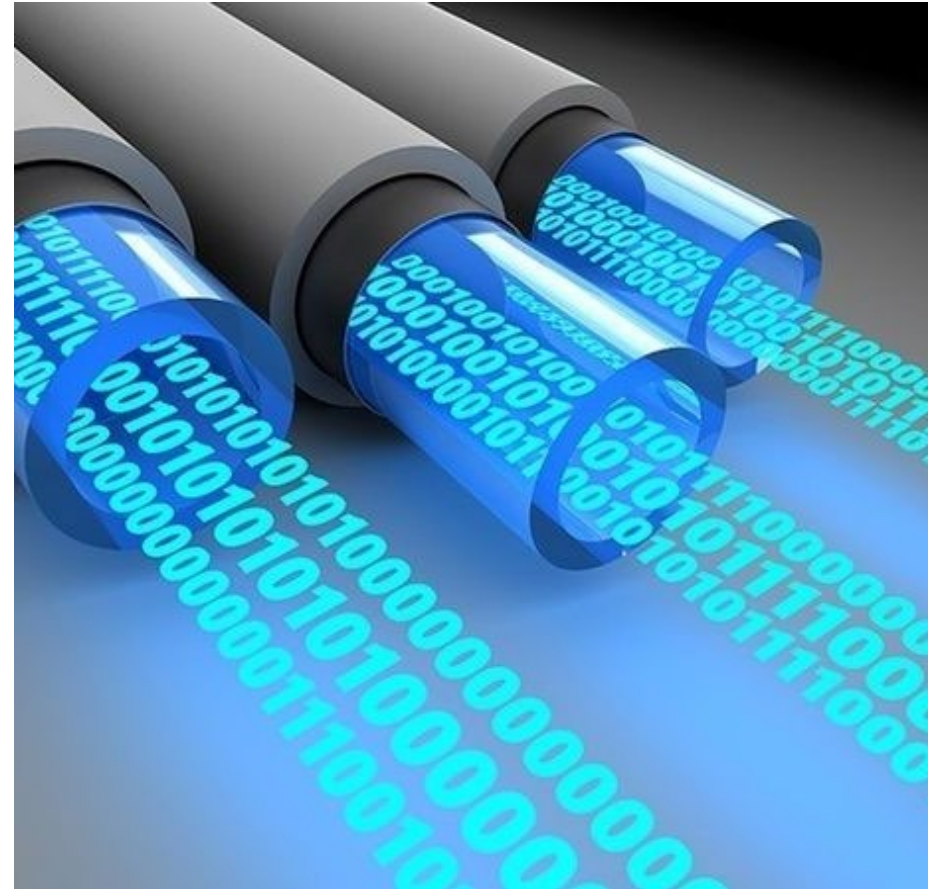


# Internet Bandwidth Considerations

Successful video requires adequate bandwidth to the home/phone and within it, a device (phone, tablet, or laptop) with a camera and microphone, a person able to manage it, and a little patience.

While many homes have decent bandwidth and wireless plans, with parents and children all home working and taking classes online, watching movies, gaming, etc., there can be a lot of competition for that bandwidth.

Similarly, video running on a laptop with several windows running may also compete for adequate resources.



# Tips for success

- ✓ If possible, complete a pre-test call with patients. This is often best done by a front office staff or MA who functions as a super user.
- ✓ Check to see if both ends can see and hear each other
- ✓ Check to be sure that audio and video aren't muted on one end
- ✓ If the connection isn't great, limit what else is connected to bandwidth and close extra windows on the device.
- ✓ Help patients become comfortable with the experience. Keeping it simple and providing a little familiarity with the technology goes a long way.
- ✓ Have a back-up plan if the technology doesn't work: Can the call be moved to telephone only or does the patient need to be seen in person? Decide in advance.
- ✓ **Relax!** Patients of all ages tend to enjoy the connection with their health care providers that telehealth provides.

**If a provider, or patient, has one bad encounter, they will need 10 good encounters to regain trust!**

# Best Practices

## Building Rapport

- Talk normally
- Look at the patient (ensure their face is near the camera)
  - Place your “self-view” frame as near the camera as possible
- Use gestures - be animated
  - Make sure your gestures are on camera/in the frame



# Reimbursement



I know what you're thinking.....  
Just tell me how to get paid already

# Beacon Billing

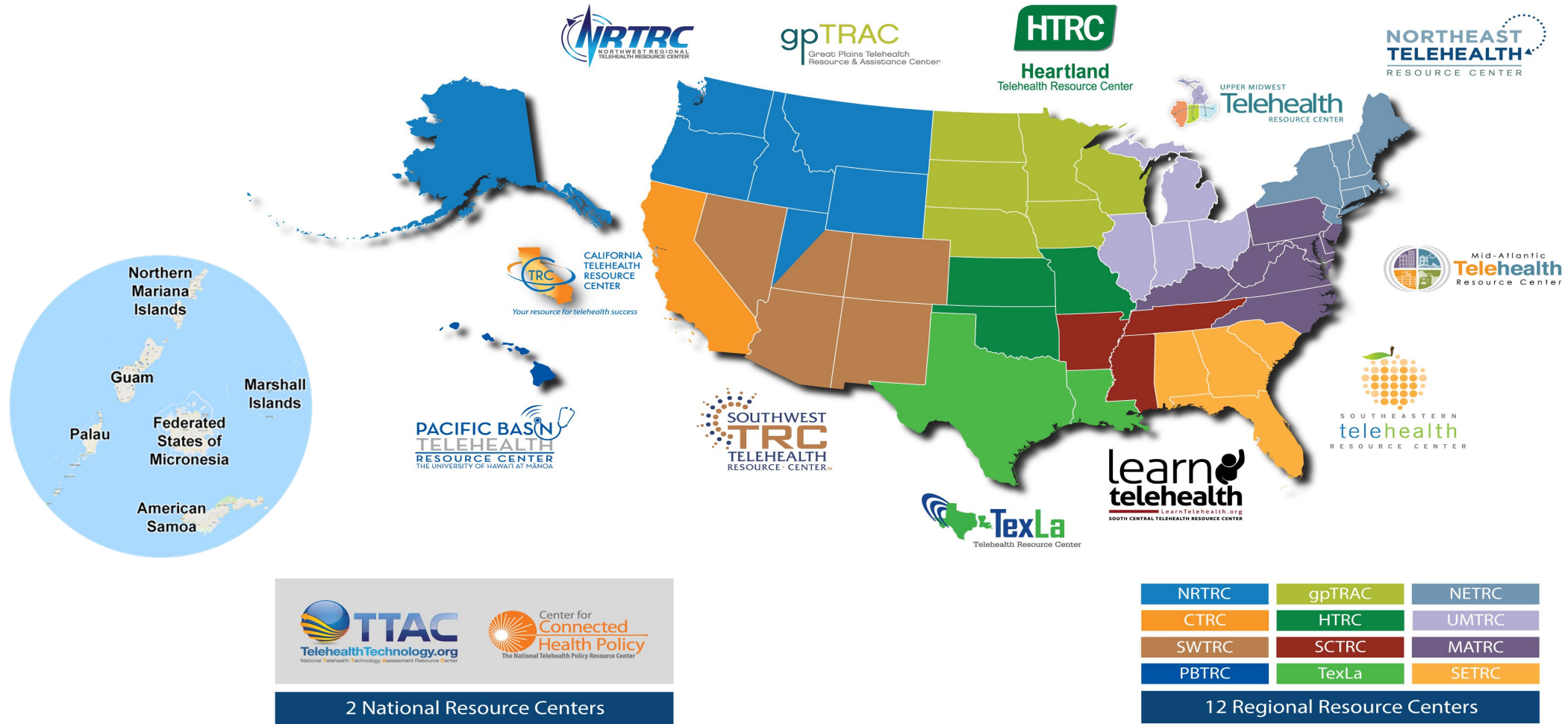
Expectation of services are equivalent to those delivered for an in-office visit

- Submit claims in the same format
- Utilize the appropriate CPT code in concert with the type of service and duration of each visit
- A telehealth indicator, such as a 95 or GT modifier or POS of 02 required in many states, please check state guidelines
- Reimbursement for a telehealth service is typically the same amount as a traditional office visit
- Beacon will follow all state mandates

**Where can you  
go to learn more  
about  
telehealth?**

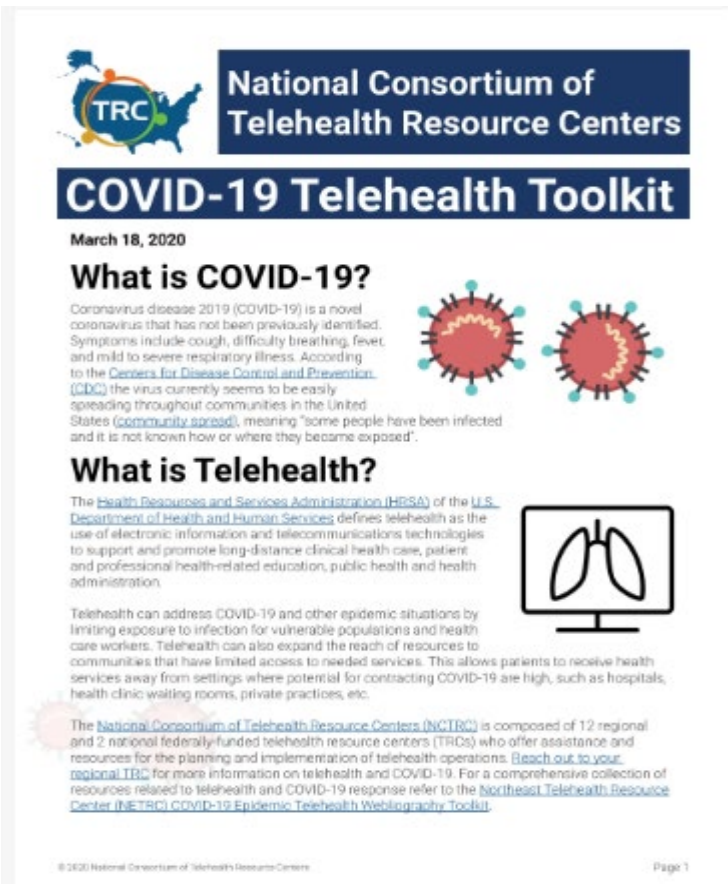


# TelehealthResourceCenters.org



The National Consortium of Telehealth Resource Centers (NCTRC) is an affiliation of the 14 Telehealth Resource Centers funded individually through cooperative agreements from the Health Resources & Services Administration, Office for the Advancement of Telehealth. The goal of the NCTRC is to increase the consistency, efficiency, and impact of federally funded telehealth technical assistance services. This presentation was made possible by 14 Telehealth Resource Centers and administered through grant #G22RH30365 from the Office for the Advancement of Telehealth, Federal Office of Rural Health Policy, Health Resources and Services Administration, Department of Health and Human Services.

# NCTRC Resource Documents



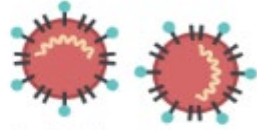
**National Consortium of Telehealth Resource Centers**

## COVID-19 Telehealth Toolkit

March 18, 2020

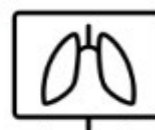
### What is COVID-19?

Coronavirus disease 2019 (COVID-19) is a novel coronavirus that has not been previously identified. Symptoms include cough, difficulty breathing, fever and mild to severe respiratory illness. According to the Centers for Disease Control and Prevention (CDC) the virus currently seems to be easily spreading throughout communities in the United States (community spread), meaning "some people have been infected and it is not known how or where they became exposed".



### What is Telehealth?

The Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services defines telehealth as the use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health and health administration.



Telehealth can address COVID-19 and other epidemic situations by limiting exposure to infection for vulnerable populations and health care workers. Telehealth can also expand the reach of resources to communities that have limited access to needed services. This allows patients to receive health services away from settings where potential for contracting COVID-19 are high, such as hospitals, health clinic waiting rooms, private practices, etc.

The National Consortium of Telehealth Resource Centers (NCTRC) is composed of 12 regional and 2 national federally-funded telehealth resource centers (TRCs) who offer assistance and resources for the planning and implementation of telehealth operations. [Reach out to your regional TRC](#) for more information on telehealth and COVID-19. For a comprehensive collection of resources related to telehealth and COVID-19 response refer to the [Northeast Telehealth Resource Center \(NETRC\) COVID-19 Epidemic Telehealth Weblogography Toolkit](#).

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**COVID-19 Telehealth Toolkit**  
A special document released to assist organizations implement telehealth during the COVID-19 outbreak.



**NATIONAL CONSORTIUM OF TELEHEALTH RESOURCE CENTERS**

March 2020 [www.TelehealthResourceCenter.org](http://www.TelehealthResourceCenter.org)



## How Patients Can Engage Telehealth

Telehealth is a way to receive healthcare services digitally. Telehealth lets you videoconference with doctors through computers, tablets, or smartphones and virtually connect to your local clinic or other health locations without leaving your home.

Ask yourself these questions before trying out telehealth:

### How Can I Start Receiving Telehealth Services?

Many healthcare organizations are already set up to provide telehealth. Depending on your needs, telehealth can be used for many different health care services. For example, telehealth is widely used for behavioral health needs, such as therapy or medication management.

### What Equipment Do I Need?

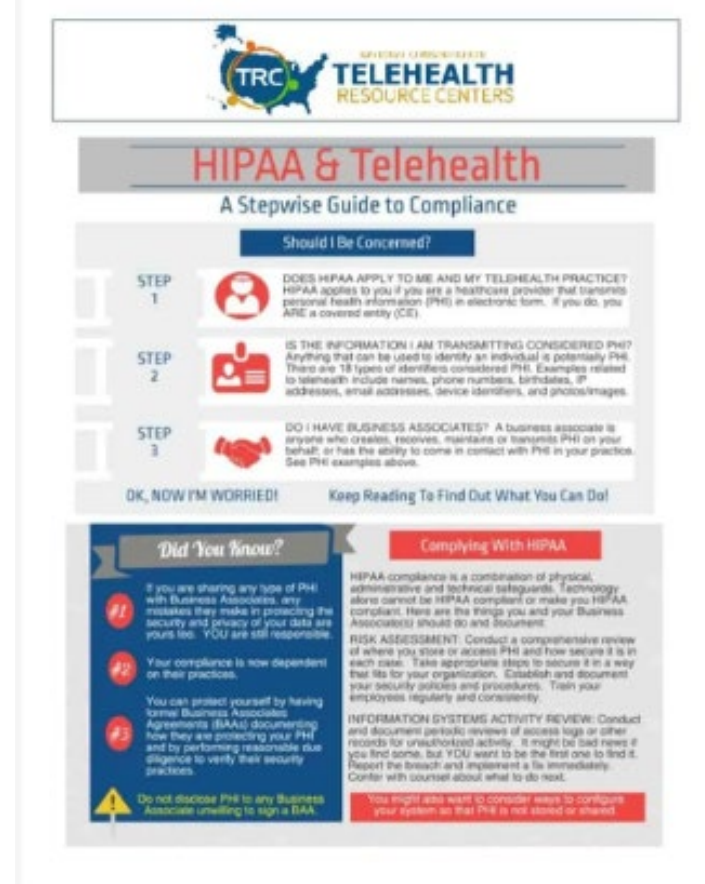
Stable internet and a computer, tablet, or smartphone are all that's needed to use telehealth. If you are going to a clinic, doctors office, hospital, or other health care location to receive telehealth services, you do not need to bring your own equipment.

### Is My Personal Health Information Safe?

All health care organizations already ensure your health information is safe and protected. The same thing goes for telehealth – there is no exception. If you're worried about your protected health information, ask your doctor how they're keeping your information safe.

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**How Patients Can Engage Telehealth**






**NATIONAL CONSORTIUM OF TELEHEALTH RESOURCE CENTERS**

## HIPAA & Telehealth

### A Stepwise Guide to Compliance

Should I Be Concerned?

STEP 1		DOES HIPAA APPLY TO ME AND MY TELEHEALTH PRACTICE? HIPAA applies to you if you are a healthcare provider that transmits personal health information (PHI) in electronic form. If you do, you ARE a covered entity (CE).
STEP 2		IS THE INFORMATION I AM TRANSMITTING CONSIDERED PHI? There are 18 types of identifiers considered PHI. Examples related to telehealth include names, phone numbers, birthdates, IP addresses, email addresses, device identifiers, and photos/images.
STEP 3		DO I HAVE BUSINESS ASSOCIATES? A business associate is anyone who creates, receives, maintains or transmits PHI on your behalf or has the ability to come in contact with PHI in your practice. See PHI examples above.

OK, NOW I'M WORRIED! Keep Reading To Find Out What You Can Do!

#### Did You know?

- 1 If you are sharing any type of PHI with Business Associates, any mistakes they make in protecting the security and privacy of your data are yours too. YOU are still responsible.
- 2 Your compliance is now dependent on their practices.
- 3 You can protect yourself by having formal Business Associates Agreements (BAAs) documenting how they are protecting your PHI and by performing reasonable due diligence to verify their security practices.

Do not disclose PHI to any Business Associate unwilling to sign a BAA.

#### Complying With HIPAA

HIPAA compliance is a combination of physical, administrative and technical safeguards. Technology alone cannot be HIPAA compliant or make you HIPAA compliant. Here are the things you and your Business Associates should do and document:

**RISK ASSESSMENT:** Conduct a comprehensive review of where you store or access PHI and how secure it is in each state. Take appropriate steps to secure it in a way that fits for your organization. Establish and document your security policies and procedures. Train your employees regularly and consistently.

**INFORMATION SYSTEMS ACTIVITY REVIEW:** Conduct and document periodic reviews of access logs or other records for unauthorized activity. It might be bad news if you find some, but YOU want to be the first one to find it. Report the breach and implement a fix immediately. Confer with counsel about what to do next.

You might also want to consider ways to configure your system so that PHI is not stored or shared.

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**HIPAA and Telehealth**  
A stepwise guide to compliance.



# And so much more!



# But Wait... There's More!

- Toolkits
- Checklists
- Templates
- Reports



**CTRC Telehealth Program Developer Kit**  
The genesis of this kit is the implementation methodology developed for the University of California schools and hospitals, as well as the safety net clinic referring partners throughout the state.



**gpTRAC Initiating Telehealth Services Checklist**  
This resource is designed to provide you with prompts for some of the questions you need to consider as you look to implement a telehealth site or new service.



**Heartland Telehealth Resource Center HTRC Telehealth Etiquette Checklist**  
HTRC's checklist lines out best etiquette practices for telehealth providers. This resource will help you keep in mind appointment preparation, video presence, and audio tips.



**MATRC Remote Patient Monitoring Toolkit**  
This Toolkit provides a series of videos, designed to help many different audiences quickly understand Remote Patient Monitoring and define the responsibilities of each role.



**NETRC Telehealth Library**  
NETRC hosts a Telehealth Resource Library containing a robust collection of peer-reviewed articles on telehealth. This library is regularly maintained.



**SCTRC Video: A Telemedicine Tale**  
This video illustrates the benefits of telehealth at the consumer level. As a patient, telehealth overcomes common barriers to quality healthcare. This is just one of many videos created by SCTRC, visit their website to find more.



**SWTRC Service Provider Directory**  
The Telemedicine & Telehealth Service Provider Directory is a service of the Arizona Telemedicine Program. The directory is a resource for hospital and healthcare administrators and other decision-makers who want to expand or improve their healthcare services.



**UMTRC Reimbursement Snapshot**  
UMTRC covers several of the upper midwest states. This document gives a snapshot of reimbursable services in their covered states.



**CCHP 50 State Report**  
CCHP's Spring 2019 release of its report on "State Telehealth Laws and Reimbursement Policies" offers policymakers, health advocates, and other interested health care professionals a summary guide of telehealth-related policies, laws, and regulations for all 50 states.



**HRSA Telehealth Compendium**  
This Compendium created by HRSA contains a compilation of telehealth resources for HRSA-grantees and stakeholders.



**Webinar Compilation**  
HRSA has compiled a unique list of TRC webinars from 2011 - 2018. Downloadable Excel file is also available.



**Job Description Templates Compilation**  
TRCs have collected several frequently referenced job descriptions. These are sourced from various organizations and websites for others to use as a reference.

- Directories
- Videos
- Library

# COVID-19 State-Specific Resources

- Policy
- Reimbursement

<b>California Telehealth Resource Center</b> Serving: California <a href="https://caltrc.org/knowledge-center/covid-19-telehealth/">https://caltrc.org/knowledge-center/covid-19-telehealth/</a>
<b>Great Plains Telehealth Resource and Assistance Center</b> Serving: North Dakota, South Dakota, Minnesota, Iowa, Wisconsin and Nebraska <a href="http://www.telehealthquikckstart.org">www.telehealthquikckstart.org</a>
<b>Heartland Telehealth Resource Center</b> Serving: Kansas, Missouri and Oklahoma <a href="http://heartlandtrc.org/covid-19">http://heartlandtrc.org/covid-19</a>
<b>Mid-Atlantic Telehealth Resource Center</b> Serving: Virginia, West Virginia, Kentucky, Maryland, Delaware, North Carolina, Pennsylvania, Washington DC, and New Jersey [shared] <a href="https://www.matrc.org/matrc-telehealth-resources-for-covid-19/">https://www.matrc.org/matrc-telehealth-resources-for-covid-19/</a>
<b>Northeast Telehealth Resource Center</b> Serving: New England (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont), New York, and New Jersey [shared] <a href="https://netrc.org/COVID-19/">https://netrc.org/COVID-19/</a>
<b>Northwest Regional Telehealth Resource Center</b> Serving: Washington, Oregon, Idaho, Montana, Utah, Wyoming and Alaska <a href="https://nrtrc.org/covid-19">https://nrtrc.org/covid-19</a>
<b>Pacific Basin Telehealth Resource Center</b> Serving: Hawaii and Pacific Basin <a href="http://www.pbtrc.org/covid-19-and-telehealth/">http://www.pbtrc.org/covid-19-and-telehealth/</a>
<b>South Central Telehealth Resource Center</b> Serving: Arkansas, Mississippi and Tennessee <a href="https://learntelehealth.org/telehealth_assistance/">https://learntelehealth.org/telehealth_assistance/</a>
<b>Southeast Telehealth Resource Center</b> Serving: Georgia, South Carolina, Alabama, and Florida <a href="https://www.setrc.us/learn/">https://www.setrc.us/learn/</a>
<b>Southwest Telehealth Resource Center</b> Serving: Arizona, Colorado, New Mexico, Nevada and Utah <a href="https://southwesttrc.org/resources/covid19">https://southwesttrc.org/resources/covid19</a>
<b>Texas-Louisiana Telehealth Resource Center</b> Serving: Texas and Louisiana <a href="https://textlatrc.org/">https://textlatrc.org/</a> (webinar series on COVID-19 updates)
<b>Upper-Midwest Telehealth Resource Center</b> Serving: Indiana, Illinois, Michigan and Ohio <a href="https://www.umtrc.org/resources/covid-19/">https://www.umtrc.org/resources/covid-19/</a>
<b>National Resources</b> <b>Center for Connected Health Policy (CCHP – National Policy TRC)</b> Serving: All 50 States <a href="http://www.cchpca.org">www.cchpca.org</a> <b>COVID-19 Offerings:</b> <ul style="list-style-type: none"><li>• Comprehensive <b>overview of coverage policies</b> to address COVID-19.</li><li>• <b>Policy update videos</b> (updated periodically).</li><li>• <b>COVID-19 related state policy actions.</b></li></ul>
<b>Telehealth Technology Resource and Assistance Center (TTAC – National Technology TRC)</b> Serving: All 50 States <a href="http://www.telehealthtechnology.org">www.telehealthtechnology.org</a> <b>COVID-19 Offerings:</b> <ul style="list-style-type: none"><li>• <b>Technology Toolkits</b> that assist with technology selection and assessment.</li><li>• TTAC's <b>Innovation Watch</b> tracks and assesses the latest telehealth technology.</li></ul>

- Best Practices
  - Patient & Provider Education
  - Clinical Workflow
  - Quick start up guides
  - So much more

# Telebehavioral Health Center of Excellence

## TELEBEHAVIORAL HEALTH CENTER OF EXCELLENCE

The most current information in a rapidly evolving market.

The Telebehavioral Health Center of Excellence is dedicated to providing the most current, vetted, practical information for starting or enhancing Telebehavioral or Telemental health-related services. These resources are intended to provide you with the most current information to help you get started. They are not comprehensive in the historical sense but represent the best of the current Telebehavioral Health resources available.

New to Telebehavioral Health? We recommend starting with the [Overview](#).



The practice of Telemental and Telebehavioral Health has proven to be safe, effective and efficient tools for Mental and Behavioral Health Providers. Improvements in reimbursement and decreased costs now make it an attractive way to provide services in new and unique ways. Browse the TBHCOE site for more.



HIPAA compliance is much more than BAA and encryption. Learn more about the nuances of how to apply HIPAA security for your telemental or telebehavioral health practice. The setup for services may be different for each setting, state, and profession. Browse the TBHCOE site for more.



Providing video clinical services from clinic-to-clinic seems straightforward on the surface. But small differences in clinic operations and clinic setting can make implementation cumbersome, eliminating the efficiencies promised by telemedicine. Get grant-funded advice about overcoming these issues from vendor-neutral industry experts and learn more about applying the best practices in clinic-to-clinic services. Browse the TBHCOE site for more.

OVERVIEW

SEARCH BY TOPIC

CHOOSE YOUR ROLE

GET STARTED

<p><b>Clinical Guidelines</b> Clinical Guidelines for Telebehavioral Health</p>	<p><b>Crossing State Lines</b> State Policies for Telebehavioral Health</p>	<p><b>Financial</b> Financial Information for Telebehavioral Health</p>
<p><b>HIPAA Security</b> HIPAA Compliance and Security</p>	<p><b>Laws/Regulations</b> Laws and Regulations in Telebehavioral Health</p>	<p><b>Research</b> Telehealth Resource Library</p>
<p><b>Technology/Software</b> Technology and Software for Telebehavioral Health</p>	<p><b>TeleMAT</b> TeleMAT</p>	<p><b>Training</b> Training information for Telebehavioral Health</p>



Visit <https://tbhcoe.matrc.org/>





# NCTRC Webinar Series

The National Consortium of Telehealth Resource Centers provides a free webinar for those interested in telehealth.

Every 3<sup>rd</sup> Thursday

11 AM – 12 PM (PST)

The TRCs have an expansive network of professionals in the field of telehealth.

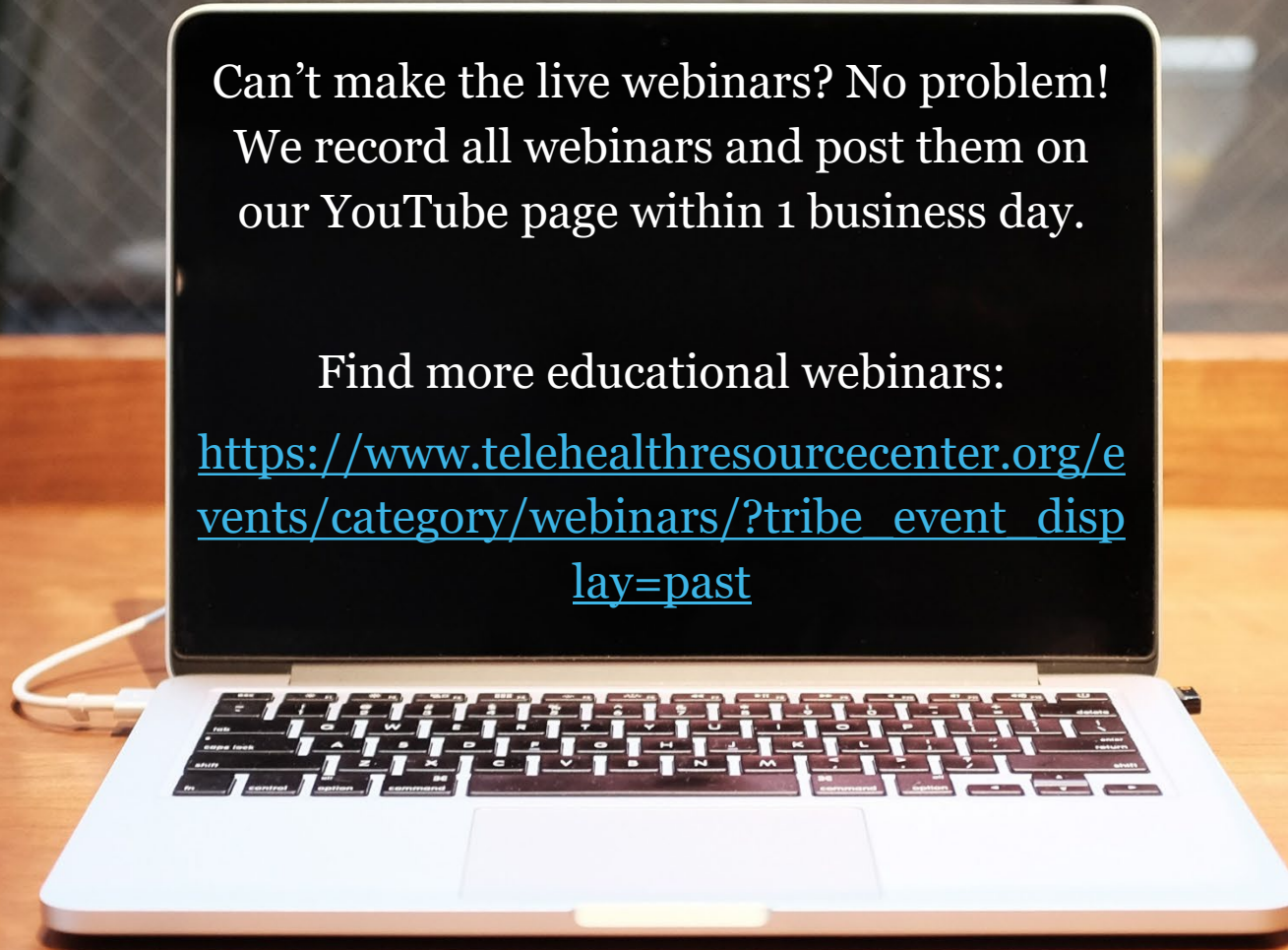
The monthly topics encompass various topics ranging from policy, business models, clinical workflow, telehealth program development, etc.

**Don't worry.  
We record them.**

Can't make the live webinars? No problem!  
We record all webinars and post them on  
our YouTube page within 1 business day.

Find more educational webinars:

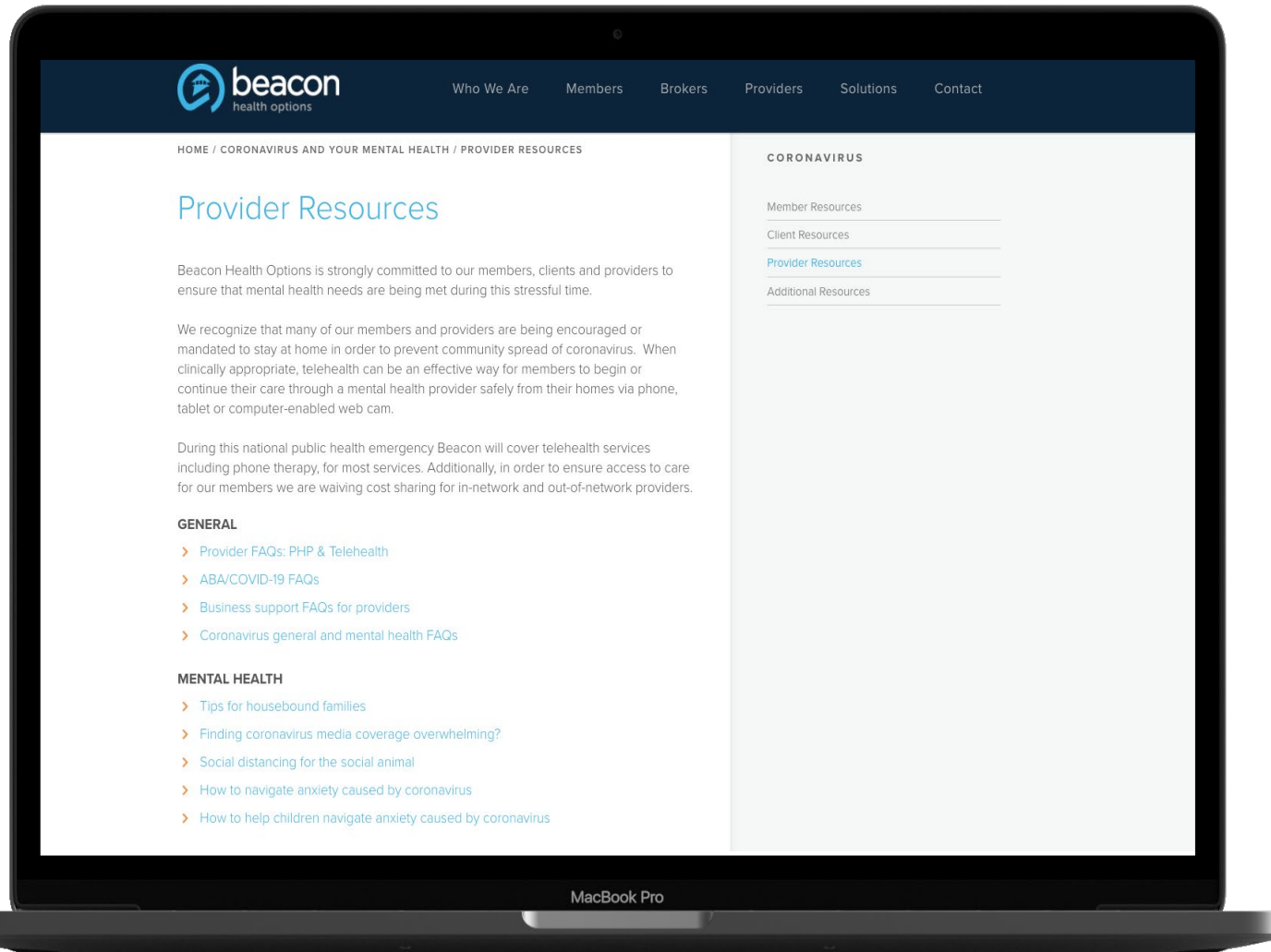
[https://www.telehealthresourcecenter.org/  
events/category/webinars/?tribe event disp  
lay=past](https://www.telehealthresourcecenter.org/events/category/webinars/?tribe_event_display=past)



# Key Takeaways

- 1. TELEHEALTH IS A RAPIDLY EXPANDING FIELD.** We're expecting many changes in 2020 and will continue to see changes as we move forward.
- 2. CONNECT WITH US.** Shoot us an email, give us a call, visit the website, or even better, register for our regional conferences (once they resume).
- 3. OUR RESOURCES.** DIY kind of person? We have numerous resources and a reliable network to get your answer. We're federally funded so our information and resources are at your disposal.
- 4. THE CONSORTIUM.** If we can't answer your question, we know who can! Each TRC is backed up by the power of the National Consortium – experts nationwide, ready and willing to assist.

# Beacon Resources



[Coronavirus Provider Resources \(Link\)](#)  
[Telehealth Resource \(Link\)](#)  
[Provider Webinars \(Link\)](#)

## Additional Provider Webinars

1. Crisis planning
2. Compassion fatigue
3. Transitioning IOP/PHP
4. Navigating billing

and others!

# Thank you for joining us

- This presentation will be posted at [www.beaconhealthoptions.com/coronavirus/](http://www.beaconhealthoptions.com/coronavirus/)
- Please take our short survey at the end of this presentation

## CONTACT US:

Beacon's National Provider Services Line  
800-397-1630 (Monday-Friday, 8 a.m.- 8 p.m. ET)  
or contact your Provider Relations contact.

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