

# Covid-19 Toolkit: Telehealth and Telemedicine

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## Washington State Specific Telehealth Resources

### Health Care Authority

Use Health Care Authority (HCA) as your first resource for guidance on telemedicine/telehealth visits.

1. [Family Planning Only Program telemedicine/telehealth services offered during the COVID-19 outbreak](#) (revised 4/21/2021)
2. [Information about novel coronavirus \(COVID-19\)](#). Includes specific drop downs for billers and providers, including:
  - A. [Apple Health \(Medicaid\) telemedicine & telehealth brief](#) (updated 4/28/20)
  - B. [HCA offers limited number of no-cost telehealth technology licenses for providers](#) (3/20/2020)
  - C. [HCA statement on security in telehealth technology](#) (4/3/2020)
  - D. [Signature requirements for delivery of prescribed medications during COVID-19 pandemic](#) (effective 3/31/2020)
  - E. Apple Health (Medicaid) telehealth webinar [slidedeck](#) and [recording](#) (4/30/2020)
3. [Sterilization consent forms signatures during the COVID-19 pandemic](#) (updated as of 5/11/2020)
4. [HCA: Apple Health \(Medicaid\) clinical policy and billing for COVID-19](#). Includes billing guidance for general medical services delivered via telehealth. (revised 1/21/2021)
5. [HCAAH\\_COVID19@hca.wa.gov](mailto:HCAAH_COVID19@hca.wa.gov). Email address for COVID-19 billing, coding, or policy questions, including telehealth.

### Department of Health

1. [Telehealth/Telenursing For Registered Nurses](#) (Nursing Care Quality Assurance Commission)
2. [FAQs—Advanced Registered Nurse Practitioner](#).  
FAQs under *Telehealth During the COVID-19 Emergency* topic include:
  - A. Can the advanced registered nurse practitioner (ARNP) provide telehealth services during the coronavirus (COVID-19) emergency?
  - B. Does the advanced registered nurse practitioner (ARNP) need to follow the Health Information Portability and Accountability Act (HIPAA) when they are providing telehealth services or can they perform telehealth services from their home using Skype, Zoom, or similar applications during the coronavirus (COVID-19)

- emergency? (Includes link to US HHS [FAQs on Telehealth and HIPAA during the COVID-19 nationwide public health emergency](#))
- C. Can the advanced registered nurse practitioner (ARNP) provide telehealth services to a patient in another state during the coronavirus (COVID-19) emergency without a license in that state?
  - D. Can the advanced registered nurse practitioner (ARNP) be reimbursed for telemedicine services during the coronavirus (COVID-19) emergency? (Includes link to [CMS: General Provider Telehealth and Telemedicine Tool Kit](#))
  - E. Can telehealth be used to prescribe a controlled substances during the coronavirus (COVID-19) emergency?

FAQs under *Telemedicine Training Requirements* include:

- A. Is a registered nurse (RN), licensed practical nurse (LPN), or Advanced Registered Nurse Practitioner (ARNP) required to take telemedicine training?
- B. Does the training requirement apply to a nurse who provides telephone triage?
- C. Does the nurse need to send in the certification to the Nursing Care Quality Assurance Commission (NCQAC)?
- D. When is completion of telemedicine training required?
- E. Does telemedicine training taken prior to January 1, 2021 meet the telemedicine training requirement?
- F. What are the options to meet telemedicine training requirements?

## National Telehealth Resources

### NFPRHA

1. [Implementing Telehealth: Getting Started](#) (2020 NFPRHA National Conference)
2. [Initiating Telehealth in Response to COVID-19: Initial Considerations and Resources](#) (published 3/30/2020)
3. [Initiating Telehealth in Response to COVID-19: Coding and Billing for Telehealth Services](#) (published 3/31/2020)

### HHS/CDC

1. [Using Telehealth to Expand Access to Essential Health Services during the COVID-19 Pandemic](#) (updated 6/10/2020)
2. [Healthcare Facilities: Managing Operations During the COVID-19 Pandemic](#) (updated 2/8/2021)

3. [Telehealth.HHS.gov](https://www.hhs.gov/telehealth)
4. [CDC: Telehealth and Telemedicine—The Use of Telehealth and Telemedicine in Public Health](#) (last reviewed 7/8/2020)

#### FPNTC

1. [Telehealth Visit Chart Audits](#) (Last reviewed 8/2020)
2. [Telehealth Services Informed Consent Samples](#) (Last reviewed 8/2020)
3. [Coding with Ann: Telehealth - Episode 12](#) (Last reviewed 4/2020)
4. [Telehealth Visit Staffing and Steps Sample Outline](#) (Last reviewed 8/2020)
5. [Adaptive Leadership for Effectively Managing a Telehealth Change Initiative](#) (Last reviewed 7/2020)
6. [Adopting a “Quickstart” Approach to Telehealth During the COVID-19 Pandemic](#)
7. [Prioritization of In-Person and Virtual Visits During COVID-19: A Decision-Making Guide for Staff](#) (Last reviewed 4/2020)
8. [What Family Planning Providers Can Do to Meet Client Needs During COVID-19](#) (Last reviewed 5/2020)
9. [Telehealth Etiquette for Family Planning Visits](#) (Last reviewed 9/2020)

#### Other

1. [National Consortium of Telehealth Resource Centers](#) (NCTRC)
2. [AMA: Telehealth Implementation Playbook](#)
3. [AAFP: Using Telehealth to Care for Patients During the COVID-19 Pandemic and Algorithm](#)
4. [ACOG: Implementing Telehealth in Practice](#) (2/2020)
5. [ACOG Gains Ground on Expanding Telehealth](#) (8/5/2020)