


Employee Assistance Program		<u>Original Effective Date</u>	<u>Business Owner</u>
		January 7, 2020	Suzie Sweeney, Program Director
		<u>LOP #</u>	<u>Last Revision Date</u>
		EAP.TELE.LOP.001	February 19, 2024
	Title: Telemental Health: Program Overview	<u>Last Approval Dates (Up to 3)</u>	<u>Approved By</u>
		1. February 19, 2024 2. December 14, 2022 3. December 15, 2021	Operations
		<u>Regulatory Elements(s)</u>	
		NA	
Approver's Name (Printed): Suzie Sweeney		Title: Program Director	
Approver's Signature: Electronic Signature in SAI360		Date: 2/19/2024	

1.0 PURPOSE

The purpose of this policy is to outline and define a Telemental Health Program for the provision of Employee Assistance Program (“EAP”) services.

2.0 APPLICABILITY

This policy applies to the Company’s Employee Assistance Program (“EAP”).

3.0 POLICY

3.1 The Company recognizes the importance of providing Telemental Health sessions as a means to provide face-to-face EAP visits.

3.1.1 Telemental Health is a form of interactive videoconferencing that is critical in providing direct care services in rural areas of the country or when a Consumer is not physically able to attend an “in person” face-to-face clinical session.

3.1.2 By providing Telemental Health sessions, the Company is able to overcome any obstacles that may prevent Consumers and/or their family members from scheduling EAP sessions.

3.1.3 It also allows them to schedule and participate in an EAP session that is convenient to them.

3.2 Services Provided: The Company’s Telemental Health Program is designed to mirror out existing “in-person” face-to-face EAP counseling program and will consist of the same basic elements. These elements include:

3.2.1 Scheduling: Consumers are able to schedule Telemental Health sessions at a time that is convenient for them.

- 3.2.2 Clinicians: Telemental health sessions are provided by a clinician who is credentialed and is on the Company's Affiliate EAP Clinician panel.
- 3.2.3 Delivery: The Company's Telemental Health sessions will be delivered by a clinician who is in the same state as the Consumer.
- 3.2.4 Comprehensive Psychosocial Assessments: All Consumers seeking Telemental Health sessions will receive a Comprehensive Psychosocial Assessment at the start of the sessions.
 - 3.2.4.1 Once the assessment is complete, the clinician will identify goals for the short-term counseling and/or identify referral resources for the Consumer.
- 3.2.5 Short-Term Counseling: If the Consumer's assessed problems can be addressed within the Consumer's EAP session model, the clinician will assist the Consumer by providing solution-focused, short-term, counseling.
- 3.2.6 Referrals: If the Consumer's assessed problems cannot be addressed within the Consumer's EAP session model, the clinician will assist the Consumer in identifying and connecting to referral resources.
 - 3.2.6.1 Any remaining EAP sessions may be used to ensure a seamless transition to the referral(s).
- 3.3 Target Population
 - 3.3.1 The target population of the Company's Telemental Health Program consists of:
 - 3.3.1.1 Consumers and/or family members who do not live within thirty (30) miles of an EAP Affiliate Clinician.
 - 3.3.2 Consumers and/or family members who are not physically able to attend an "in-person" session with an EAP Affiliate Clinician who is located within thirty (30) miles of the Consumer.
- 3.4 Telemental Health Technology: The Company uses Zoom as its Telemental Health Platform. The platform provides:
 - 3.4.1 HIPAA Compliance: Zoom is compliant with the HIPAA Security Rules.
 - 3.4.2 Consumer Waiting Rooms: Consumer waiting rooms provide privacy during back to back Telemental Health sessions.
 - 3.4.3 Remote Sessions: Whether from home or from another secure location, Consumers are able to connect with a clinician to receive counseling services.
 - 3.4.4 Chat/Messaging: Consumers and clinicians are able to send texts, images, and audio files across desktop, laptop, tablet, and mobile through a secure connection.
 - 3.4.5 iOS/Android Compatible – In addition to accessing services via a computer or laptop, Consumers are also able to access services via their smartphone.

3.5 Space Requirements

3.5.1 Clinicians: While Telemental Health sessions can be provided anytime or anywhere, clinicians are expected to provide sessions in a professional setting that ensures the Consumers' confidentiality.

3.5.1.1 Sessions can take place in physical or remoted offices.

3.5.1.2 Sessions cannot take place in any public setting or a setting that could compromise the Consumer's confidentiality.

3.5.2 Consumers: Consumers are strongly encouraged to engage in Telemental Health sessions via a setting that ensures their confidentiality (i.e. their home or a private office).

3.6 EAP staff are educated on this policy during initial training as well as during monthly staff meetings, as needed.

4.0 DEFINITIONS

4.1 Affiliate EAP Clinician – means an EAP Company network clinician.

4.2 Company – means Acentra Health, LLC (“Acentra Health”) and its affiliates.

4.3 Comprehensive Psychosocial Assessments – means an evaluation of a person's mental health, social status, and functional capacity.

4.4 Consumer – means a person who is the direct or indirect recipient of services of the Company.

4.4.1 Depending on the context, Consumers may be identified by different names, such as "member," "enrollee," "beneficiary," "patient," "claimant," etc.

4.4.2 A Consumer relationship may exist even in cases where there is not a direct relationship between the Consumer and the Company.

4.4.2.1 For example, if an individual is a member of a health plan that relies on the services of a utilization management organization, then the individual is a Consumer of the utilization management organization.

4.4.3 In the case of a Consumer who is unable to participate in the decision-making process, a family member or other individual legally authorized to make health care decisions on the Consumer's behalf may be a Consumer for the purposes of this policy.

4.5 Health Insurance Portability and Accountability Act (“HIPAA”) – means the legislation created to improve access to health insurance, protect the privacy of health care information, and promote standardization of electronic health care related records.

4.6 Telemental Health – means the provision of face-to-face EAP sessions via a secure videoconferencing platform.

5.0 RELATED DOCUMENTATION

None

Revision Summary

Review Date	Doc. Id No.	Rev #	Approving Authority/Responsible Party	Description of Changes/Comments
11/13/2019	EAPTELE.001	1	David Lower	Origination
1/7/2020	EAPTELE.001	1	David Lower	Operational Approval
12/8/2020	EAPTELE.001	2	Jennifer Culver, Policy Administrator	Annual Review
11/10/2021	EAP.TELE.LOP.001	2	Suzie Sweeney	Operational Review
11/11/2021	EAP.TELE.LOP.001	2	EAP Quality Committee	Committee Approval
12/15/2021	EAP.TELE.LOP.001	2	Suzie Sweeney	Operational Approval
11/2/2022	EAP.TELE.LOP.001	3	Jennifer Drawbaugh, Policy Administrator	Annual Review
11/22/2022	EAP.TELE.LOP.001	3	Suzie Sweeney, Program Director	Operational Review
12/1/2022	EAP.TELE.LOP.001	3	EAP Quality Committee	Approved by Quorum
12/14/2022	EAP.TELE.LOP.001	3	Suzie Sweeney, Program Director	Operational Approval
11/1/2023	EAP.TELE.LOP.001	4	Jennifer Drawbaugh, Policy Administrator	Annual Review
12/27/2023	EAP.TELE.LOP.001	4	Suzie Sweeney, Program Director	Operational Review
1/18/2024	EAP.TELE.LOP.001	4	EAP Quality Committee	Approved by Quorum
2/19/2024	EAP.TELE.LOP.001	4	Suzie Sweeney, Program Director	Operational Approval