



**Frequently Asked Questions by Providers of Home and Community Based Services Operating Under Contract with the New Jersey Department of Children and Families
April 2, 2020**

Topics:

[Telehealth IIC](#)

[Telehealth Biopsychosocial](#)

[Telehealth Medicaid](#)

[Telehealth HIPAA](#)

[Telehealth Behavioral Assistant](#)

[Childcare](#)

1. Can IIC providers start using telehealth?

Response:

Yes. On March 19, 2020, Governor Murphy signed legislation expanding access to telehealth services. On March 24, 2020, DCF issued [Guidance for Providers of Home and Community Based Services Operating Under Contract with the NJ DCF](#). This guidance directs that Intensive In-Community Services may be delivered using remote technology, provided that such approaches comply with applicable law, applicable regulation, and guidance provided by the NJ Department of Human Services' Division of Medical Assistance and Health Services, including the March 21, 2020 [Temporary Telehealth Guidelines Newsletter](#). Licensed clinicians are expected to adhere to applicable laws and regulations in provision of tele-health services and must ensure that the services youth and families receive using telehealth are appropriate, medically necessary, and meet current standards of care. Please reference the March 24, 2020 [Guidance Document](#), page 3 and Appendix D for additional information regarding quality of care standards.

2. Can a biopsychosocial be conducting using telehealth?

Yes. On March 19, 2020, Governor Murphy signed legislation expanding access to telehealth services. On March 24, 2020, DCF issued [Guidance for Providers of Home and Community Based Services Operating Under Contract with the NJ DCF](#). This guidance directs that Intensive In-Community Services may be delivered using remote technology, provided that such approaches comply with applicable law, applicable regulation, and guidance provided by the NJ Department of Human Services' Division of Medical Assistance and Health Services including the March 21, 2020 [Temporary Telehealth Guidelines Newsletter](#). The guidance also advises that Licensed clinicians are expected to

adhere to applicable laws and regulations in provision of tele-health services and must ensure that the services youth and families receive using telehealth are appropriate, medically necessary, and meet current quality of care standards. This guidance is applicable to all services within the IIC continuum. Quality of care standards require Licensed clinicians to assess a youth and family's appropriateness for remote service. Please reference the March 24, 2020 [Guidance Document](#), page 3 and Appendix D for additional information regarding quality of care standards.

3. Are IIC Services delivered through Telehealth Medicaid billable?

Yes. The Governor's newly signed legislation and [NJ DHS Medicaid Telehealth Newsletter](#) (see link above) directs that for the duration of the [current] public health emergency, any healthcare practitioner is authorized to provide and bill for services using telehealth to the extent appropriate under the standard of care. Intensive In-Community Services may be delivered using remote technology, provided that such approaches comply with applicable law, applicable regulation, and guidance. Please see document [Guidance for Providers of Home and Community Based Services Operating Under Contract with the NJ DCF](#) published March 24, 2020, page 3 and Appendix D for additional details regarding IIC Service provision via telehealth, quality of care standards and requirements of telehealth service provision.

a. If so, what is the proper procedure code to use for billing?

The [NJ DHS Medicaid Telehealth Newsletter](#) states that health care providers may bill for any Medicaid billable service using the same billing codes and rates that are provided for face-to-face services.

4. What HIPAA compliant platforms are allowed to be used to support delivery of telehealth services?

The list below includes some vendors that represent that they provide HIPAA-compliant video communication products and will enter into a HIPAA Business Associate Agreement:

- Skype for Business
- Updox
- VSee
- Zoom for Healthcare
- Doxy.me
- Google G Suite Hangouts Meet
- RingCentral
- Microsoft Teams
- Cisco Webex Meetings / Webex Teams
- Amazon Chime

GoToMeeting

Please see page 11 of the document [Guidance for Providers of Home and Community Based Services Operating Under Contract with the NJ DCF](#) published March 24, 2020, as well as the following resources:

[Best HIPAA Compliant Conferencing Software: Jotform](#)

[HIPAA for Professionals: HHS](#)

5. Are behavioral assistant (BA) services able to be provided via telehealth?

Professionals working under the supervision of a licensed clinician may provide services as permitted by contract and/or the Medicaid state plan and State Licensing Board Regulations. On March 19, 2020, Governor Murphy signed legislation expanding access to telehealth services. On March 24, 2020, DCF issued [Guidance for Providers of Home and Community Based Services Operating Under Contract with the NJ DCF](#). This guidance directs that Intensive In-Community Services may be delivered using remote technology, provided that such approaches comply with applicable law, applicable regulation, and guidance provided by the NJ Department of Human Services, Division of Medical Assistance and Health Services including the March 21 2020 [Temporary Telehealth Guidelines Newsletter](#). This guidance is applicable to all services within the IIC continuum. Licensed clinicians are expected to adhere to applicable laws and regulations in provision of tele-health services and must ensure that the services youth and families receive using telehealth are appropriate, medically necessary, and meet current quality of care standards. Quality of care standards require Licensed clinicians or individuals working under the supervision of a licensed clinicians to assess a youth and family's appropriateness for remote service. Sections 5 and 6 of the [Care Management Organization \(CMO\) manual](#) require coordination of service delivery decisions such as this within a Child Family Team Structure which includes family and youth, care management entity, and provider collaboration. Additionally, providers must adhere to [BA certification requirements](#). Please reference the March 24, 2020 [Guidance Document](#) page 3, Appendix A and Appendix D for additional information regarding the provision of telehealth services and quality of care standards.

6. Are unlicensed providers, such as IIC BAs, able to provide services using telehealth?

Professionals working under the supervision of a licensed clinician may provide services as permitted by contract and/or the Medicaid state plan and Licensing Board Regulations. On March 19, 2020, Governor Murphy signed legislation expanding access to telehealth services. On March 24, 2020, DCF issued [Guidance for Providers of Home and Community Based Services Operating Under Contract with the NJ DCF](#). This guidance directs that Intensive In-Community Services may be delivered using remote technology, provided that such approaches comply with applicable law, applicable regulation, and guidance provided by the NJ Department of Human Services, Division of Medical Assistance and Health Services including the March 21 2020 [Temporary Telehealth Guidelines Newsletter](#). This guidance is applicable to all services within the

IIC continuum. Licensed clinicians are expected to adhere to applicable laws and regulations in provision of tele-health services and must ensure that the services youth and families receive using telehealth are appropriate, medically necessary, and meet current quality of care standards. Quality of care standards require Licensed clinicians or individuals working under the supervision of a licensed clinicians to assess a youth and family's appropriateness for remote service. CSOC policy requires coordination of service delivery decisions such as this within a Child Family Team Structure including family and youth, care management entity, and provider as well as adherence to BA certification requirements. Please reference the March 24, 2020 [Guidance Document](#), page 3 and Appendix D for additional information regarding quality of care standards.

Childcare

1. Why hasn't the government forced a mandatory shut down of day cares?

Please see [Executive Order-110](#). This Executive Order, executed on March 25, 2020, requires all childcare providers to suspend operations by 4/1/2020 with the exception of centers located on federal property or military bases, family-based centers serving five or fewer children and, any child care provider that is certified by DCF to provide child care for essential employees.