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presents

**Technology: Working with
Problem Gamblers**

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March 7, 2019

introducing

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Technology
*Don't pretend it
doesn't exist*

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Terminology

- Telemedicine
- Telepsychiatry
- Teletherapy
- Online Counseling

• Scheduled vs On Demand



Teletherapy

- What is it?
 - Myths vs Facts
- Is it effective?
- How to implement it?



Teletherapy (Ethical Issues)

- Is it effective? (clinical issues)
- How to implement it
- When to implement (use) it
- When not to implement (use) it



What is Teletherapy?

Delivery of mental health services by a licensed healthcare professional that are not provided in-person.

Teletherapy services via video teleconferencing (VTC) allows clinicians to deliver services to clients and bill for their services.



What is NOT Teletherapy?

- It is NOT phone therapy.
- It is NOT done in a state where the provider is not licensed.
- It is NOT recorded or delivered on a delay.
- It is NOT in person therapy.



Why Should You Offer Teletherapy?

1. **Expand** your practice geographically.
2. Treat individuals who are **unable to attend** regular office sessions due to location (rural), travel, disability, medical limitations, etc.
3. Gain **insight** into the client's environment and home life.
4. Offer a **convenient** alternative for clients that eliminates travel time and cost.
5. Reduce no shows, cancellations, and rescheduling.
6. Augment in office sessions with Teletherapy sessions.



NASW Technology Standards (2017)

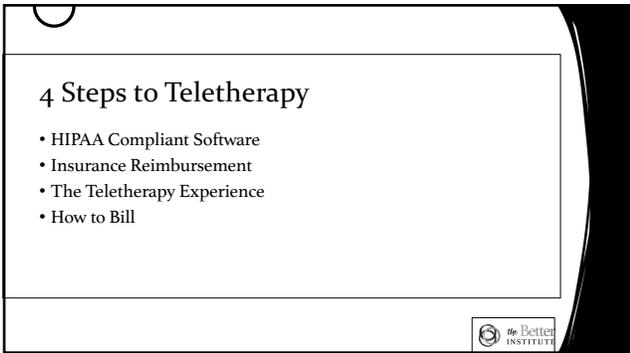


Standard 2.01: Ethical Use of Technology to Deliver Social Work Services

- When using technology to provide services, practitioner competence and the well-being of the client remain primary.
- SW assess the relative benefits and risks
- Ensure confidentiality
- Maintain clear professional boundaries
- Assess client's comfort with technology









The Essentials of HIPAA Compliant Software

The technology needs to have:

- Business Associates Agreement (BAA)
- End to end encryption
- Secured site & data centers

You need to:

- Develop written policies for HIPAA compliance [informed consent]
- Written client consent for tele-therapy
- Written crisis policy
- Install antivirus software



HIPAA Compliant Video Products

It is critical to verify that the vendor is HIPAA compliant.

HIPAA-compliant vendors (require BAA):

Software	Website	Capabilities
Zoom	https://zoom.us/	video only
VSee	https://vsee.com/	video & messenger
Pacifica	http://www.thinkpacifica.com	video, assessments, scheduling, & client app
Google Suite	https://gsuite.google.com/	video, email, & messaging
Simple Practice	https://www.simplepractice.com	Practice management software, scheduling, payment, messenger, video, client app



Example #1: Zoom

Considerations

- Cost: \$200/month
- Quick to install: takes about 5 minutes
- Free version to test
- Easily send your client a unique link to the meeting

Steps to Implement

- Contact Zoom
- Purchase the software
- Download the Application/Software to your device
- Test the software



Example #4: Google Suite Hangout

Considerations

- Cost: \$5-10/month/user
- Provider must use G-Suite/ google email address
- Client should not need to have G-mail but will need Chrome browser
- Provider is responsible for ensuring the settings are correct.

Steps to Implement

- Create G-Suite Account
- Follow the HIPAA Implementation Guide to ensure your settings are correct
- Sign Google BAA
- Test "Google Hangout Meets"



Client Experience



Populations

Teletherapy **IS** suitable for Clients:

- With access to internet and a computer, tablet or mobile device with a camera and microphone.
- Who have basic knowledge of how to use technology.
- Who are unable to attend in person sessions for any reason.

Teletherapy **IS NOT** suitable for clients:

- With severe mental illness or at risk of harm.
- Who are unable to easily access technology in a private space.



Best Practices for Client Experience

- Look at the “camera frame” area.
- Ensure you have privacy.
- Check your internet connection.
- Ensure you have an emergency protocol*.
- Eliminate interruptions.

*NASW Standards require this.

(NASW, ASWB, CSWE, CSWA Standards for Technology in Social Work Practice, 2017)*



Informed Consent

- It is critical to ensure that clients know the risks associated with using technology for health care related services.
- A BAA with an e-signature company like DocuSign will enable you to obtain consent electronically when you are not face-to-face.



Insurance Reimbursement

Insurance Coverage

National Plans Reimburse for Teletherapy

- BCBS
- Humana
- United
- Cigna



Teletherapy Reimbursement

IMPORTANT: Call the insurance panel to verify what is and is not reimbursable

- Insurance coverage varies based on state, insurance, and insurance product.
- Contact the insurance company to verify that they will reimburse for teletherapy and that your contract includes this coverage.
- Update your contract to include this service.



Why Teletherapy with Problem Gamblers

- Geography / Rural & specialists
- Work Schedules (multiple jobs, on the road)
- Kids & Transportation (school schedules, strikes)
- Legal (house arrest)
- Financial (gas, car, parking)



Suicide Risk & Teletherapy

- Teletherapy
 - May be a way to "meet people where they are"
 - May remove barrier of stigma and shame in seeking help
 - May provide a "dose" of therapy when the client is too low to get into the office
 - And ... May not be appropriate client care for those with a history of suicidality



More Technology Tools



Electronic Records

- What does it mean to have electronic records?
- Pros and Cons
- DAP and SOAP Notes vs Psychotherapy Notes
- Legal implications?



HIPAA Privacy Rule

- The Privacy Rule under the Health Insurance Privacy and Portability Act (HIPAA) generally treats all protected health information uniformly with the exception of "psychotherapy notes." These notes receive greater protections against disclosure if they meet the strict definition set out in HIPAA and are kept separate from the remaining medical record.



HIPAA Privacy Rule

- HIPAA explicitly defines "psychotherapy notes" as the following: "Notes recorded (in any medium) by a health care provider who is a mental health professional documenting or analyzing the contents of conversation during a private counseling session or a group, joint, or family counseling session and that are separated from the rest of the individual's medical record."



Pre-Loaded VISA card

- What is it?
- How to use it?
- When to use it?
- Is it just for gambling addiction?
- Pros and Cons
- <https://www.truelinkfinancial.com/card/true-link-card>





