

## **IBH Use of Telephone or Tele-video Counseling During COVID-19 Crisis**

### **Managed Behavioral Health and Substance Abuse Services**

This policy describes the use of alternatives to face-to-face, in-office options for employer or health plan sponsored medical benefits. The use of telephone or tele-video based psychotherapy and psychiatric medication management will be allowed as a substitute to in-office care. Services are subject to medical necessity and appropriateness of care. The provider is solely responsible for adherence to all applicable state and federal laws (i.e. HIPAA), including regulatory agencies with authority over licensing and certifications. The provider is also responsible for securing and purchasing all equipment, subscriptions or services necessary to perform services. This policy will remain in effect until further notice.

### **Employee Assistance Program Services**

This policy describes the use of alternatives to face-to-face, in-office delivery of employee assistance program (EAP) services on the behalf of Integrated Behavioral Health (IBH – and its legacy companies). Nothing within the policy relieves the provider of requirements that all services must be a direct referral to the contracted provider by IBH, and all services will be preauthorized in preapproved quantities, based upon IBH policy along with specific allowed type and the number of sessions. Employee assistance programs are exclusive to providers contracted to IBH for specific EAP services, and individually authorized based upon need and policy. The traditional face-to-face office visit may not be available during times of crisis. Those circumstances could be due to provider limitations, member situations, community or national disruptive events. In times of community or national crisis, the determination as to the appropriate substitution of an EAP authorized visit is left to the discretion of the provider. The provider is solely responsible for adherence to all applicable state and federal laws (i.e. HIPAA), including regulatory agencies with authority over licensing and certifications. Provider is also responsible for securing and purchasing all equipment, subscriptions or services necessary to perform these services. This policy is in effect until further notice.