

**Integrated Behavioral Health**  
**Addendum B: Telehealth EAP Sessions**  
**Effective Date 3/20/2020**

This addendum outlines the responsibilities relating to telehealth EAP counseling performed by the IBH Network Provider.

All responsibilities and duties outlined in the executed IBH/RBH/AB provider agreement remain in effect.

1. Provider will deliver telehealth (phone or video) EAP services to clients referred by IBH in the same professional and clinical manner as is necessary in face to face sessions.
2. Counselor will engage in the use of telehealth sessions within their counseling practice and understands that they may be subject to laws and regulations of both the counselor's practicing location and the client's place of residence. Counselors ensure that their clients are aware of pertinent legal rights and limitations governing the practice of counseling across state lines or international boundaries.
3. Counselor will not leave revealing information on voicemail or text; Counselors will not acknowledge to outside parties that a client has an appointment; Counselor will not discuss the contents of therapy with a third party without the explicit permission of the client.
4. Counselor informs clients about the inherent limits of confidentiality when using technology. Counselors urge clients to be aware of authorized and/or unauthorized access to information disclosed using this medium in the counseling process.
5. Counselors take reasonable precautions to ensure the confidentiality of information transmitted through any electronic means.
6. Counselor will take steps to verify the client's identity at the beginning and throughout the therapeutic process. Verification can include, but is not limited to, using code words, numbers, graphics, or other nondescript identifiers.
7. Counselor will inform clients of the benefits and limitations of using telehealth in the provision of counseling services.

8. Counselor understands the necessity of maintaining a professional relationship with their clients. Counselors discuss and establish professional boundaries with clients regarding the appropriate use and/or application of technology and the limitations of its use within the counseling relationship (e.g., lack of confidentiality, times when not appropriate to use).
9. Counselor will make reasonable efforts to determine that clients are intellectually, emotionally, physically, linguistically, and functionally capable of using the application and that the application is appropriate for the needs of the client. Counselors verify that clients understand the purpose and operation of technology applications and follow up with clients to correct possible misconceptions, discover appropriate use, and assess subsequent steps.
10. Counselors considers the differences between face-to-face and electronic communication (nonverbal and verbal cues) and how these may affect the counseling process. Counselors educate clients on how to prevent and address potential misunderstandings arising from the lack of visual cues and voice intonations when communicating electronically.
11. Counselor enables and enforces Passcode Protection. Counselor makes sure that each mobile user understands that it is his or her responsibility to properly protect their device and its contents from any prying eyes. In the case of loss or theft of the device, any ePHI on the device instantly becomes compromised in the hands of someone other than the owner of the cell telehealth, or the user of the cell telehealth if it is work-issued.
12. Counselor advises Mobile Users to store data safely with the right apps.
13. Counselor will not use unsecured Wi-Fi networks and will advise client of the same.