



Teleservices 101

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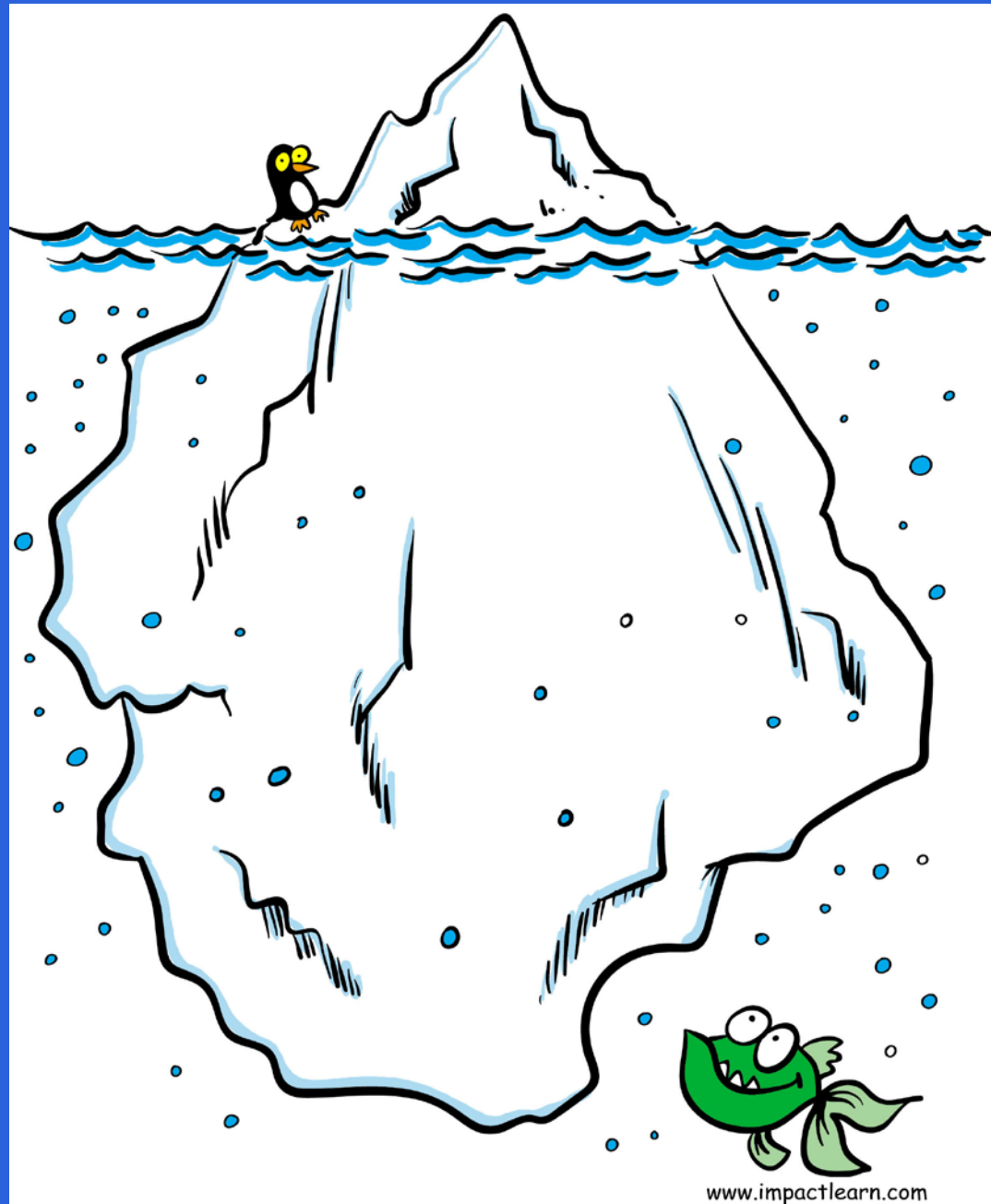
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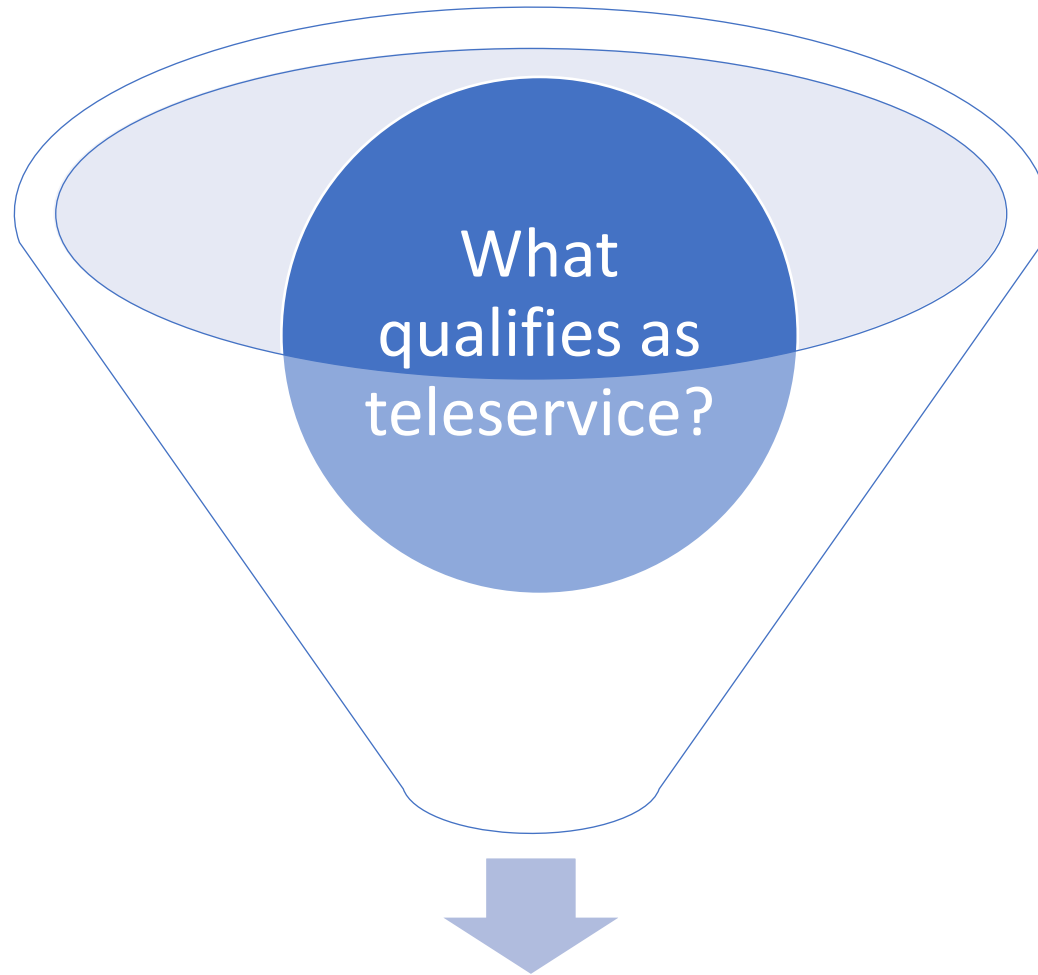


Special Education Solutions

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Teleservices





Telehealth or Telemedicine

Teleservices Defined

Telehealth

Health-care services delivered by a
health professional
acting within the scope of the health
professional's license to a patient...

Telemedicine

Health-care services delivered by a
physician
acting within the scope of the health
professional's license to a patient...

at a different physical location other than the health professional
using telecommunications or information technology.



Teleservices

Different delivery modality

Delivery of
services aligned to
a student's IEP



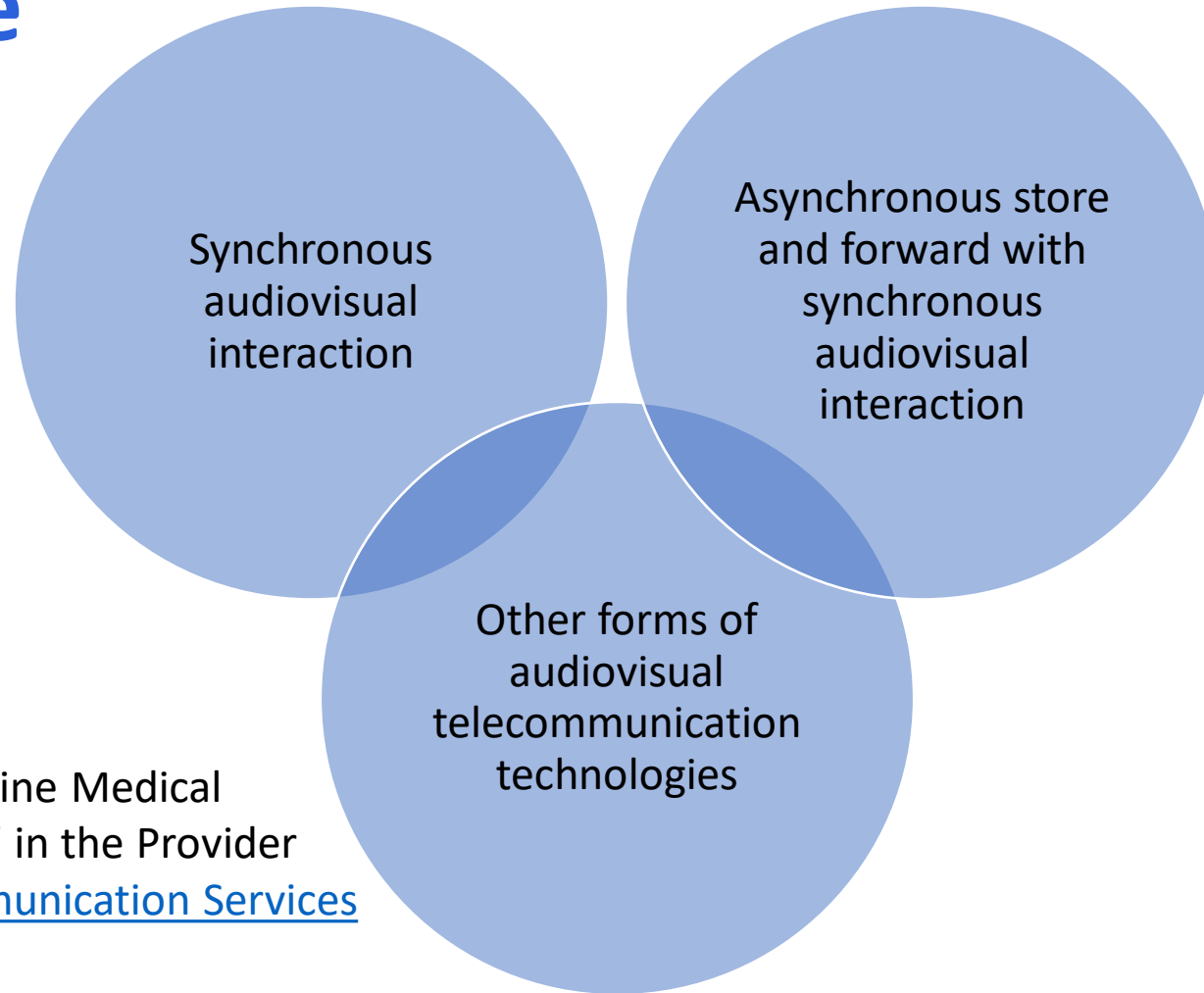
Telecommunication Technology

CMS clarified “multimedia communications equipment that includes, at a minimum, audio and video equipment permitting **two-way, real-time interactive communication** between the patient and distant site physician or practitioner.”

[CMS Interim Final Rule](#), March 26, 2020, pg. 49



Allowable



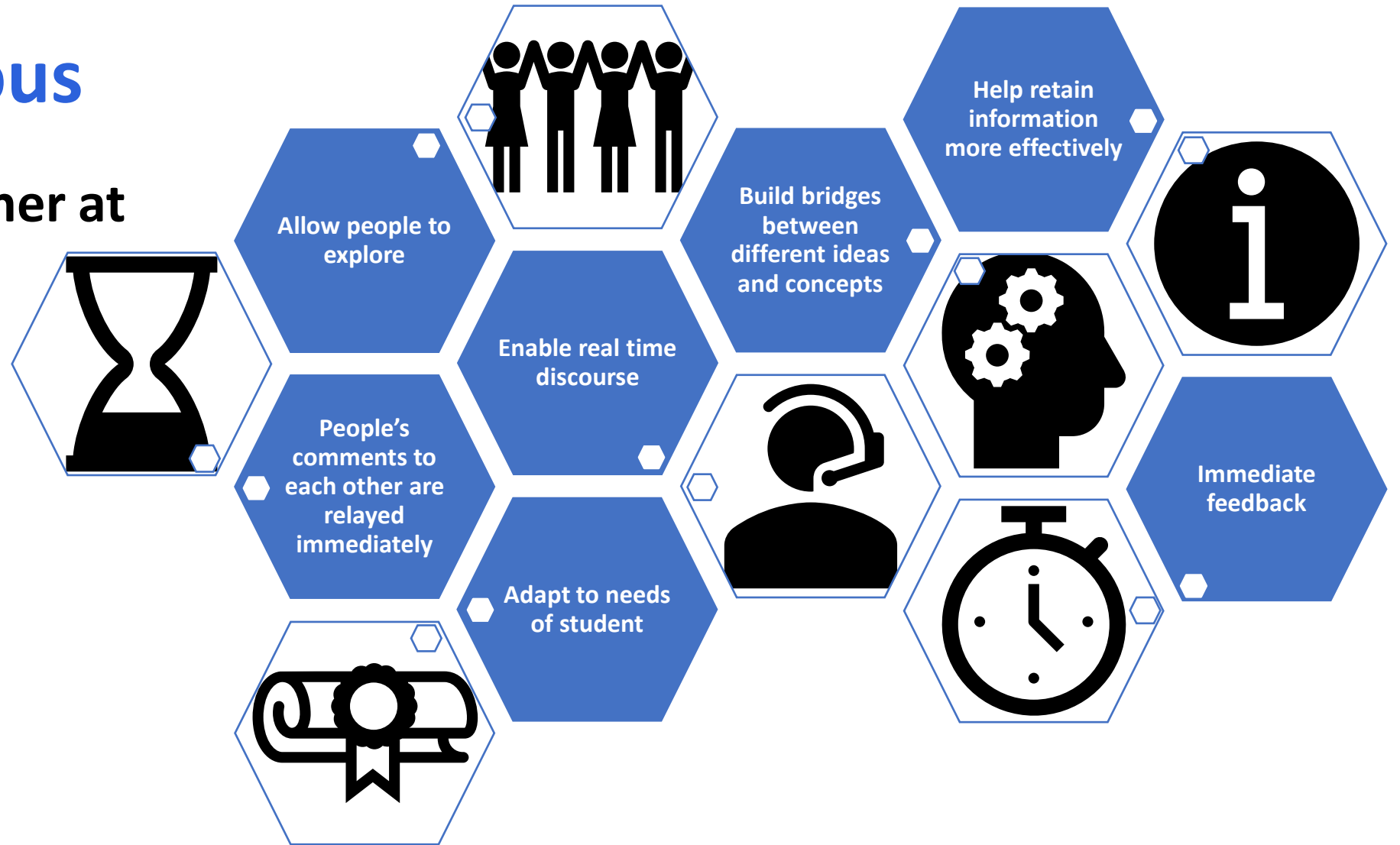
Subsection 3.2.2, “Telemedicine Medical Services Delivery Modalities” in the Provider Handbooks (Vol. 2, [Telecommunication Services Handbooks](#))

Synchronous vs Asynchronous



Synchronous

Working together at the same time



Asynchronous

Relay information with a time lag



Allowable

The methodology must allow distant site provider to meet the in-person visit standard of care with the client

Subsection 3.2.2, “Telemedicine Medical Services Delivery Modalities” in the Provider Handbooks (Vol. 2, [Telecommunication Services Handbooks](#))



Not Allowable

An audio-only telephone consultation

A text-only email message

A facsimile transmission

Subsection 3.2.2, “Telemedicine Medical Services Delivery Modalities” in the Provider Handbooks (Vol. 2, [Telecommunication Services Handbooks](#))



Documentation



Parental Consent

“The SHARS parental consent and annual notice guidance remain unchanged.”

[TEA: COVID-19 FAQ: Special Education in Texas](#), pg. 10,
Question 10



Teleservice Delivery Consent

“The distant site provider must obtain informed consent to treatment from the patient, patient’s parent or the patient’s legal guardian prior to rendering a telehealth service.”

Subsection 3.3.1, “Distant Site” in the Provider Handbooks (Vol. 2, [Telecommunication Services Handbooks](#))



IEPs

HHSC does not require IEPs
be amended for remote
delivery of SHARS services.

[SHARS Services Provided Through Telemedicine
or Telehealth](#), April 9, 2020



Service Notes

teleservice delivery modality
clearly indicated

statement “services were
clinically appropriate in the
providers judgment”

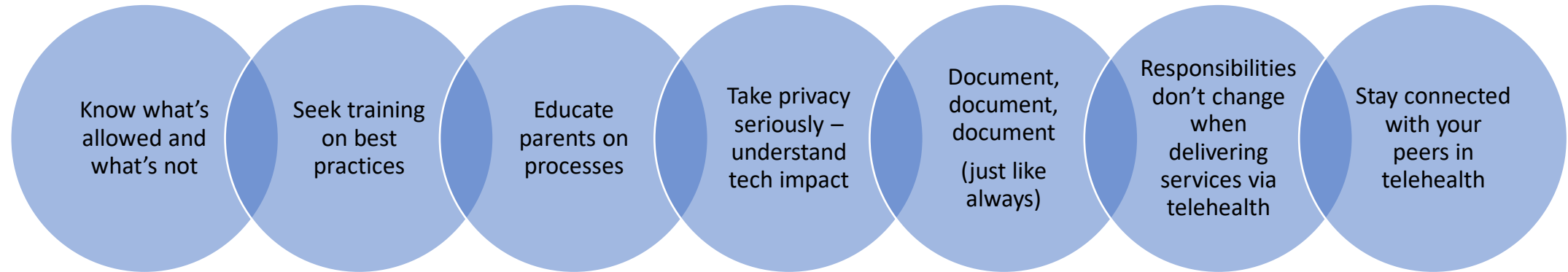
Subsection 3.3.1, “Distant Site” in the Provider
Handbooks (Vol. 2, [Telecommunication Services
Handbooks](#))



Wrap Up



To Do List for Teleservice



American Physical Therapy Associations, [“Thinking About Providing Telehealth? Here's Our Top 10 'To-Do' List”](#), March 27, 2020

ASHA Telepractice Checklist for School Based Professionals

Updated 4/8/2020

ASHA TELEPRACTICE CHECKLIST FOR SCHOOL-BASED PROFESSIONALS

This checklist is designed to assist educational audiologists and school-based speech-language pathologists to provide service delivery via telepractice. Each section includes step-by-step considerations—from preparation to implementation:

- **Preparation:** Familiarize yourself with federal, state, and ASHA resources.
- **Planning:** Begin laying the groundwork for effective telepractice service delivery.
- **Environment:** Create a professional environment in your workspace.
- **Technology/Equipment:** Tips and techniques to optimize your technology and equipment.
- **Tips for Working with Parents and Caregivers as Facilitators:** Help parents/caregivers understand their roles and the value they add to the session.

Preparation: Familiarize yourself with federal, state and ASHA resources.			
STEPS	COMPLETE	IN PROCESS	NOTES
Review U.S. Dept of Education [PDF] guidance relevant to telepractice including: <ul style="list-style-type: none"> • FERPA and COVID-19 [PDF] (includes sample consent form) • HIPAA for Professionals 			
Learn state laws and guidance for telepractice, including state licensure and teacher certification laws.			
Read Medicaid [PDF] guidance applicable to telepractice.			
ASHA resources: <ul style="list-style-type: none"> • ASHA Telepractice Practice Portal • ASHA Telepractice Evidence Map 			



Bottom line



Thank you!

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