CFTSS Telehealth Policies and Procedures

Please note that the State’s list of required Policies and Procedures for CFTSS providers specifically includes 1) “Contingency Plans for Disruptions in Two-Way Interactions” and 2) “Recipient Rights.” The first is addressed in 01, 05, and 07; the second is included in 02. There is no requirement for “Best Practices,” but it is included here as a helpful reference.

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| **P&P Title** | **Description** |
| CFTSS-Tele-01 | General Requirements for Telemental Health Services |
| CFTSS-Tele-02 | Informed Consent and Participant Rights |
| CFTSS-Tele-03 | Prescription Medications |
| CFTSS-Tele-04 | Confidentiality and Security |
| CFTSS-Tele-05 | Emergency Procedures |
| CFTSS-Tele-06 | Quality Assurance |
| CFTSS-Tele-07 | Best Practices |
| CFTSS-Tele-08 | Initial Feasibility Assessments |
| CFTSS-Tele-09 | Physical Requirements |
| CFTSS-Tele-10 | Billing and Claims |
| CFTSS-Tele-11 | Training Protocols |
| CFTSS-Tele-12 | Medical Records |
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