

NWF Health Network Policy & Procedure

Series:	Child Welfare Services/Provision of Services
Policy Name:	Behavioral Telehealth Services for School-Aged Youth & Families
Policy Number:	428
Origination Date:	10/26/2023
Regulation:	Section 394.4955, F.S., <i>Coordinated system of care; child and adolescent mental health treatment and support</i>
Referenced:	Health Insurance Portability and Accountability Act of 1996 (HIPAA)

Policy

It is the policy of NWF Health Network (NWFHN) to utilize available HIPAA-compliant technology in the provision of direct services when such technology can expand our service delivery and increase engagement with our service population.

Procedure

- A. Partnerships for Behavioral Telehealth Services for School-Aged Youth & Families
 1. NWFHN will:
 - a. Meet with School Districts and Service Providers within the agency's Service Area
 - b. Determine School District and Service Provider contacts
 - c. Establish Memoranda of Understanding (MOU) for the provision of Behavioral Telehealth Services for School-Aged Youth & Families
 - d. Coordinate with Providers to formalize process flows and reporting requirements
 - e. Facilitate training for School District and Service Provider contacts on the services eligible for this telehealth initiative, the use of the telehealth technology and reporting.
 2. Partner School Districts will be responsible for:
 - a. Coordinating with NWFHN and Service Providers to establish local process flows and reporting responsibilities
 - b. Managing the technology provided by NWFHN including reporting on equipment status
 - c. Identifying youth and their families who are appropriate for these telehealth services
 - d. Reporting
 3. Service Provider Partners will be responsible for:
 - a. Determining the service schedule for youth and their families identified for services by the School District
 - b. Provision of services for the identified youth and their families
 - c. Reporting

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B. Technology

1. School District Partners

- a. Mobile devices will be made available to participating NWFHN Service Area School Districts for the provision of behavioral telehealth services for school-aged youth and their families.
- b. School District partners will be trained on appropriate use of the mobile devices and kept up-to-date on process changes and reporting requirements.
- c. NWFHN will be responsible for the maintenance of the provided mobile devices.
- d. School District Partners will return mobile devices to NWFHN upon request.

2. Provider Partners

- a. Will provide a HIPPA-compliant platform to be installed on the NWFHN mobile devices for the provision of behavioral telehealth services for school-aged youth and their families associated with this initiative.
- b. Service Provider partners agree to collaborate with NWFHN on any changes to the hardware/software configurations as needed.