



2.7.13 TELEHEALTH SERVICES

POLICY:

Title X projects must provide for medical services related to family planning (including consultation by a clinical services provider, examination, prescription and continuing supervision, laboratory examination, contraceptive supplies), in person or via telehealth, and necessary referral to other medical facilities when medically indicated, and provide for the effective usage of contraceptive devices and practices. (42 CFR § 59.5(b)(1))

Service sites must be in compliance with the Title X statute, as well as the program regulations, as applicable. (42 CFR part 59, subpart A).

A virtual family planning encounter uses telecommunications and information technology to provide access to Title X family planning and related preventive health services, including assessment, diagnosis, intervention, consultation, education and counseling, and supervision, at a distance. Telehealth technologies include telephone, facsimile machines, electronic mail systems, videoconferencing, store-and-forward imaging, streaming media, remote monitoring devices, and terrestrial and wireless communications. (Title X FPAR Forms and Instructions, November 2021)

PROCEDURE:

Subrecipients are expected to implement their projects in ways that make services as accessible as possible for clients and are responsive to the needs of the clients and communities served. This includes, but is not limited to, the location of services, hours of services, modality of service provision (e.g., in-person, telehealth, drive-thru, mobile clinics), availability of ancillary services such as translation services and referral linkages, robust education and community outreach, ensuring access to a broad range of acceptable and effective family planning methods and services at service sites, and implementing billing and payment practices.

Service sites must develop a local policy to outline responsibilities for all staff involved and allow for training and technical assistance to build and/or enhance and/or expand the capacity of telehealth services.

The HIPAA Rules establish standards to protect patients' protected health information. Platforms for providing telehealth services must be HIPAA compliant.

Microsoft Teams, when configured correctly, is HIPAA compliant and can be used for telehealth appointments. Microsoft Teams is available to government (@nd.gov email account) service sites. For Microsoft Teams support, government service sites should reach out to ND IT Support <https://www.ndit.nd.gov/support> or NDIT Service Portal <https://northdakota.service-now.com/serviceportal>



Pexip Video Meeting Room (VMR) is an option until July 2027 within government (@nd.gov email account) service sites. Pexip VMR has an initial set up fee (\$155) and then a monthly fee (\$25). You can request Pexip VMR through the NDIT Service Portal. NDIT will set up a VMR with a host PIN. For more information, reach out to Barry Stein barstein@nd.gov.

To be counted for purposes of the Family Planning Annual Report (FPAR), a written record of the services provided during the telehealth encounter must be documented in the client record.

Documentation of the telehealth encounter requires specific information to ensure proper billing, compliance and quality of care. These include:

- Patient consent
- Location of both patient and provider
- Method of telehealth delivery (audio/video or audio only)
- Participants (patient, family members, interpreters)
- Total time spent
- Statement indicating the service was provided via telemedicine
- CPT or HCPCS codes used for billing, along with any applicable modifiers

RESOURCES:

HIPAA [HIPAA for Professionals | HHS.gov](https://www.hhs.gov/hipaa)

CMS <https://www.cms.gov/medicare/medicare-general-information/telehealth>

ND Medicaid <https://www.hhs.nd.gov/healthcare/medicaid/provider/manuals-and-guidelines>

gpTRAC (Great Plains Telehealth Resource & Assist Center www.gptrac.org)

gpTRAC North Dakota Telehealth Policy [North Dakota Telehealth Policy](#)

U. S. Department of Health and Human Services

- [What is telehealth? | HHS.gov](#)
- [For providers | Telehealth.HHS.gov](#)
- <https://telehealth.hhs.gov/providers/telehealth-policy/hipaa-for-telehealth-technology>

National Family Planning and Reproductive Health Association

- [Telehealth - National Family Planning & Reproductive Health Association](#)
- [NFPRHA---Telehealth-Resource-List---FEB-20.pdf \(nationalfamilyplanning.org\)](#)
- [Mailing-Prescriptions-to-Patients_05112022.pdf \(nationalfamilyplanning.org\)](#)

Reproductive Health National Training Center

- Telehealth [Search | Reproductive Health National Training Center](#)
- Telehealth Visit Staffing and Steps Sample Outline
[fpntc telehealth visit staffing steps outline 2020-08-21.docx \(live.com\)](#)



AAP [The Use of Telemedicine to Address Access and Physician Workforce Shortages | Pediatrics | American Academy of Pediatrics \(aap.org\)](#)

ACOG [Implementing Telehealth in Practice | ACOG](#)

AMA [American Medical Association \(ama-assn.org\)](#)

AANP [Telehealth \(aanp.org\)](#)