



Northwest Regional Education Service District

Telehealth Verbal Consent For SLPs, OTs, PTs and Nurses who bill Medicaid

Suggested script to use with families when requesting verbal consent

While schools are closed due to the COVID-19 pandemic, I would like to continue serving your child via telehealth. This can mean providing support to you and your child over the phone, through email, or in an online meeting or video conference. During telehealth sessions, we will focus on your priorities from your child's IFSP as written on the new Distance Learning Plan.

In order to do this, I need your verbal consent. But before I ask, there are 4 parts of telehealth I want to explain:

- 1. It's important that you know I'll need you to be present during the session.*
- 2. Sometimes technology doesn't work the way we want and we may be interrupted.*
- 3. You or I can stop telehealth services if one of us finds it's not working as we'd hoped.*
- 4. You may not record our sessions.*

As always, it is your choice about whether or not your child receives services.

I may also ask you if other families and children could join us to make it a small group session so we can learn and practice skills together. We have to follow confidentiality rules, so you couldn't share any information you learn about other families or children after the session.

Are you ok with me providing telehealth services as I've just described?

If the parent/guardian says yes, the service provider must document this in ecWeb (Child tab, Medical tab, Telehealth section). Each provider must add the start date (date consent received), the type of provider you are, and the method by which you obtained consent from a drop down menu.

On the Service Log, when the Telehealth box is checked, providers will be asked to indicate the remote location of both the provider and the child.

- For group services, a group size of 1 is now allowed. The system will require providers to notate a "reason" when the group size is 1. Note that this is available not just for Telehealth, as there are circumstances (for example, child absences that reduce the group size to 1) where it might be used outside of telehealth.

ecWeb now has the ability to document consents on the Child/Medical page. It is under the Medicaid section:

Medicaid hide

Currently Medicaid Billable No

Medicaid eligibility start date (optional)

Medicaid id check date Medicaid id

Insurance Consents

Start	End	
10/03/18	09/01/20	Active
10/01/19	09/01/20	Active

Telehealth add

Start date Provider type Consent obtained via



Documenting services via Telehealth must be recorded for each session. When entering Service Log Details, you will need to click the box:

Service log entry

Date: Lori Kellogg Min: Make up for:

Billing detail add Show all services

Bill Min Regional service Telehealth



Google Hangouts/Meet is the agency preferred platform for providing Telehealth. However, Zoom or FaceTime may also be used if the family requests one of these. Platforms that may not be used are: Facebook LiveStream, Twitch, or Tik Tok.

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