



ANDREW M. CUOMO  
Governor

ANN MARIE T. SULLIVAN, M.D.  
Commissioner

CHRISTOPHER TAVELLA, Ph.D.  
Executive Deputy Commissioner

**Streamlined Process to Permanently Add Telemental Health  
as an Optional/Additional Service  
July 24, 2020**

**Purpose:**

To streamline the approval process to add telemental health as an optional/additional service and ensure that providers' ability to continue providing telemental health services extends beyond the disaster emergency.

**Streamlined process:**

- Licensed providers may now submit one Administrative Action (AA) per agency, by choosing one program in the program type to submit under. It must be clearly identified which program sites (including any satellites) are to be included for approval. A separate page/document listing out all the sites may be easiest, and it should be included as an attachment within the AA.
- As outlined in the November 2019 Telemental Health Services Guidance for Local Providers (<https://omh.ny.gov/omhweb/guidance/telemental-guidance.pdf>), providers need to complete Appendix 1 and include a Policy & Procedure (P&P) document as part of the AA submission. If an agency is licensed for more than one program type the P&P should be reflective of utilization of telemental health within the different program types/settings, in accordance with applicable OMH Guidance and/or Regulation. Field Offices may request to see a copy of the informed consent for review. Appendix 2 may be completed as a guide to assist the program in purchasing equipment/choosing a platform. It does not need to be submitted as part of the AA.
- If future regulatory changes occur, providers will not be required to submit new AAs to take advantage of those changes. Providers should inform their Field Office of any changes they intend to make, and the Field Office will advise of any needed documentation to facilitate the change. This may include a request for submission of updated policies related to telemental health.
- Providers should keep in mind that it is the expectation that the program/site/agency have an on-site staffing policy for the licensed location(s) to ensure all required and optional services can be delivered.
- Part 596 regulation states that the Field Office may conduct a remote readiness review to either or both the originating and distant sites prior to issuing approval to offer telemental health as an optional service. A remote readiness review of all distant sites is not required. Please consult with your Field Office about how this will work in your region (i.e., home office attestations/tracking forms may be used).
- OMH designated providers requesting to utilize telemental health on a permanent basis, and who do not have the ability to submit an AA, should submit a request via email to their regional Field Office.

Note: We are in the process of exploring the ongoing and future applicability of telemental health approaches to OMH-funded program types that are not licensed or designated.