



INSTRUCTIONAL MEMO: Telebehavioral Health During a Declared National Emergency

DATE: March 23, 2020

TO: State, Tribal, and Territorial Counselors and Counseling Professionals

SUBJECT: Medicaid Guidance for Telebehavioral Health During a Declared National Emergency

PURPOSE: The American Counseling Association (ACA) is aware of the confusion our members have encountered regarding new developments in telehealth policy and guidance to jurisdictions. The information provided here seeks to assist the counseling community in communicating with those in your state charged with navigating telework policy and procedure.

Step I: Ask Your Governor for Help

The American Counseling Association encourages you to contact your Governor's office to request an Emergency Declaration for practice using real-time audio-video Telebehavioral health services.

CLICK [HERE](#) TO REVIEW ACA'S TELEBEHAVIORAL HEALTH INFORMATION

Ask the Governor's Constituent Service Representative:

- I am calling to ask for the Governor to allow for Licensed Professional Mental Health Counselors to practice tele health/tele behavioral health during the state-of-emergency. ([Refer to the Medicaid State Plan Guidance below](#))
- If you have clients residing in border-states, please make them aware of location of your clients and ask them to work with neighboring states to allow for telebehavioral health across state-lines during national emergencies.

Contact your Governor's office by **clicking [here](#)**. Or, use: <https://www.usa.gov/state-governor>

Step II: Ask your State, Tribal or Territory Insurance Commissioner:

- During a declared state-of-emergency when my profession is allowed to practice by utilizing telehealth/ telebehavioral health will your office please require insurance carriers and Medicaid to cover mental health services rendered to our clients. ([Refer to the Medicaid State Plan](#))

Contact your Insurance Commissioner by **clicking [here](#)**. Or, use:
https://content.naic.org/state_web_map.htm

PLEASE REVIEW THE CENTER FOR MEDICAID AND SERVICE GUIDANCE TO STATES PRIOR TO CALLING.

This information should be shared with others, including constituent service representatives with those you speak with. Please obtain an email address of the person you are speaking with and follow-up with the information provided here: [Medicaid State Plan Guidance](#)