

MEMORANDUM

DATE	March 14, 2017
TO	Outreach and Education Committee
FROM	 Jason Glasspiegel Central Services Coordinator
SUBJECT	Agenda Item #4 - Approval of Minutes: October 4, 2016

Background:

Attached is the draft minutes for the October 4, 2016 Outreach and Education Committee Meeting.

Action Requested:

Approve the attached minutes for the October 4, 2016 Outreach and Education Committee Meeting.

Attachment: Draft minutes of the October 4, 2016, Outreach and Education Committee Meeting.

**OUTREACH AND EDUCATION COMMITTEE TELECONFERENCE MEETING
MINUTES**

**Department of Consumer Affairs
1625 N. Market Blvd., El Dorado Room
Sacramento, CA 95834
(916) 574-7720**

Teleconference Location

Los Angeles Harbor College
1111 Figueroa Place, Suite NEA147
Wilmington, CA 90744
(310) 223-4069

1 **Tuesday, October 4, 2016**
2

3 **Agenda Item #1: Call to Order/Roll Call/Establishment of a Quorum**
4

5 Ms. Alita Bernal, Committee Chairperson, called the open session meeting to order at
6 1:04 p.m. Mr. Glasspiegel took roll. A quorum was present and due notice had been
7 sent to all interested parties.
8

9 **Members Present**

10 Alita Bernal, Chairperson
11 Lucille Acquaye-Baddoo
12 Jacqueline Horn, PhD
13

14 **Others Present**

15 Antonette Sorrick, Executive Officer
16 Jeffrey Thomas, Assistant Executive Officer
17 Cherise Burns, Central Services Manager
18 Jason Glasspiegel, Central Services Coordinator
19 Stephanie Cheung, Licensing Program Manager
20 Jacquelin Everhart, Continuing Education/Renewals Coordinator
21

22 **Agenda Item #2: Chairperson Welcome**
23

24 Ms. Alita Bernal, Chairperson of the Outreach and Education Committee welcomed
25 everyone in attendance.
26

27 **Agenda Item #3: Public Comment(s) on Items Not on the Agenda**
28

29 No public comments were received.
30

77 **Agenda Item #11(b): Access to Mental Healthcare in the State of California**
78 **Campaign Update; Discussion of Lack of Third Party Payer Reimbursement for**
79 **Telehealth Services – Access to Mental Healthcare Campaign (DMHC, DHCS)**
80

81 Dr. Tyrone L. Adams M.D., Medical Consultant and subject matter expert, and Ms.
82 Raquel Sanchez, Research Analyst, from the Department of Health Care Services
83 spoke to the committee regarding the requirements for psychologists to successfully be
84 reimbursed for the provision of telehealth services to patients with Medi-Cal and how
85 live interactive video and audio technology that is Health Insurance Portability and
86 Accountability Act compliant must be used in order for telehealth services to be
87 reimbursed by the Department of Health Care Services (DHCS). Dr. Adams also
88 clarified that in order for telehealth services to be reimbursed, the patient must receive
89 those services in a location where a licensed healthcare provider is present and can
90 document that services were provided in the patient's medical record.

91
92 A discussion ensued regarding the feasibility of providing DHCS reimbursable telehealth
93 services to patients of psychological services. Dr. Horn questioned the practicality of
94 reimbursable telehealth services in emergency situations when real-time interactive
95 audio, video, or data communication is unavailable, and why Medi-Cal does not
96 reimburse for telephone calls and electronic mail messages. Discussion continued
97 regarding the differentiation between phone consultations with patients of mental health
98 services and patients of physical medical conditions.
99

100 Ms. Elizabeth Spring, Attorney IV from the Department of Managed Health Care, Office
101 of Plan Licensing spoke to the committee and explained that the purpose of her
102 department is to ensure that coverage being offered by an HMO or other service plans
103 are consistent with federal law as stated in the Knox-Keen Act. She advised that there is
104 no mandate for health plans to offer telehealth services. She advised that she is aware
105 that Magellan, Blue Cross and Health Net do offer telehealth reimbursement. She stated
106 that 23 other states do have laws that require full parity for telehealth services to be
107 reimbursed equal to in-person services. She advised at their last quarterly meeting,
108 Blue Cross advised that they use Live Health Online, and Health Net uses MD Live for
109 their telehealth needs. She also advised that Kaiser Permanente is starting to use
110 telehealth and is using interactive video.

111
112 The committee thanked all of the speakers for their time and information.
113

114 **Agenda Item #8: Website Update**
115

116 Part 2: Mr. Dennis Zanchi, Planning Manger from the Department of Consumer Affairs,
117 SOLID Training and Planning Solutions Unit (SOLID), was present to discuss with the
118 Committee their desire to have SOLID create a focus group to determine the user-
119 friendliness of the Board's website.
120

121 A discussion ensued between Mr. Zanchi and the Committee regarding the anticipated
122 timeline to start this project and what the preferred order of events would be. It was

168 stated that if the Committee is willing to make a motion, staff will work with Dr. Horn to
169 enhance the plans to include information on other specialties within psychology.

170
171 It was M(Acquaye-Baddoo)/S(Horn)/C to provide the outreach plan to the Board and
172 work with Dr. Horn to ensure the plan is capturing all aspects of psychology.

173
174 Vote: 3 aye (Acquaye-Baddoo, Bernal, Horn), 0 no

175
176 **Agenda Item #12: Use of Social Media Guidelines for Appropriate Use of Social**
177 **Media**

178
179 Dr. Horn reported that she attended ASPPB's mid-year meeting and a large portion was
180 on social media. The keynote speaker talked about "Do's and Don'ts" for the use of
181 social media. Dr. Horn thought it would be good to provide our licensees with a list of
182 things to think about if they are going to use social media or have social media
183 presence.

184
185 Ms. Marks expressed concerns that this may unintentionally be construed as
186 underground regulations as it may seem the Board is telling licensees what they can
187 and cannot do without the language being reflected in statute or regulation.

188
189 Dr. Horn stated that she thought California Psychological Association may be willing to
190 help with this, and believes the Board should ask if they are interested in taking this on.

191
192 Ms. Sorrick expressed an interest in republishing an article on this subject that was
193 written by the American Psychological Association (APA).

194
195 Dr. Horn believes APA is currently working on a social media amendment for their
196 Ethical Code of Conduct. A discussion ensued regarding other states' abilities to
197 discipline their licensees for discrediting the profession.

198
199 **Agenda Item #13: Recommendations for Agenda Items for Future Committee**
200 **Meetings**

201
202 Ms. Sorrick will be putting a review of the publication Professional Therapy Never
203 Includes Sex on the agenda. She will invite representatives from other included boards
204 to review and edit the publication.

205
206 Ms. Everhart advised the Committee meetings next year will fall between March 20 –
207 24, 2017, and September 4 - 8, 2017.

208
209 The Committee adjourned at 3:08 p.m.

210