



**Frequently Asked Questions About TeleHealth**  
**Answered by Allison Broaddrick, MT-BC**

***Q: Do you charge the same amount for teleMusicTherapy sessions?***

*A:* Yes! Whether you're in their home, your office, or on video chat, your expertise has value. Even if you normally charge for mileage, those costs will go towards learning how to do teleMusicTherapy or the cost of video call technology so continue to charge your same rate!

***Q: Can you host a group session for multiple individuals in various locations?***

*A:* Theranest can accommodate this with the \$20 a month telehealth rate for up to 6 people (including therapist). Allison's recommendation: <https://app.theranest.com/cFbOM>. See more options below. Zoom, Google, and Skype have this capability as well.

***Q: What about copyright issues?***

*A:* It's the same as face to face sessions, unless you're doing facebook lives or publishing in a public manner. Different rules may apply in those scenarios.

***Q: What populations can a music therapist see via teleMusicTherapy?***

*A:* I don't think there's a one size fits all answer here. I've experienced teleMusicTherapy with people with substance use disorders, autism, mental health disorders, and couples, but this doesn't mean it isn't applicable to other people or populations.

***Q: What Music Therapy Goals have you been able to address?***

*A:* Emotional regulation, verbal processing, reduction of stress, anxiety, symptoms of depression, increasing in coping skills and self-expression, speech clarify

***Q: What video chats are HIPAA compliant? (See temporary HIPAA leniency link below.)***

- Theranest (This is what Allison Broaddrick uses! <https://app.theranest.com/cFbOM>)
- Doxy.me (This is free)
- Zoom (The free version is **not** compliant.)
- Simple Practice (This is a EMR with video integration)
- Google (Only compliant with a signed BAA)

- Skype can be made HIPAA compliant with the purchase of a BAA, enterprise package, and additional configurations
- FaceTime is **not** HIPAA compliant

*Q: Why are some video chat apps not HIPAA compliant?*

A: They do not have the level of encryption necessary to qualify as HIPAA compliant

*Q: Can I apply for insurance reimbursement?*

A: Be sure to check out the commercial payer parity laws, this will tell you if telehealth is reimbursed the same as face to face services. Many states can make reimbursements for telemedicine, but exactly what they reimburse is different state by state.

<https://www.cchpca.org/telehealth-policy/current-state-laws-and-reimbursement-policies#>

*Q: What materials do you use?*

A: I use the Blue Snowball usb mic: <https://amzn.to/3ddmkB1>. Here's a less expensive condenser mic that works well: <https://amzn.to/33vEIWM>. For recorded music, I play it from a bluetooth speaker into the microphone for the best quality. I also use headphones to eliminate feedback. The client reports better quality sound if they use headphones, but it is not necessary. For our instrument starter pack, we send a pack of rhythm sticks, an egg shaker, a scarf, and a set of wrist bells when appropriate for the goals.

*Q: What is the recommended internet speed?*

A: 615 mps, 15 mps download speed, and a 5 mps upload speed. Whenever possible use a hardwired connection like an ethernet cable.

## **HELPFUL LINKS**

FOR PRACTICING MT-BCS

**Consent form example:**

<http://hub.americantelemed.org/thesource/resources/telemedicine-forms>

**Webinar replay:**

<https://musictherapyed.com/telehealth-masterclass>

**Notice for HIPAA leniency:**

<https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/>

**AMTA information on COVID-19:**

[https://www.musictherapy.org/covid-19\\_updates\\_and\\_resources](https://www.musictherapy.org/covid-19_updates_and_resources)

**Track the peak of the virus per country here:** <https://www.worldometers.info/coronavirus/>

**Creative solutions and telehealth tips from the music therapy community:**

<https://www.facebook.com/groups/MTLeaders>

**Why Skilled Nursing Facilities are likely not letting you in (letter to SNFs from CMS):**

<https://www.cms.gov/files/document/qso-20-14-nh-revised.pdf>

**CDC's recommendations for Healthcare Professionals:**

<https://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html>

**FOR BUSINESS OWNERS**

**Low-interest loans from SBA:**

<https://www.sba.gov/about-sba/sba-newsroom/press-releases-media-advisories/sba-provide-disaster-assistance-loans-small-businesses-impacted-coronavirus-covid-19>

**Tara McConnell's Step-by-Step on navigating the virus with your team:**

<https://www.facebook.com/groups/MusicTherapyBusinessOwners/permalink/2700628610050323/>

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