

# DESK REVIEW REFERENCE GUIDE

## TELEHEALTH

For a more timely review of your organization's policies and procedures, use this reference guide to ensure you are submitting all policies required by ACHC. Reference the ACHC Telehealth Certification Standards indicated for detailed policy and procedure requirements. Your organization must ensure additional state requirements are addressed, if applicable.

ACHC Standard	Policy/Document Description	Policy Identifier
TC1-C	Conflict-of-interest disclosure requirements.	
TC2-A	Description of telehealth care/services provided by the organization.	
TC2-B	Client/patient Rights and Responsibilities specific to receiving telehealth care/services.	
TC2-C	Client/patient consent to receive telehealth care/services.	
TC2-D	Reporting and investigation of client/patient grievances/complaints.	
TC2-F	Securing and releasing confidential and Protected Health Information and Electronic Protected Health Information.	
TC2-G	Client's/patient's right to accept/refuse telehealth care/services.	
TC2-H	Compliance Program aimed at preventing fraud and abuse.	
TC3-A	Verification that the care/service billed for reconciles with the care/service provided by the organization.	
TC5-B	Completion of client/patient assessment and development of the treatment plan for clients/patients receiving telehealth care/services.	
TC6-A	Performance Improvement program.	
TC7-A	Requirements for client/patient education on the use of telehealth equipment and the maintenance of telehealth equipment and supplies used in the provision of client/patient care/services.	