



Latest Information on Safe and Confidential Delivery of Telehealth Services for Clients

Many Aspire Health Alliance clients are receiving care through remote video or phone appointments, “telehealth.” **This will continue when clinically appropriate.** However, beginning August 2, 2021, **all Aspire telehealth services will be delivered by video** on Ring Central or an Aspire Zoom account. There may be exceptions for when a client cannot use video which you and your clinician will evaluate together. Our goal is to ensure clients are prepared for this change and have prepared the questions and answers below to assist.

Why the change to all video? During the height of the pandemic, the federal and state governments and insurance providers granted flexibilities on service delivery via telehealth, both audio and video, to make sure services were not interrupted. However, we anticipate those flexibilities will end soon and we want to make sure you understand and can prepare for those changes.

Why now and why not wait until we are sure what flexibilities may be ending and when?

Here are some of the reasons Aspire is requiring this change now:

- By selecting one consistent date for clients and the organization, our goal is to create a standard, best practice mode of delivery for everyone in a consistent manner.
- HIPAA-compliant and secure applications are our best defense to avoid a privacy breach for you (protecting your information). There are bad actors ramping up activity, especially in health care, so it is critical we ensure our systems are secure and your information protected.
- While flexibilities from payers on the use of non-HIPAA compliant technology and the telephone for delivery of services may be lasting longer than expected, we want everyone to be prepared and not face a disruptive, last minute change.
- We can work together to help you address barriers to using telehealth in a more client-friendly and efficient manner with a consistent message and time to prepare.

Support for Clients to move to All-Video Telehealth on Aspire secure connections: Please let your clinician know if you need any support or instructions to continue to receive telehealth services. We have an instruction sheet to help you.

Thank you,

Aspire Health Alliance