



CCSM Concept Draft Telehealth July 2020

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Telehealth has been inconsistent across the State and varies greatly within provider agencies. We feel that video telehealth is an important tool to offer for appointments, especially in the areas of mental health. Per MaineCare rule, video should be the top option and phone should only be used if no other resource is available. We often hear that people get phone calls and not the option of video due to either consumer/provider lack of technology or due to the provider preference. For example, within the same agency counseling is offered by video and medication management appointments are only offered via phone. Client preference should be considered first and foremost.

We Would Appreciate Hearing From You:

To submit feedback, ideas or a personal story relating to this issue statement, please send to the CCSM either by mail at: 219 Capitol St. Suite 7 Augusta, ME 04330 or email at vmccarty@maineccsm.org

DEADLINE TO RESPOND: August 11, 2020.