

Certification Guidelines: Credential Standards and Requirements Table

Certified Telehealth Practitioner (CTP)



*Define Yourself as a Professional
through Certification.*

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CTP STANDARDS & REQUIREMENTS TABLES

GRANDPARENTING PERIOD

CERTIFIED TELEHEALTH PRACTITIONER (CTP)

The Certified Telehealth Practitioner (CTP) designation focuses on the specific knowledge and skills necessary to translate the provision of traditional face-to-face behavioral health service delivery system components into a virtual environment. The role of the CTP includes but is not limited to:

- Client Care in a Virtual Environment.
- Technology and Telepresence.
- Special Legal, Regularity, and Ethical Responsibilities in a Virtual Environment.

This document provides Certified Telehealth Practitioner (CTP) credential specific standards, requirements and application policies and procedures. Additional policies are located in the FCB Candidate Guides:

- [Candidate Guide: Application Process](#)
- [Candidate Guide: Examination Process Credential Award](#)
- [Candidate Guide: Maintenance and Renewal Process](#)

Disclaimer: The CTP credential does not “authorize” practitioners to provide services. The credential is a demonstration of competency using telehealth strategies for service delivery within one’s scope of practice. Funders of behavioral health services (state, Medicaid, Medicare, insurance, etc.) may limit the types of services that fall within their payment guidelines, such as clinical services only. This credential offers no guarantee that practitioners holding the CTP credential will be able to bill for telehealth services.

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STEP 1: DO YOU HAVE AN FCB ACCOUNT?

The first step in the application process occurs online. FCB application occurs online. You must have an FCB online account in to access the CTP application. Access or create your account from the FCB homepage – My Account.

STEP 2: UNDERSTAND THE CERTIFICATION PROCESS

Certification application requires:

- ✓ You must have an FCB account to access the CTP Online Application.
- ✓ You must create a CTP Online Application. Information on how to complete each section is provided later in this document.
- ✓ You will provide electronic files of some of the documents required for application. For other standards, you will download required forms from the FCB website, and you will provide the e-files to others to complete and submit to FCB on your behalf.
- ✓ After the FCB has approved your account, electronic application, supporting documents provided by you, and supporting documents provided by others, you will be issued the CTP credential. This credential will renew every 12-months, on June 30 of the renewal year, thereafter.

STEP 3: WHAT IS YOUR APPLICANT TYPE?

There are two different applicant types. Please review the following descriptions to determine your application type. Follow the directions for your application type.

| APPLICANT TYPE | GENERAL DESCRIPTION |
|--|--|
| <i>If you do not know what application type to follow, contact the FCB for assistance.</i> | |
| Licensed, Independent Practice Applicant | Applicant holds an active behavioral health license and is in private practice. Individuals who hold a license and work for a licensed treatment agency must apply as a standard applicant. |
| Standard Applicant | Applicant holds an active, recognized behavioral health license, FCB credential, or other equivalent credential issued by an FCB-recognized state or national licensing or certification board. Individuals who hold any of the following FCB credentials are eligible to apply under the Standard Applicant standards: MCAP, CAP, CAC, CMHP, CPP, CPS, CGAC, CTTS, CBHCM, CBHCMS, CRPS or CRSS credential. |

STEP 4: APPLY FOR THE CTP CREDENTIAL

Locate the correct table, based on your credential application type. After submitting the CTP application, including fee, you will be assigned to a Certification Specialist, who will be your point of contact throughout the certification application and award process. Expect to be contacted by your assigned Certification Specialist within 20 business days of submitting the approved application.

I. CTP STANDARDS AND ELIGIBILITY REQUIREMENTS – STANDARD APPLICANT

| TOPIC | MINIMUM REQUIREMENT |
|--|--|
| <p>Certification and Licensure Background</p> | <p>Applicant must hold a current behavioral health credential or license in good standing. Individuals who hold any of the following FCB credentials are eligible to apply under the Standard Applicant standards: MCAP, CAP, CAC, CMHP, CPP, CPS, CGAC, CTTS, CBHCM, CBHCMS, CRPS or CRSS credential.</p> <p>For the CTP Online Application: Certification and Licensure Background Section</p> <p>Enter the information for the credential or license you hold and upload a file verifying the license. No upload is required if you hold an FCB credential.</p> |
| <p>Formal Education</p> | <p>The formal education requirement is satisfied by current eligible behavioral health license, FCB credential, or other equivalent credential issued by an FCB-recognized state or national licensing or certification board.</p> <p>For the CTP Online Application: Degree/Formal Education Section</p> <p>Enter your degree information.</p> |
| <p>Content Specific Training</p> <p>Recommended training topics for each domain are listed at the end of this document.</p> | <p>Applicants must complete and document 18 hours of training, allocated by performance domain:</p> <ul style="list-style-type: none"> • Client Care in a Virtual Environment: 10 hours • Technology and Telepresence: 4 hours • Special Legal, Regulatory, and Ethical Responsibilities in a Virtual Environment: 4 hours <p>For the CTP Online Application: Training Section</p> <p>Upload the <i>CTP Training Verification Form</i> (download templates from the FCB website) and copies of your supporting documentation.</p> <p>You are encouraged to have all training completed and documentation available at time of application; however, you can add to the training through your assigned Certification Specialist. You cannot make changes in the online application after it is submitted.</p> |
| <p>Work Experience</p> | <p>This standard is satisfied through the on-the-job supervision.</p> <p>For the CTP Online Application: Work Experience Section</p> <p>Provide the requested information for each employer where you have received on-the-job supervision for telehealth.</p> |
| <p>On-the-Job Supervision</p> | <p>Applicants must complete a minimum of five (5) telehealth observations with follow-up individual supervision.</p> <p><u>Observation Parameters:</u> Each observation should take a minimum of 30 minutes, with follow up supervision (increments of no less than 15-minutes). Multiple observations may not take place on the same day or involve the same work event.</p> |

| TOPIC | MINIMUM REQUIREMENT |
|---------------------------|---|
| | <p>Eligible supervisors for certification purposes have completed training that meets or exceeds the CTP Content Specific Training requirement and have provided and/or directly supervised others providing behavioral telehealth services in a professional capacity for at least one year.</p> <p><u>Documentation Requirement:</u> Download the <i>CTP On-the-Job Supervision and Competency Verification Form</i> from the FCB website and follow the directions. Completed forms must be submitted to FCB by the supervisor.</p> <p>For the CTP Online Application: References Section</p> <p>Provide the requested information for each supervisor who will be submitting the <i>CTP On-the-Job Supervision and Competency Verification Form</i>.</p> |
| Certification Exam | Applicants must receive a passing score on the CTP certification exam. |

II. CTP STANDARDS AND ELIGIBILITY REQUIREMENTS – LICENSED, INDEPENDENT PRACTICE APPLICANT

| TOPIC | MINIMUM REQUIREMENT |
|---|--|
| Certification and Licensure Background | Applicant must hold a current behavioral health license in good standing. |
| | <p>For the CTP Online Application: Certification and Licensure Background Section</p> <p>Enter the information for the license you hold and upload a file verifying the license.</p> |
| Formal Education | The formal education requirement is satisfied by current licensure. |
| | <p>For the CTP Online Application: Degree/Formal Education Section</p> <p>Enter your degree information; no formal proof is required.</p> |
| Content Specific Training Online Course | <p>Applicants must complete and document 18 hours of training, allocated by performance domain:</p> <ul style="list-style-type: none"> • Client Care in a Virtual Environment: 10 hours • Technology and Telepresence: 4 hours • Special Legal, Regulatory, and Ethical Responsibilities in a Virtual Environment: 4 hours |
| | <p>For the CTP Online Application: Training Section</p> <p>Upload the CTP Training Verification Form (download templates from the FCB website) and copies of your supporting documentation.</p> <p>You are encouraged to have all training completed and documentation available at time of application; however, you can add to the training through your assigned Certification Specialist. You cannot make changes in the online application after it is submitted.</p> |
| Work Experience | Applicant must complete a minimum of 10 telehealth sessions. |
| | <p><u>Documentation Requirement:</u> Download the CTP Private Practitioner Work Verification Form from the FCB website and submit the completed form to your assigned Certification Specialist.</p> <p>For the CTP Online Application: Work Experience Section</p> <p>Provide the requested information for your private practice (as you are identified to the public) and your work contact information.</p> |
| On-the-Job Supervision | Waived during grandparenting. |
| | <p>For the CTP Online Application: References Section</p> <p>Enter your name in the supervisor reference contact field.</p> |
| Credential Award | See the final section of this document for credential award, maintenance and renewal requirements. |

CTP CREDENTIAL AWARD, MAINTENANCE, AND RENEWAL

| TOPIC | MINIMUM REQUIREMENT |
|-----------------------------|---|
| Credential Award | <p>The CTP credential is awarded when the application is complete, and all work experience and on-the-job supervision verification forms are approved by the FCB.</p> <p>The CTP credential will be issued for the upcoming 12-month period, always expiring on June 30th of the renewal year.</p> <p>Grandparenting is a one-time process. If a credential issued under grandparenting standards ever becomes inactive, it cannot be reinstated without meeting the full standards for the CTP, including passing the exam.</p> |
| Renewal | <p>Annual on June 30th of the renewal year.</p> <p>Requires maintenance of the master credential to renew.</p> |
| Continuing Education | <p>5 hours per year for credential renewal. Training content must be related to at least one of the CTP performance domains.</p> <p>CE credits or hours must be non-repetitive (i.e., the same course cannot be claimed more than one time during each credentialed period, even if the course is taken annually).</p> |
| Renewal | <p>Annual on June 30th of the renewal year.</p> <p>Requires maintenance of the master credential to renew.</p> |

CERTIFICATION PROCESS CHECKLIST

By submitting the CTP application, you are stating/agreeing that you, the applicant, have read all the required policy and procedures covered in the following documents:

- Candidate Guide: Application Process
- Candidate Guide: Examination Process and Credential Award
- Credential Specific Standards Table
- Code of Ethical and Professional Conduct and Disciplinary Procedures

FCB System Registration , Application Forms and Supporting Documentation (varies based on applicant type)

- Online account created
- Online application submitted
 - Identify current behavioral health license/credential. Upload verification document.
 - Identify highest level of education completed.
 - Upload the *Training Verification Forms* and supporting documents to demonstrate compliance with the 18-hour training requirement.
 - Identify the individual(s) who will submit *On-the-Job Supervision Verification Form*. Download and distribute the required form to the individual(s) for completion and submission. *Note: Licensed professionals in independent practice complete and submit their own forms.*
- Fee payment made. All fees are non-refundable.

TRAINING TOPICS BY DOMAIN

The following training topics are **examples** of the types of content that would apply in the three performance domains. These are not required topics nor is this a complete list of relevant topics.

| DOMAIN | TOPICS |
|--|--|
| Client Care in a Virtual Environment (10 hours) | <ul style="list-style-type: none"> • Assessments for client readiness and competency to use telehealth service • Security and privacy laws, regulations and protocols • Informed consent • Engagement and rapport building in virtual environment • Meeting special population needs (cultural, children, older adults, special accommodations) • Effective communication skills/etiquette/professionalism • Managing crisis situations • Preparing for the telehealth encounter • Use of telehealth protocols/workflow practices • Modifying evidence-based practices for virtual delivery • Role of the telehealth facilitator within the inter-professional team/consultations |
| Technology and Telepresence (4 hours) | <ul style="list-style-type: none"> • Overview of telehealth technologies • Hardware, software, portals, peripherals, platforms • Videoconferencing practices and procedures • Telepresentation skills • Setting the stage for appropriate telepresence (video, sound, lighting) • Use of specific telehealth modalities (mHealth, web-based tools, email, etc.) • Troubleshooting technical difficulties |
| Legal and Ethical Responsibilities in a Virtual Environment (4 hours) | <ul style="list-style-type: none"> • Federal and relevant state laws pertaining to telehealth • How to offer services in multiple jurisdictions/states • Confidentiality/HIPAA and CFR 42-Part 2 requirements for telehealth • Professional Codes of Ethics – Telehealth • Ethical issues • Business and professional liability and risk management • Data security • Documentation for telehealth |