Certification Guidelines:
Credential Standards and Requirements Table

Certified Telehealth Practitioner (CTP)

Define Yourself as a Professional through Certification.

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PROTECTING THE CITIZENS OF FLORIDA

The Florida Certification Board

CTP STANDARDS & REQUIREMENTS TABLES GRANDPARENTING PERIOD

The purpose of this document is to provide detailed **Certified Telehealth Practitioner (CTP)** credential specific information, including CTP standards, requirements and application policies and procedures. This document is to be read in conjunction with the FCB's overall administrative requirements that are detailed in the following FCB Candidate Guides:

- Candidate Guide: Application Process
- Candidate Guide: Examination Process Credential Award
- Candidate Guide: Maintenance and Renewal Process

Applicants are responsible to read, understand and follow the information in the FCB's Candidate Guides, this document, and the FCB's Code of Ethical and Professional Conduct and Disciplinary Procedures. All documents are posted online. Please contact the FCB at 850-222-6314 if you have any questions.

Grandparenting Period: The FCB is accepting CTP applications under the grandparenting standards (no exam) from March 1, 2021 through August 31, 2021. Applicants must earn the full credential prior to December 1, 2021 in order to certify under the grandparenting standards. Any CTP applications that are received during the grandparenting period and are still "in process" December 1, 2021 will be transitioned to the full standards, which means meeting standard requirements and earning a passing score on the CTP exam.

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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.

Individuals holding the CTP credential have met all FCB administrative requirements and all credential specific standards and eligibility requirements that have been established for the credential.

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.

Topic	Minimum Requirement
Please review the <u>Candidate Guide: Application Process</u> and the following CTP standards and eligibility requirements for application.	
Formal Education	Applicants must hold a current license in a behavioral health discipline that meets the definition of a qualified professional under Chapter 397, Florida Statutes <u>**or**</u> a MCAP, CAP, CAC, CBHCM, CBHCMS, CRPS, and CRSS credential issued by FCB <u>**or**</u> an equivalent license or credential issued by another FCB-recognized regulating authority. All applicants must be licensed or credential in good standing for a minimum of two years prior to application for the CTP.
Content Specific Training	Applicants must complete 18 hours of content specific training with a minimum number of hours of training in each domain as follows: • 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 Training content must address all of the core competencies established by the FCB for a Certified Telehealth Provider. Eligible training must be taken from an FCB Approved Education Provider within the last 5 years. Guidelines for FCB Eligible Training Guidelines and Providers are listed online at https://flcertificationboard.org/education-training/fcb-online-trainings/. Recommended training topics for each domain are listed at the end of this document.
Work Experience	The Telehealth Practitioner application requires that individuals with a **CRPS or CRSS** credential have one year of work experience in their discipline after the acquisition of their credential in order to apply. All other eligible applicants, as noted above, do not have this requirement; they have acquired the foundation of work experience in their current license or credential through fulfillment of the work experience requirements for licensure or certification.
On-the-Job Supervision	Applicants must complete a minimum of five (5) documented telehealth observations with follow-up individual supervision provided by a qualified supervisor. Supervisors must hold a current license or credential in a behavioral health discipline that meets the definition of a qualified professional under Chapter 397, Florida Statutes, which includes Masters Level Certified Addiction Professionals (MCAP), Certified Addiction Professionals (CAP) or Certified Behavioral Health Case Manager Supervisors (CBHCMS) for certified applicants. Observations are documented on FCB provided forms. These forms are submitted as part of the application. Each observation should take a minimum of 30 minutes, with follow up individual supervision in increments of no less than 15-minutes. Multiple observations may not take place on the same day or involve the same work event. Individual's providing supervision during the grandparenting period must attest to meeting the following criteria:

Topic	Minimum Requirement
	❒ completed training related to the delivery of services using telehealth methodologies that meets or exceeds the training requirement for Certified Telehealth Practitioner (CTP) applicants, and
	❒ has provided telehealth services in a professional capacity for at least one year.
	Licensed applicants who are in independent practice and do not have a direct supervisor must contact the FCB for alternative eligible documentation of compliance with the supervision standard.

Please review the <u>Candidate Guide: Examination and Credential Award</u> and the following CTP exam requirements.

Topic	Minimum Requirement
Exam	No exam required during the grandparenting period.

Please review the <u>Candidate Guide: Credential Maintenance and Renewal</u> and the following CTP requirements.

Topic	Minimum Requirement
Continuing Education	5 hours per year for credential renewal. Training content must be related to at least one of the CTP performance domains. 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).
Renewal	Annual on June 30th of the renewal year. Regardless of award date, all credentials issued during the grandparenting period will expire June 30, 2022, then every year thereafter. If the CTP credential earned during the grandparenting period is not renewed and goes into Inactive status, reinstatement of the credential is required. This includes taking and passing the CTP certification exam.

Online Application Required. All applicants MUST first create an online account with the FCB. After establishing the online account, complete the Certified Telehealth Practitioner (CTP) electronic application.

Hard copy applications are only available for applicants who meet ADA requirements related to accommodations for using computers and related technologies. All other applicants, please access the portal from the FCB homepage.

We strongly recommend that you assemble all required files BEFORE starting your electronic application so you can upload your proof of licensure or certification and your training documents at the time of application.

Application Forms. All credential-specific requirements are documented on FCB forms. From our homepage, select the credential specific tab then select the credential tile.

In addition to creating an online account and electronic CTP Application, applicants must:

❒ Obtain and upload a document that provides verification/proof of a behavioral health-related license or credential. This file is uploaded to the electronic application.

❒ Download, complete, save and upload the *CTP Training Verification Forms* and supporting documentation. Files are uploaded to the electronic CTP application. There are four mandatory files:

   o *CTP Training Verification Form - Attestations.pdf* – this form provides directions, a summary of the supporting documentation, and attestations regarding compliance with the training requirement.

   o *CTP Training Requirement 1 of 3*.pdf – this form is used to describe the supporting documentation provided to meet the **10 hours of training related to Client Care in a Virtual Environment.** Complete the form and provide supporting documentation for each listed training event.

   o *CTP Training Requirement 2 of 3*.pdf – this form is used to describe the supporting documentation provided to meet the **4 hours of training related to Technology and Telepresence.** Complete the form and provide supporting documentation for each listed training event.

   o *CTP Training Requirement 3 of 3*.pdf – this form is used to describe the supporting documentation provided to meet the **4 hours of training related to Special Regulatory, Legal and Ethical Issues in Virtual Service Delivery.** Complete the form and provide supporting documentation for each listed training event.

❒ Download the *CTP On-the-Job Supervision Verification Form.* Complete Part 1 of the form, save the form, and then provide a copy of the file to each qualified supervisor who will provide supervision for certification purposes. This person must submit the completed form(s) directly to the FCB: See the Hard Copy Application Documents and Submission Protocol section of this document for additional details.

When your fee has been processed and your application has been successfully submitted, you will receive a system email and, shortly thereafter, you will receive a personal email of introduction from your assigned Certification Specialist. This person will serve as your single-point-of-contact throughout the certification application and award processes.

Applicants have up to 30 calendar days to complete the electronic application. Applications not submitted within 30 days will be automatically deleted, including all data and attachments.

An application is considered submitted when the applicant has progressed through all of the screens, providing all system required information, and making the application fee payment.

Once the application is submitted and the fee payment is received, the application is "locked." This means that the applicant can no longer make changes to data entered into the application and cannot add additional files of supporting documentation. If changes need to be made to the application and/or additional documents need to be attached, please work directly with your assigned Certification Specialist, who will make the necessary changes/updates.

SECTION	REQUIRED DATA	REQUIRED ATTACHMENTS
License or Credential	A valid license or credential is required as the foundation of the CTP credential. Enter the requested information for the relevant, behavioral health-related license or credential.	Upload documentation showing the active status of your license or credential.
Formal Education/Degree	Enter the requested information for the highest level degree you hold.	No transcripts are required.
Content Specific Training	You are not required to enter any fields of data.	Upload the completed *CTP Training Verification Form* as well as the supporting documents (certificates of completion, transcripts, etc.).
Supervision	You are required to identify at least one eligible supervisor who provided you with On-the-Job Supervision for certification purposes. Supervisors must hold a current license or credential in a behavioral health discipline that meets the definition of a qualified professional under Chapter 397, Florida Statutes, which includes Masters Level Certified Addition Professionals (MCAP), Certified Addiction Professionals (CAP) or Certified Behavioral Health Case Manager Supervisors (CBHCMS) for certified applicants.	There is not an option to upload documents to this section of the application. You must download the *On-the-Job Supervision Verification Forms* and provide a copy to each supervisor for completion and submission to the FCB. **Note: Do not collect completed supervision or recommendation forms and submit them to the FCB yourself.**
Current Employer	Enter the requested information for your current employer.	There are no forms or attachments in this section.

SECTION	REQUIRED DATA	REQUIRED ATTACHMENTS
Assurance and Release	Read the agreements on this page as you are bound by FCB policy and procedure once you check the check box and select the "next" button.	There are no applicant-provided attachments in this section.
Final Review and Application Submission	Review all entered information. If any edits need to be made, make them at this time. Additional documents cannot be uploaded after you select the "submit" button. If you do not select the "submit" button with 30 days of starting the application, the system will delete the application, including all entered data and attachments.	There are no applicant-provided attachments in this section. When you submit your application, you will be taken to the fee payment screen.
Fee Payment*	The certification fee is due at this time. The preferred method is to pay online by credit card.	Your application is not submitted until payment is made. Credit card payments made online are secure and have no additional fees. Money order/check and credit card payments made by phone will incur an additional $5.00 convenience fee per transaction. **All fees are non-refundable.**

*The preferred method of fee payment is online, using your secure certification account. You can make payments and receive immediate electronic receipts when using the online payment system. Credit card payments made over the phone (850-222-6314) and check/money order payments will incur a $5 convenience fee per transaction. Checks or Money Orders may be mailed to the FCB address above. Fees are non-refundable and non-transferable. DO NOT MAKE A FEE PAYMENT UNLESS YOU ARE SURE YOU ARE READY TO MOVE FORWARD.

HARD COPY APPLICATION DOCUMENTS AND SUBMISSION PROTOCOL

Certification application requires a combination of supporting documentation from multiple sources. Applicants provide some information directly to the FCB and are responsible to download mandatory form files and provide them to qualified individuals to complete and submit directly to the FCB in support of their application for certification.

Download the following form files from the FCB website. Be sure to read and follow directions for completing and submitting forms and supporting documentation.

❐ *CTP Training Verification Forms. There are four forms:*

    ❑ *CTP Training Verification Form.pdf*

    ❑ *CTP Training Requirement 1 of 3.pdf (use to document the Client Care in a Virtual Environment training requirement)*

    ❑ *CTP Training Requirement 2 of 3.pdf (use to document the Technology and Telepresence training requirement)*

❑ *CTP Training Requirement 3 of 3.pdf (use to document the Special Regulatory, Legal, and Ethical Issues in a Virtual Environment training requirement)*

❑ ***OPTIONAL FORM:*** *CTP Supplemental Training Documentation.pdf*. This form is only used when applicants need to document more training than is provided for on the mandatory forms. Complete as many of these forms as necessary to document all training.

❏ *On-the-Job Supervision Verification Form.pdf*

All forms must be filled out electronically – handwritten forms will be denied.

All forms and supporting documentation must be submitted to the FCB by the individual signing off on the form/submitting supporting documentation. Supervision forms provided by the applicant will be denied.

All hard copy documents submitted by supervisors may be made to the FCB via mail, email or fax.

US Mail: Florida Certification Board ⬥ 1715 South Gadsden Street ⬥ Tallahassee, Florida, 32301

Email: Applicants are assigned a Certification Specialist when their application has been received at the FCB. Please ask the applicant for their Certification Specialist's name and email address. In the absence of a specified person, FCB accepts email at admin_assist@flcertificationboard.org.

FAX: 850-222-6247

The following table identifies mandatory files/supporting documentation and basic directions for meeting documentation requirements.

REQUIRED DOCUMENTATION	APPLICANT PROVIDED	NON-APPLICANT SOURCE
Verification of Active and Related License or Credential	Hard Copy Document: Obtain verification document showing the Board that issued the license or credential, name of person holding the license or credential, type and number of the license or credential, and the dates of current active period. Online Application: Upload the document.	No documentation required from a non-applicant source.
On-the-Job Supervision	Online Application: Report supervisor(s) who will submit verification documentation. Hard Copy Document: Provide each supervisor with an *On-the-Job Supervision Verification Form.*	Hard Copy Document: Supervisor completes and submits *On-the-Job Supervision Verification Forms* directly to the FCB.
Content Specific Training	Hard Copy Document: Complete *Training Verification Form* and collect copies of supporting documentation. Online Application: Upload all documents.	No documentation required from a non-applicant source.

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 and Application

- ☐ 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 each individual who will submit *On-the-Job Supervision Verification Form*. Download and distribute the required form to each individual for completion and submission.
- ☐ Fee payment made. All fees are non-refundable.

UPDATING THE APPLICATION/ADDING FILES

Once you submit your electronic application, you are "locked out" of it and cannot make any changes or upload additional documents. If this needs to happen, please work directly with your assigned Certification Specialist, who will update your application as necessary.

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)	• 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)	• 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)	• 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