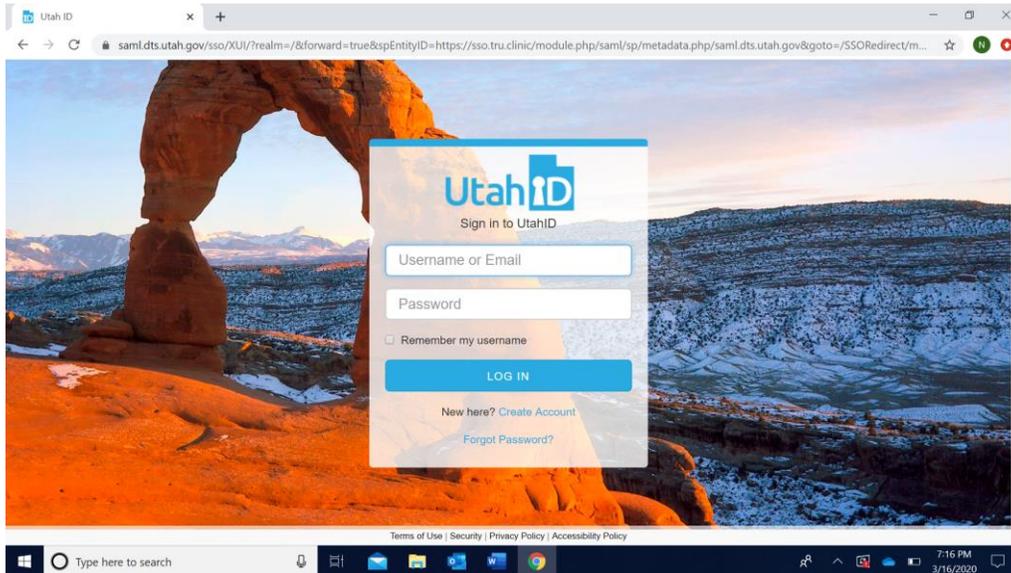


## Provider Instructions

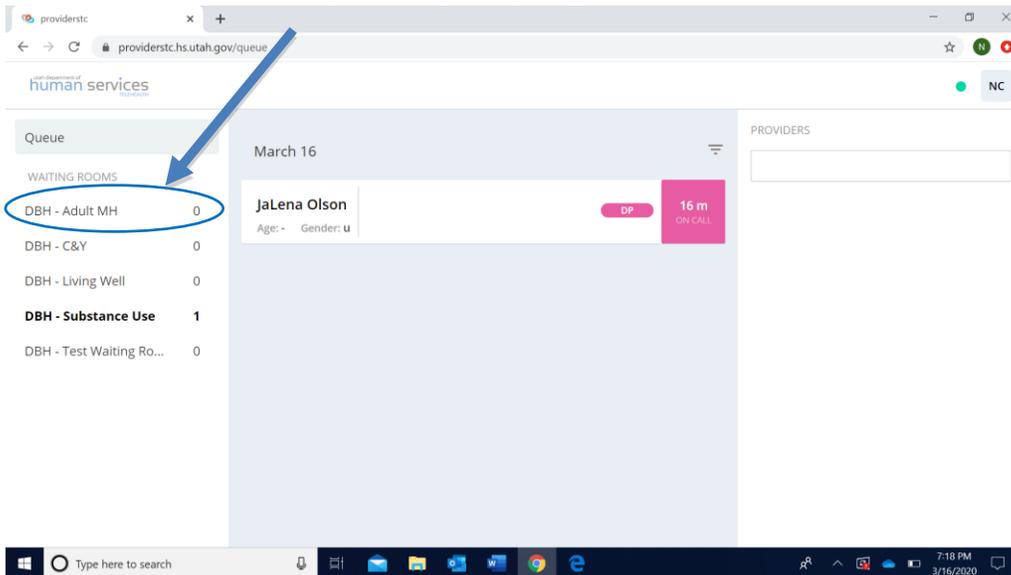
Step 1:

Go to: <https://providerstc.hs.utah.gov/>

Step 2: Enter Utah ID and Password



Step 3: Go to waiting room assigned to your group



Step 4: Invite clients to the appointment

1. In the waiting room, click on "Schedule"

Queue

DBH - Test Waiting Room

WAITING ROOMS

DBH - Adult MH 0

**DBH - C&Y 1**

DBH - Living Well 0

DBH - Substance Use 0

**DBH - Test Waiting R... 2**

VDrew  
Age: - Gender: u  
32 m WAITING

Emily Duffin  
Age: - Gender: u  
18 m WAITING

Rebeckasparker  
08:47 AM LWBS

WAITING ROOM

DBH - TEST WAITING ROOM VISIT NOW

URL  
https://telehealth.hs.utah.gov/a7ae0792-ea14-4d2a-acb7-9a

MEMBERS

- Bartruff Bartruff
- Brayden Robinson
- Christopher Schulze
- Craig Wilde
- Crystalyn Hori-Wilson

2. Enter your client's information into the system. Type their first and last name and click "Add".

New Visit

PATIENT GROUP

Name / ID

DBH Client

+ DBH Client

ADD

3. Finish completing the client's profile, making sure that her/his e-mail address and/or cell phone is entered. Click "Confirm". Middle name, gender, and ID are not required. An e-mail address is required for clients who will be attending the telehealth appointment on a computer or tablet. A cell phone number is for clients who will be using their smart phone to attend the appointment.

DBH - C&Y

BACK

First name  
DBH

Last name  
Client

Middle name

Male  Female  Other  Unknown

Date of birth

Email  
dbhclient@gmail.com

Phone  
+1 (801) 222-2222

ID

CONFIRM

## USING TELEHEALTH VIA DHS SYSTEM

- When the page loads, enter the date and appointment start and end times and then click “Confirm.”

human services

Queue

WAITING ROOMS

DBH - Adult MH 0

DBH - C&Y 0

DBH - Living Well 0

DBH - Substance Use 0

**DBH - Test Waiting R... 4**

New Visit

PATIENT GROUP

Name / ID  
CY Tester

VISIT

Waiting Room  
DBH - Test Waiting Room

Date Start Time End Time  
03/18/2020 02:00 PM 03:00 PM

MORE OPTIONS

Go to appointment summary page

> View more

CONFIRM

Tester, CY

ENDER U AGE - DOB - ITHID 5252261

VISITS (3) / UPCOMING (2)

03/17/2020 09:08 AM

03/16/2020 09:30 AM

03/16/2020 08:53 AM

- On the next page, you will be given options on how to invite the client to the appointment. If the client’s email and/or phone number was previously entered, this will auto populate. If not, it will be blank, and you can enter it. Then click “send” on email invitation or SMS invitation or both. This will send a link to the client to sign in via either email or text (or both if you do both). You can also send the link in a separate email by clicking “Copy URL” and pasting into a separate email.

DBH - Test Waiting Room

BACK

APPOINTMENT

**CY Tester**

Wednesday, Mar 18, 2020,  
02:00 PM

Scheduled

CANCEL

SHARE

URL for the recipient  
https://appt-telehealth.hs.utah.gov/start/0a5cbf97b1c20

COPY URL

Email Invitation  
kimm@dbhutah.org

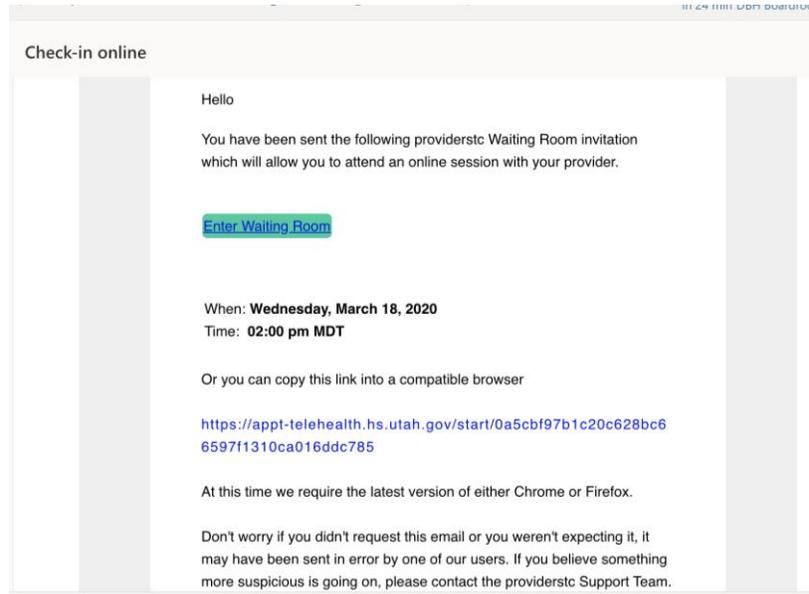
SEND

SMS Invitation  
+1 (801) 698-6333

SEND

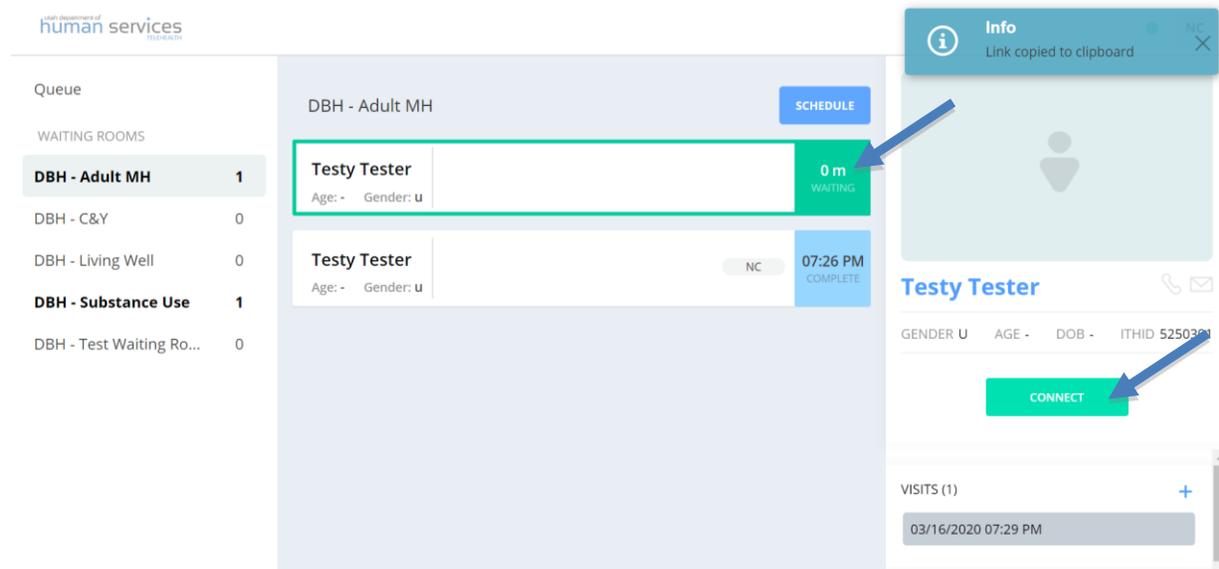
## USING TELEHEALTH VIA DHS SYSTEM

Screenshot of email that arrives:



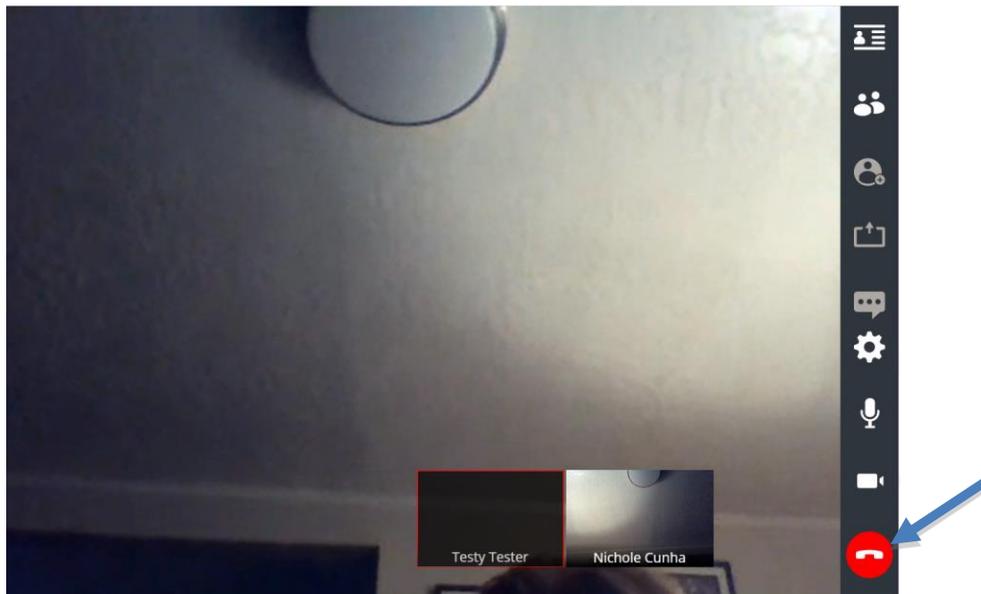
Step 5: The client will appear in the waiting room once they have followed the instruction in their e-mail and/or text and checked in for their appointment.

1. Select client when they appear in waiting room (they box will be green when they have checked in) and click "connect" to begin the telehealth session.



Step 6: Conduct your session.

Step 7: When complete, hit red button and end call for all.



Step 8: End the session for both you and the client.

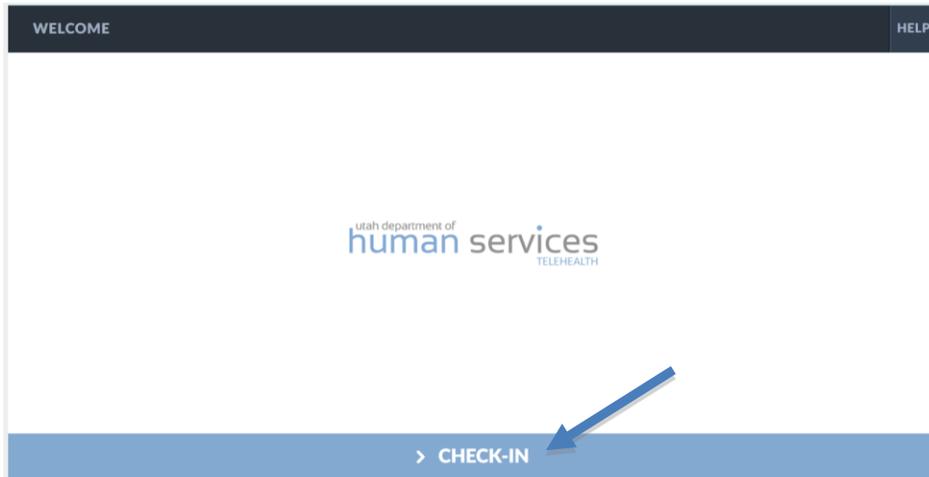
1. Uncheck the "Complete Provider Survey" and click "End For All".



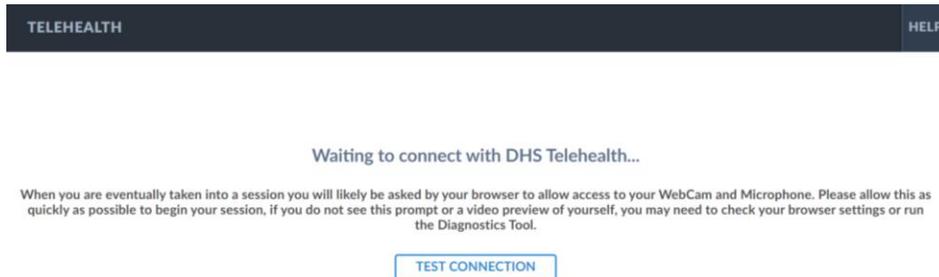
## Client Instructions for Telehealth on a Computer or Android Device

Step 1: Copy and paste link provided by DBH provider into your browser (Google Chrome, Safari, and Firefox are supported).

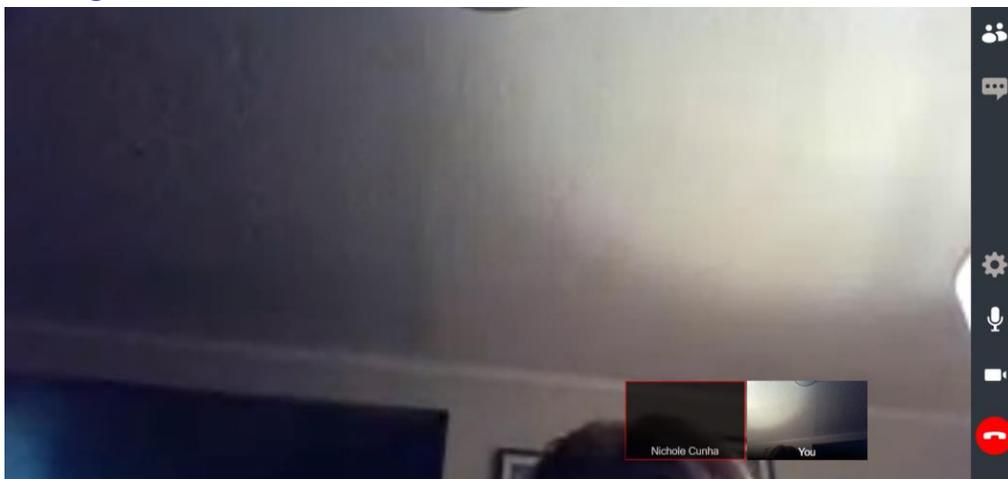
Step 2: Select check in



Step 3: Your client will see this while waiting on you to log on



Step 4: Once the provider connects to the client in the DHS Telehealth system, the video session will begin.



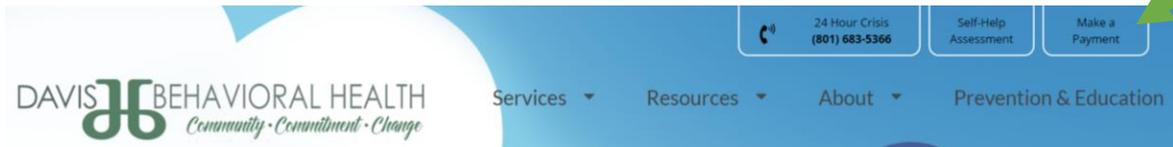
## Collecting Co-Pays for Telehealth Services

The DHS Telehealth system does not include a method through which payment can be collected. Despite the different setting that telehealth operates in, clients are still required to meet their financial obligations to pay co-pays, etc. Clients who fail to pay the required co-payment at the time of service will be billed for amount on their monthly statements.

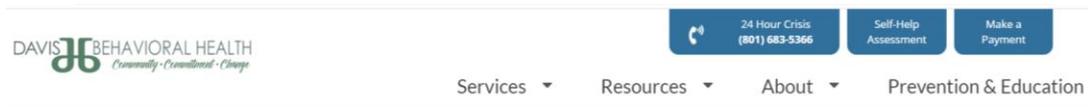
To make a co-pay for a telehealth appointment, clients may utilize either of the options below:

### DBH Website

1. Visit the DBH website (<https://www.dbh.utah.org>) and click on the “Make a Payment” link in the top, right corner of the home page.



2. Please instruct the clients to enter their name in the Description field to ensure that the payment is posted to the correct account.



## Make a Payment

### Order Information

Description

Amount \*

### Billing Office

1. Contact the DBH Billing Office by calling 801.773.7060, select option 4, and ask to speak to billing.
2. A member of the Billing Office will assist the client in making the payment over the phone.