Problem Gambling Outpatient Treatment Lead Technical Assistance Calls

March 2020

Q&A

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Topic: Community Outreach

Question: When are we able to begin Community Outreach Services?

- **Answer:** Immediately (February 21, 2020), and pending contract amendments will include language regarding reimbursement of Community Outreach for Problem Gambling at a 30 minute unit rate of $65.

Question: We have our submitted our outreach plan but have delayed implementation due to COVID-19.

- **Answer:** Per the COVID-19 Guidance from the Department, Community Outreach Services may be provided via telehealth. If there are further questions, please contact ipn@idph.iowa.gov.

Topic: Problem Gambling Treatment Training Resources

Question: What online gambling treatment training resources for counselors are there?

- **Answer:** Training opportunities and resources can be found at https://idph.iowa.gov/igtp/training. Under **Courses/Training** there are three online courses for problem gambling treatment professionals:
  - Certificate of Gambling Specialty - Bellevue University
    - The five-course offering (seven courses for NE Residents) is designed to be self-paced allowing three weeks to complete course work.
  - Laban's - "Working With Gambling Problems" - 15 hours - IBC approved
    - This course emphasizes a complex and heterogeneous view of gambling and treatment, which is consistent with a biopsychosocial view of behavioral health.
  - Online Certificate Program: Studies in Gambling Addiction - University of Minnesota-Duluth
    - Handout

There is also a listing of IGTP sponsored Webinars to check out under **Recorded IGTP Webinars,** and includes the six part series from last winter.

- IPN Problem Gambling Treatment Services and Expectations (February 14, 2019) Handouts
- IPN Problem Gambling Treatment 101 Part 1 (February 20, 2019) Handouts
- IPN Problem Gambling Treatment 101 Part 2 (February 21, 2019) Handouts
- IPN Problem Gambling Intervention and Treatment (February 27, 2019) Handouts
- IPN Problem Gambling Treatment: Legal/Financial Concerns (March 7, 2019) Handouts
- IPN Problem Gambling Treatment: Gambling Trends (March 20, 2019) Handouts

Topic: Provider Check-in and Census Surveys

Question: How will the survey results and census information be relayed to the providers?

- **Answer:** It is planned that the Provider Check-in in some for will be a network (Licensed Providers, IBHA, IDPH, Your Life Iowa, etc.) to assist in knowing which providers are offering and accepting referrals for outpatient and residential services. If there are further questions, please contact ipn@idph.iowa.gov.

Topic: Referrals

Question: Please talk about the process for the referrals? They are not a warm hand offs.

- **Answer:** Currently, Your Life Iowa provides contact information for the IPN Provider and/or the caller provider of choice to individual contacting Your Life Iowa/1-800-BETS OFF. The Warm Hand Off process was discontinued in August 2019 due to IPN/IBHA feedback.
- **Discussion:** There was interest on the call to re-visit Warm Hand Offs during business hours (8:30-5, or similar), and for afterhours have Your Life Iowa send referral information via email. Additionally, there could be a follow-up from Your Life Iowa to determine the status of the referral. More to come on this.

Question: We have a lot of issues with the emails for referrals as far as the email not opening . . . other agencies experiencing this?

- **Answer:** An issue has developed with some email software being used by providers that pings the one-time link provided in the Contact Us emails providers are receiving from Your Life Iowa. A fix has been developed and is in the process of testing and deployment. In the meantime, if the link is not working, please forward the email to eric.preuss@idph.iowa.gov and a copy of the content/quiz results as applicable will be forwarded.

Topic: Treatment Services

Question: Is there an encounter code for telehealth? I have seen the option for IPN telehealth--should there be more?

- **Answer:** For Problem Gambling services recorded in I-SMART, there are four "Telehealth" services available to be used:
    - IPN - Outpatient Initial Assessment (Telehealth)
    - IPN - Outpatient Individual Counseling (Telehealth)
    - IPN - Outpatient Group Counseling (Telehealth)
    - IPN - Medical Care (Telehealth)
    - IPN - Medical Evaluation (Telehealth)

Question: Does it matter what kind of insurance (or no insurance) they have for education sessions

- Answer: For Family Education Services is an Other Covered Service for Persons who are not Patients. As a "Pre-Admission" service and there are not any eligibility requirements other than the participant be a resident of Iowa.