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## **CCSM Issues Development Committee First Draft 9/2021**

### **The importance of telehealth beyond the pandemic Issue**

One thing that we have learned from our time living with this pandemic is the need for flexibility. People who receive MaineCare should have choices regarding the modality of how their services are delivered (example, telehealth or in person).

We want to see MaineCare continue to cover telehealth options for members when and where it is appropriate. However, what our peers are telling us is that telehealth is inconsistent and depends on the providers they are seeing. Some individuals are being forced to use telehealth when they want to be seen in person and others say they want telehealth and are being denied. There does not seem to be consistent guidance for when and where telehealth can be accessed. This would align with a person-centered service system which we all want and need.

Many people lose access to their providers due to transportation barriers including the MaineCare brokerage system failures. Giving people access to telehealth when this happens would be a huge benefit for all.

### **Recommendations**

1. Make very clear MaineCare rules that specify what services are eligible for telehealth options and spell that out for the providers.

### **Expected Outcomes**

We would like to see universal choice given to all who access MaineCare services. We feel that this would give our peers more options to keep their appointments and utilize the providers time more efficiently.

Think about how many no-shows happen due to the transportation system errors alone. This would be a huge benefit for everyone!

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**Consumer Council System of Maine**  
A Voice for Consumers of Mental Health Services

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**We would like to Hear 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](mailto:vmccarty@maineccsm.org)**

**DEADLINE TO RESPOND October 11, 2021**

**Thank you.**

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