

MA is now allowing for telephone sessions for individuals who don't have access to telehealth or who can't come in person to the office.

Please note this is NOT a permanent change, and is only for the duration of the time that COVID-19 remains a healthcare emergency for the country. However, as it is unknown when this emergency will yet end, this rule change applies for the foreseeable future.

In addition:

- If you and/or your practitioners decide to conduct telephonic sessions with your clients, you **must document** that you have the consent of the client and document that they are unable to use teletherapy video technology or come to the office for an in-person session.
- You should also document that you made the client aware that the telephone is **not HIPAA** compliant.