Introduction to Let's Talk Interactive's State of Florida Telehealth Program

History of Success in Florida

- Together with First Lady Casey Desantis, Department of Children and Families, and NWF Health Network (Formerly BBCBC), LTI is proud to have implemented the fastest large-scale telehealth deployment in US history. 63 telehealth kiosks were manufactured and delivered to 63 Florida panhandle schools in 42 days. Through the State's Hope for Healing initiative these kiosks are used to provide mental health treatment to students located in areas devastated by Hurricane Michael.

- LTI also has a large child welfare presence in the state of Florida. Child welfare workers use our telehealth platform to serve clients doing visitation, foster parent trainings, clinical reviews, child and parent engagements, and more.

Currently LTI services a majority of the Florida provider networks and Government entities providing nearly 200,000 telehealth sessions totaling over 6 million minutes.

The LTI Advantage
Florida's Trusted Telehealth Partner

- It is our goal to continue to serve you with excellence and to provide a unified **HIPAA and FERPA compliant** telehealth infrastructure that will allow School Districts, Managing Entities, State Agencies, and Provider Networks to live in a singular ecosystem.

- By joining the LTI Network you become part of an expanding, established state-wide telehealth ecosystem. Thus removing barriers in communication, interoperability, and increasing the resources available to school districts, behavioral health agencies, healthcare agencies, managing entities, and more.

LTI's Partnership with Florida

- Let's Talk Interactive brings two decades of experience in telehealth and currently services some of the largest and most prestigious universities, government entities, and enterprise organizations in the world.

- LTI sees itself as a partner in the state of Florida and is dedicated to providing the most robust healthcare network in the US. Through this partnership LTI has created the first ever state-wide telehealth ecosystem.

- LTI will provide unlimited virtual and on-site training, consulting and support at no cost.

- Customizable platform to fit ANY workflow or requirements by Florida agencies, schools, or managing entities.

- The cloud-based platform will work on anything and everything with an internet or cellular connection.

The LTI Advantage

Our video-conference platform is the most reliable, configurable HIPAA- compliant system available.

Florida Telehealth Ecosystem

- LTI has implemented the first ever Telehealth Ecosystem linking all Florida providers into a unified system.

- This system allows for Florida providers to connect and serve clients from all over the state. For example: in the event of another natural disaster in North Florida, providers from unaffected areas of the state can step in and service patients using any device with an internet connection.

- Providers from all over the state can connect to already existing devices set up in schools, jails, clinics, etc.

- Multiple agencies can service the same device or connect with each other in full HIPAA compliance.

LTI
Telehealth
Software
Features

Scheduling

Send email or SMS invitations to any device

Provide a 9-digit code to allow entry into a secure portal requiring no invite to be sent

Device to Device scheduling

Meeting Management

Reschedule, schedule next, cancel meetings, breakout rooms, and webinar capabilities

Meeting Topics and Agendas

Add topics and agendas to all your meetings

Custom E-Documents

Custom templates that clients, providers, and parents can fill out, sign, and deliver in one portal

Multiple signatures on a single document

Custom document packets

Free Device ID Integration

Turn any device into a telehealth access point for clients to engage with their provider.

A Device ID license will embed a browser cookie to keep the specified device logged into your virtual waiting room.

LTI Telehealth Software Features

Session Notes

Create secure notes for each client and/or session

Create and use custom note templates

Client Files

All session notes, e-documents, and a complete session history assigned to a client file

Groups

Host meetings with up to 300 participants

Webinar capabilities

Calendar Integration

One click integration with Google, Yahoo, Outlook, Apple ical file

API Integration

Integrate with your EMR, website, or any other cloud application

LTI Telehealth Software Features

Secure Chat and File Transfers

Send encrypted, HIPAA chats and files as emails or text messages

Customizable Dashboard

Customizable session view, colors, logos, and subdomain

Reports

Detailed full session utilization, login, and payments reports

Track services and CPT codes for billing and auditing purposes

Payment Integration

Accept payment for sessions using your Stripe account (optional)

Client facing booking

Create custom provider queues by service, assignment, and/or availability

Example of Queue: A provider or group of providers can be assigned to a specific service, device/kiosk, or location

LTI Telehealth Software Features

High Quality HD Video

Unmatched HIPAA compliant and encrypted HD quality video

Free Training

Training provided on-site or virtually by a dedicated LTI customer representative.

Unlimited training provided as often as needed at no cost

24/7/365 Support

US based call center for both providers and clients

Multiple User Roles

Admin: Can manage branding, user information, account payment, account settings, run reports, manage documents, and more.

Session Host: Send invites for meetings, receive appointment requests, complete session notes, manage meetings, and more.

Scheduler: Schedule/manage meetings and manage e-docs on behalf of a Session Host.

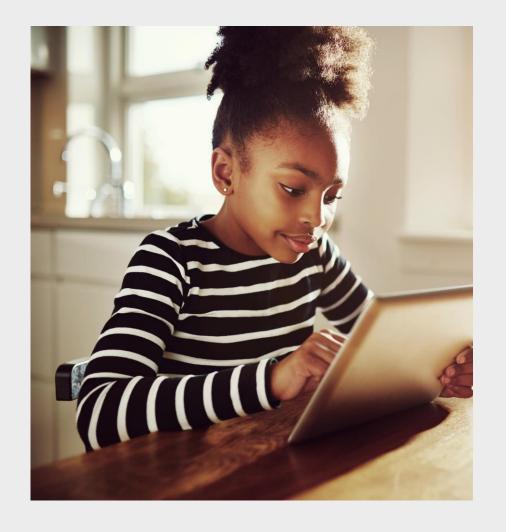**Billing Manager:** Run system utilization reports, payment reports, manage stripe integration

Clinical Supervisor: Manage and countersign e-docs, and manage session notes on behalf of a Session Host

Video Conferencing & Telemedicine Software

The easiest, most reliable medical video platform available in the market

LET'S TALK
interactive

LetsTalkinteractive.com

- The Telehealth Suite is the foundation of the telehealth platform and is fully **HIPAA, HITECH and FERPA compliant** and can be branded with customer color, logo, and subdomain.

- The Telehealth Suite allows providers to send meeting invites to devices/participants. Each provider must have their own suite in order to schedule meetings.

- All previously mentioned Telehealth Software Features included.

LTI Telehealth Videoconferencing Suite

The Telehealth Suite is compatible with ANY and ALL devices and operating systems.

- The Virtual Clinic workflows allow for additional forms of scheduling and additional user roles.

- The Virtual Clinic connects with the LTI Telehealth Videoconferencing Suites so clients can book on-demand and scheduled sessions with providers from a device or the customer website.

- The Virtual Clinic also enables the Dispatcher user role. This role allows the dispatcher to field incoming appointment requests and assign them to available providers.

LTI Virtual Clinic

The Virtual Clinic is compatible with ANY and ALL devices and operating systems. No hardware required.

- Medcart software contains ALL features and workflows of both the Telehealth Videoconferencing Suite and the Telehealth Virtual Clinic.
- This software is designed specifically for a Medcart/kiosk/telehealth device and adds the ability to integrate medical peripheral devices into the Telehealth Suite and the Virtual Clinic workflows.
- Each time a session is launched the device user will have a list of buttons appear on their screen that pertain to specific medical devices.

LTI Medcart Software

The Telehealth Suite is compatible with ANY and ALL devices and operating systems. No hardware required.

- The Zoom Telehealth Extension allows LTI to use the Zoom API and integrate a customer's existing Zoom license into the Telehealth Videoconferencing Suite software. This allows the customer to have ALL of the Telehealth Suite features at a fraction of the cost.

- Zoom account must be a paid account in order to integrate.

- If this method is to be used…ALL accounts within the organization must have an existing paid zoom account.

LTI Zoom Telehealth Extension/Add-On

The Zoom Extension is compatible with ANY and ALL devices and operating systems. No hardware required.

- **Device ID** – Creating an access point by which a client can connect with a provider via the provider telehealth suite, a Device ID license will embed a browser cookie to keep the specified device logged into your virtual waiting room. This can be useful for dedicated machines where access to the computer is restricted by other means (e.g., lock screen password), but accessed by many different people.
- **API** - We offer an API that allows our platform to be integrated into EMRs, provider portals and other websites. Our API allows for single sign-on, session management (customers can use their own calendar, session scheduler or reporting system), and User/participant management.
- **Webinars** - Let's Talk users with a Webinar Plan have access to creating and managing Webinars. Webinar allows a host to broadcast a Let's Talk meeting with up to 10,000 attendees.
- **Cloud Recording** - Record your meetings locally or to the cloud, with searchable transcripts.

LTI Add-Ons and Additional Services

All add-ons are compatible with ANY and ALL devices and operating systems. No hardware required.

Florida Network Appendix

- NW Florida Health Centers
  - Florida Therapy
  - Pancare
  - Families First of Florida
  - Florida Psychology Services
  - Waterside Counseling
  - Bay County Schools
  - Gulf County Schools
  - Jackson County Schools
  - Washington County Schools
  - Franklin County Schools
  - Calhoun County Schools
  - Liberty County Schools

- Disc Village
  - Madison County Jail
  - Jefferson County Jail
  - Franklin County Jail
  - Wakulla County Jail
  - Liberty County Jail
  - Taylor County Jail
  - Taylor County Schools
  - Leon County Schools
  - Madison County Schools
  - Liberty County Schools
  - Wakulla County Schools
  - Franklin County Schools
- Florida A&M University
- Seals Healthcare
- Healthcare Telemed
- Glenda Bates (private therapist)
- Ravkoo

- Florida Department of Emergency Management
- NW Florida Health Center Child Welfare
- Florida Certification Board
- Florida Department of Children and Families
- Disc Village Child Welfare
- Anchorage Children's Home Child Welfare
- Children's Home society Child Welfare
- Twin Oaks Child Welfare
- Life Management center child welfare
- Life Management Center
- Bridgeway Center
- Panhandle Behavioral Health
- Tri County Human Services
- DACCO Behavioral Health
- Gracepoint Wellness
- CARE
- Turnabout
- Ola MD
- Evolve Recovery Center
- Sunrise Detox
- Clear Care Medical
- CIMA Medical Center
- Influx Therapy Mental Health
- North Florida Child Development
- Glenda Bates (solo MH provider)
- Henderson Behavioral Health
- Transformation Treatment Center
- Freedom Now Wholecare Group
- Freedom Counseling LLC

K-12 Schools Serviced By

- Port St. Joe Elem
- Chautauqua Learn & Serve Charter School
- Hiland Park Elementary School
- Deer Point Elementary School
- St. Andrews School @ Oakland Terrace
- Merrit Brown Middle School
- Bay Haven Elementary/Middle
- Callaway Elementary School
- Wewahitchka High School
- Mowatt Middle School
- Tom P. Haney Technical Center
- Deane Bozeman School
- Southport Elementary School
- Port St. Joe High School
- Margaret K. Lewis School
- Cedar Grove Elem
- Rising Leaders Academy
- Waller Elem
- North Bay Haven Academy
- Central High School
- Adult Education
- Hope School
- Wewahitchka Elementary
- Rutherford High School/ Everitt Middle School
- Carter-Parramore Academy
- Chatahoochee Elementary
- Crossroad Academy Charter
- Gadsden Central Academy
- Gadsden County High School
- Gadsden Elementary
- Gadsden Technical
- George W. Monroe Elementary

- Altha
- Patronis
- Sneads High School
- University Academy
- Parker Elem. School/Oscar Patterson Elem
- New Horizons Learning Center
- Surfside Middle School
- Palm Bay Elementary/Preparatory Academy
- Jinks Middle School
- Breakfast Point Academy
- Hutchison Beach Elementary School
- West Bay Elementary School
- J. R. Arnold
- Merriam Cherry Street Elem
- CARE
- Blountstown Elem
- CARR
- Apalachicola Bay Charter School
- A. Crawford Mosley High School
- Blountstown High School
- Grand Ridge School
- Franklin County School K-12
- Lincoln Elementary
- Holmes County High School
- Bonifay k-8
- Bethlehem School
- Ponce De Leon Elementary
- Ponce de Leon High School
- Poplar Springs School
- Greensboro Elementary
- Havana Magnet

- Rosenwald High School/C.C. Washington Academy
- W.R.Tolar Elementary
- Early Childhood Center
- Graceville High School
- Liberty County High School
- Northside Elementary School
- Bay High School
- Marianna Middle School
- Jackson Alternative
- Hosford Elem/JR High
- Malone
- Marianna High School
- Lucille Moore
- Tommy Smith Elementary School
- Tyndall Elementary School
- Lynn Haven Elementary School
- Cottondale High School
- Chipley High School
- Vernon High School
- Fort Madison High School
- Fort Madison Middle School
- Richardson Elementary School
- Wakulla County High School
- Wakulla Middle School
- Crawfordville Elementary
- Medart Elementary
- Riversink Elementary
- James A Shanks Middle
- Stewart Street Elementary
- West Gadsden Middle