



# Certified Telehealth Practitioner REQUIREMENTS

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*Telehealth allows providers to deliver care without requiring an in-person office visit. Telehealth is done primarily online with internet access on a computer, tablet, or smartphone.<sup>1</sup>*

The **Certified Telehealth Practitioner (CTP)** credential offered by the National Certification Board for Behavioral Health Professionals (NCBBHP) is an add-on credential focused on the knowledge and skills behavioral health providers need to translate traditional face-to-face behavioral health services into a virtual environment. Certified Telehealth Practitioners hold a behavioral health license or certification as a prerequisite; the CTP does not measure clinical competency, it does measure knowledge and skills necessary to provide client care in a virtual environment in a legal, ethical, and professional manner.

All CTP applicants must hold an active behavioral health license or certification issued by their state or other jurisdiction in behavioral health, such as Licensed Mental Health Professionals (LMHP), Licensed Marriage and Family Therapists (LMFT), Certified Addiction Professionals (CAP) and similar designations. The requirements that CTP applicants must fulfill include training, direct telehealth experience, and a passing score on the CTP multiple-choice exam. CTP certification may be renewed every year if the prerequisite behavioral health license or certification is active, annual continuing education requirements have been met and a renewal fee is paid.

This document describes the requirements and application process for the CTP credential and its renewal. The NCBBHP general certification policies and procedures, as well as the Code of Ethical and Professional Conduct, are posted on the NCBBHP website at [www.behavioralhealthprofessional.com](http://www.behavioralhealthprofessional.com).

**Disclaimer:** The Certified Telehealth Practitioner (CTP) is not a standalone credential; the scope of practice is focused on client care in a virtual environment, effective use of technology and telepresence, and legal/ethical issues surrounding telehealth. The credential does not measure clinical competency already measured by the applicant's prerequisite license or certification and does not, on its own, entitle individuals to engage in establishing an independent telehealth practice. Further, each state has different requirements for the delivery of telehealth services and in some instances, the CTP may only serve as an indicator of advanced competency.

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<sup>1</sup> <https://telehealth.hhs.gov/patients/understanding-telehealth>

# APPLICATION STEPS

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## STEP 1: COMPLETE AND SUBMIT THE ONLINE APPLICATION

The CTP online application is on the NCBBHP website at [www.behavioralhealthprofessional.com](http://www.behavioralhealthprofessional.com). The complete application process is as follows:

- Create an CTP online application or continue with an existing application to provide the NCBBHP with basic information about you.
- Upload a copy of your current behavioral health license or certification.
- Identify current and/or past employers or volunteer supervisors who will verify your work experience. Then, download the required *Verification of Supervised Work Experience Form* from the NCBBHP website at [www.behavioralhealthprofessional.com](http://www.behavioralhealthprofessional.com). Send a copy of the form to each person who will verify your experience and ask them to complete and submit the form to the NCBBHP on your behalf.
- Download and complete the *Training Requirement and Documentation Form*. Then, submit the form and supporting documents to the NCBBHP to demonstrate that you have fulfilled the training requirement.
- Pay the non-refundable application fee. Once the NCBBHP receives your payment, it will process your application.
- Monitor your email and take action to resolve questions from the NCBBHP related to your application.

## STEP 2: CONNECT WITH YOUR CERTIFICATION SPECIALIST

After submitting the online application and paying your fee, you will be assigned a Certification Specialist who will assist you through the credentialing process. Your Certification Specialist will contact you within 30 business days after you submit your application. Most of your communication with the Certification Specialist will be through email. Please monitor your email for messages and automatic system-generated emails as your application is processed. You may also call the NCBBHP office to speak directly to your Certification Specialist.

## STEP 3: TAKE THE CTP EXAM

The CTP exam is a 50-item, multiple-choice test that is administered online with a live proctor. An overview of the exam process is provided below. Your Certification Specialist will provide detailed exam information when your CTP application is approved.

After the NCBBHP approves your CTP application and all supporting documentation, your Certification Specialist will initiate the exam pre-registration process. When the pre-registration activities are complete, the NCBBHP will send you an email with directions for downloading the appropriate software and preparing for the remote exam administration.

Applicants who fail the exam may re-test every 30 calendar days. Please contact your Certification Specialist for re-testing directions and fees.

## STEP 4: HOLD CTP CERTIFICATION

The NCBBHP issues the CTP credential after the applicant earns a passing score on the exam. The credential is issued for a two-year period and requires continuing education and renewal fee payment to maintain. Detailed information about maintenance and renewal of certification is provided with the credential award notice.

## CTP CREDENTIAL REQUIREMENTS

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The education, training, work experience, and exam requirements are described in the table below.

Requirement	
Current Credentialing	Hold an active behavioral health related license or certification in good standing at the time of application. Active credentialing is required to maintain the CTP credential.
Content-Specific Training	Complete 18 hours of training related to the CTP competencies distributed across the following performance domains: <ul style="list-style-type: none"><li>(1) Client Care in a Virtual Environment: 10 hours</li><li>(2) Technology and Telepresence: 4 hours</li><li>(3) Legal, Regulatory, and Ethical Responsibilities in a Virtual Environment: 4 hours</li></ul> Complete eligible training within 5 years before CTP application.
Supervised Work Experience	Complete five (5) telehealth sessions with follow-up supervision within 5 years before CTP application.
Exam	Earn a passing score on the CTP multiple-choice exam.

## DOCUMENTATION AND SUBMISSION INSTRUCTIONS

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Applicants must submit documentation showing they have fulfilled each credential requirement, as specified below.

Requirement	Mandatory Documents
Current Credentialing	Applicants must submit documentation of their behavioral health license or certification by uploading a copy of the credential to their online application.
Content-Specific Training	Applicants must: <ul style="list-style-type: none"><li>(1) complete the <i>CTP Verification of Training Form</i> listing each training event claimed for certification credit.</li><li>(2) create a computer file containing the training certificate(s) that document completion of each training event entered on the <i>CTP Verification of Training Form</i>.</li><li>(3) upload the <i>CTP Verification of Training Form</i> and the computer file of training certificates to the online application.</li></ul>
Supervised Work Experience	Applicants must: <ul style="list-style-type: none"><li>(1) provide information in the online application about each supervisor who will verify the applicant's fulfillment of the supervised work experience requirement.</li><li>(2) download and send the <i>CTP Supervised Work Experience Form</i> to each supervisor who will verify the applicant has met the supervised work experience requirement.</li></ul>

Requirement	Mandatory Documents
	<p><b>Note that employers/supervisors must:</b></p> <p>(1) complete the provided <i>CTP Supervised Work Experience Form</i>, including an official position description or letter attesting to the applicant’s duties.</p> <p>(2) submit the <i>CTP Supervised Work Experience Form</i> and supporting documentation directly to the NCBHP to attach to the application.</p> <p>(3) respond to any requests from the NCBHP for further information, if necessary.</p>
Exam	The applicant may register for the CTP exam after the NCBHP approves all application and supporting documents. Your Certification Specialist will provide detailed directions to register and sit for the exam when this approval is granted.

## CREDENTIAL AWARD, ONGOING REQUIREMENTS, AND RENEWAL

CTP credentials are awarded year-round, and expire every year, on June 30. To maintain the CTP credential, it is necessary to comply with the NCBHP Code of Ethical and Professional Conduct, complete continuing education hours every year, and pay a renewal fee every two years. More information about credential issuance, continuing education requirements, and credential renewal is provided in the table below.

Requirement	
Credential Award & Issue Date	After approving the CTP application and supporting documents, the NCBHP awards the credential in certified status for a 12-month period. The issue date is generated after the completed credential application is approved in the NCBHP system.
Expiration Dates & Renewal	<p>Credentials are issued year-round, so the first expiration date may be slightly more or less than two full years. The initial expiration date is calculated from the month the credential is awarded.</p> <ul style="list-style-type: none"> <li>• Credentials issued in the months of April, May or June will expire on June 30, one year after the current calendar year.</li> <li>• Credentials issued in July through December will expire on June 30 of the upcoming calendar year.</li> <li>• Credentials issued in January, February or March will expire on June 30 of the current calendar year.</li> </ul> <p>After the first renewal, the credential may be renewed every year, on June 30.</p>
Continuing Education	<p>CTPs are required to complete 10 hours of continuing education every year; eligible CEs are dated between July 1 and June 30 of the upcoming certified period. Continuing education content must be related to at least one of the CTP performance domains.</p> <p>Continuing Education credits or hours must be non-repetitive, that is, the same course cannot be claimed more than once during each two-year credential period, even if the course is taken annually.</p>

Requirement	
Ethical & Professional Conduct	CTPs are expected to comply with the policies and procedures of the NCBHP Code of Ethical and Professional Conduct, located on the FCB website at <a href="http://www.behavioralhealthprofessional.com">www.behavioralhealthprofessional.com</a> .
Renewal	CTPs must pay a renewal fee every year; this fee may be paid between April 1 and June 30 of the renewal year.

## FEES

Product	Fee	Frequency
CTP Online Application	\$75	One time
CTP Exam Fee	\$75	Every exam attempt
Proctoring Fee	\$35	Every exam attempt
CTP Annual Renewal	\$50	Every year

## EXAMPLES OF ELIGIBLE TRAINING TOPICS

Client Care in a Virtual Environment (10 hours)	<p>Eligible training includes these concepts:</p> <ul style="list-style-type: none"> <li>• Client assessment/eligibility/capacity to receive virtual services</li> <li>• Client confidentiality in virtual environments</li> <li>• Client safety/crisis response in a virtual environment</li> <li>• Best practices for adapting counseling and other services to a virtual environment</li> </ul>
Technology and Telepresence (4 hours)	<p>Eligible training includes these concepts:</p> <ul style="list-style-type: none"> <li>• Telehealth technologies</li> <li>• Providing IT and counseling support to clients in virtual environments.</li> <li>• Back-up protocols or strategies when technology fails</li> <li>• Managing the physical environment for virtual services</li> </ul>
Legal, Regulatory, and Ethical Responsibilities in a Virtual Environment (4 hours)	<p>Eligible training includes these concepts:</p> <ul style="list-style-type: none"> <li>• Jurisdictional telehealth rules and regulations</li> <li>• Client education to support effective virtual care</li> <li>• HIPPA/Client Records</li> <li>• Documentation in a virtual environment</li> <li>• Special security concerns in a virtual environment</li> </ul>