



Certified Telehealth Practitioner (CTP) Requirements and Application Process

The National Certification Board for Behavioral Health Professionals (NCBBHP) is pleased to offer the Certified Telehealth Practitioner (CTP) credential.

A Certified Telehealth Practitioner (CTP) is an add-on credential focused on the knowledge and skills behavioral health providers need to translate face-to-face behavioral health services into a virtual environment. Certified Telehealth Practitioners hold a behavioral health license or certification as a pre-requisite; 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.

Those with CTP credentials are licensed or certified at the professional counseling level for a minimum of two years before CTP application, have completed specified training, supervised work and testing requirements in the following performance domains:

- Client Care in a Virtual Environment
- Technology and Telepresence
- Legal, Regulatory, and Ethical Responsibilities in a Virtual Environment

Disclaimer: The Certified Telehealth Practitioner (CTP) is not a stand-alone 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 an individual 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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The Application Process

Understanding the Credentialing Process

The process of applying for the CTP credential involves several steps:

Complete the CTP Online Application: Start by filling out the online application to provide initial information about yourself; note that this does not constitute the complete application.

Upload Training Verification Documents: Attach all required documents to your application.

Download and Distribute Required Forms: Obtain necessary forms from the NCBHP website and distribute them to the appropriate individuals who must complete and submit them on your behalf.

Monitor Your Email and NCBHP Account: Regularly check for emails from your assigned Certification Specialist and for automatically generated system emails. Log in to your NCBHP account frequently and respond promptly to any inquiries or required actions to move your application process forward.

After your account, online application, and supporting documents are approved by NCBHP, you will be eligible to take the CTP examination. Upon passing the exam, NCBHP will issue your CTP credential.

Connecting with Your Certification Specialist

After you submit the online application and fee, a Certification Specialist will be assigned to you. This specialist will serve as your primary point of contact throughout the credentialing process.

You should receive an email from your assigned Certification Specialist within 30 business days after your application submission and approval. Email is the primary means of communication; make sure to regularly check your inbox for messages from your Certification Specialist and for automatically generated system emails. These emails will instruct you to log into your account, view updates, and perform any necessary actions.

If you need immediate assistance or prefer to speak directly, you may also call the office to speak with your Certification Specialist.

Timeframes

Certification Specialists will notify applicants of the results of the initial application review within 30 days of receiving a complete, paid application. The time needed to process an application varies based on the current workload and the quality of the supporting documents submitted. Applicants have up to 12 months from the date of application acceptance to obtain their credential, including passing any required exams. If needed, a continuation fee can be paid to extend the processing period by an additional 12 months.

CTP APPLICATION Requirements

Table 1 outlines the full requirements to earn the Certified Telehealth Practitioner (CTP) credential. Table 2 describes the necessary supporting documentation requirements.

Table 1: CTP Requirements

Topic	Certified Telehealth Practitioner (CTP) Requirements										
Prior Licensure or Certification and Experience	<p>Applicants must hold a current license in a behavioral health discipline in good standing for a minimum of two consecutive years prior to CTP application that meets the definition of a qualified professional under Chapter 397, Florida Statutes or an MCAP, CAP, CBHCM, or CBHCMS credential issued by FCB, or an equivalent license or certification issued by another FCB-recognized regulating authority.</p>										
Content Specific Training	<p>Applicants must complete and document 18 hours of content-specific training that took place within the five years prior to the application date. However, coursework from a degree does not expire.</p> <table border="1" data-bbox="399 848 1487 1104"> <thead> <tr> <th data-bbox="399 848 1260 911">Training Topic</th> <th data-bbox="1260 848 1487 911">Training Hours</th> </tr> </thead> <tbody> <tr> <td data-bbox="399 911 1260 961">Client Care in a Virtual Environment</td> <td data-bbox="1260 911 1487 961">4</td> </tr> <tr> <td data-bbox="399 961 1260 1012">Technology and Telepresence</td> <td data-bbox="1260 961 1487 1012">4</td> </tr> <tr> <td data-bbox="399 1012 1260 1062">Special Legal, Regulatory, and Ethical Responsibilities in a Virtual Environment</td> <td data-bbox="1260 1012 1487 1062">4</td> </tr> <tr> <td data-bbox="399 1062 1260 1104">Total Training Hours</td> <td data-bbox="1260 1062 1487 1104">18</td> </tr> </tbody> </table> <p>Eligible training must be taken within the last 5 years (no time limit on college coursework taken as part of a degree program).</p>	Training Topic	Training Hours	Client Care in a Virtual Environment	4	Technology and Telepresence	4	Special Legal, Regulatory, and Ethical Responsibilities in a Virtual Environment	4	Total Training Hours	18
Training Topic	Training Hours										
Client Care in a Virtual Environment	4										
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Total Training Hours	18										
Supervised Work Experience	<p>Applicants must complete a minimum of ten (10) documented telehealth observations with follow-up individual supervision.</p> <p>Observations must meet the following criteria:</p> <ol style="list-style-type: none"> 1. Each observation should take a minimum of 30 minutes, with follow-up individual supervision in increments of no less than 15 minutes. Multiple observations may not take place on the same day or involve the same work event. 2. Observations are evaluated using a standard rating scale for each performance domain. Observations meeting a 3 or higher scoring are eligible for certification purposes. 3. Observations are conducted by a qualified supervisor and are documented on FCB provided forms. These forms are submitted as part of the application. For certification purposes, a qualified supervisor is the applicant’s immediate supervisor or any other agency supervisor, trainer, mentor, quality assurance staff or other agency/leadership staff assigned by the employer to provide supervision to employees seeking certification. 										
Exam	<p>Applicants must achieve a passing score of 70% or higher on the CTP 50-item, multiple-choice exam.</p>										

Topic	Certified Telehealth Practitioner (CTP) Requirements
	<p>The CTP exam is administered remotely, via a proctored, online platform.</p> <p>You may register for the CTP exam only after the Board has approved all components of your application and supporting documentation.</p> <p>Applicants who do not pass the exam may retest every 30 days.</p>
Credential Award	<p>The credential is awarded upon achieving a passing score on the exam. To maintain certification, individuals must:</p> <ol style="list-style-type: none"> 1. Adhere to the NCCBHP Code of Ethical and Professional Conduct. 2. Complete 5 hours of continuing education annually. 3. Renew their credential each year by June 30th. <p>For more detailed information, please refer to Table 3: Credential Award and Maintenance Requirements.</p>

CTP APPLICATION Documents and Submission Protocols

Overview

As a CTP applicant, you are required to submit documentation for each credential requirement. Some documents must be submitted by **you directly**, while others must be submitted **by third parties** on your behalf. Supporting materials are critical for verifying your eligibility and must be submitted in accordance with NCBHP policies.

Required Documentation

The following documentation must be provided as part of your application:

Current Licensure or Certification

- A copy of your eligible license or certification.

Training

- Content specific training certificates.

On-the-Job Supervision and Competency Verification

- Verification of on-the-job supervision specific to your peer specialist responsibilities.

Application Forms

The documents listed above must be submitted **with or on the appropriate NCBHP forms**, all of which are available on the NCBHP website. The following forms are **required** for the CTP application process:

- CTP Training Verification Form**
- CTP Supervised Work Experience Verification Form**

Each form must be **accurately completed** and accompanied by the relevant documentation. Incomplete or incorrectly submitted forms may delay your application review.

Third-Party Submission Requirements

Please be aware that the following documents **must not be submitted by the applicant directly**. Instead, they **must be submitted by appropriate third parties** (e.g., supervisors, employers, professional contacts) **directly to the NCBHP**:

- Verifications of on-the-job supervision

The NCBHP will not accept these documents if they are submitted by the applicant. Ensuring that third parties submit these materials on your behalf is your responsibility.

Final Reminders

- All documentation should be uploaded or attached to the appropriate application forms.
- Verify submission requirements and methods with each third-party contributor early in the process.
- Maintain personal copies of all submitted documents.

Table 2 describes the necessary supporting documentation requirements.

Table 2: CTP Application – Supporting Documents Requirements

Topic	Documentation Requirements
Prior Licensure or Certification and Experience	Upload a copy of your current license or certification.
Content-Specific Training	Applicants must document their content-specific training within the online application. Complete the CTP Training Verification Form, available online, and upload both the completed form and the training certificates for each event listed on the form to the online application.
On-the-Job Supervision	Applicants must record details about their direct supervision and supervisors in the online application. They should provide their supervisors with the CTP Supervised Work Experience Verification Form, available online, to be filled out and submitted directly to the NCBHP on the applicant's behalf.

CTP EXAM Registration, Exam Overview, Scoring, and Retesting

Registration Process

The CTP exam is administered remotely, via a proctored, online platform. You may register for the CTP exam only after the Board has approved all components of your application and supporting documentation. Once approved, you will receive a system-generated email confirming that you are eligible to register for the exam.

Your assigned Certification Specialist will assist you throughout the registration process. They will provide you with two important documents:

- **Exam Confidentiality Agreement**
- **Exam Pre-Registration Form**

After you complete these documents, they will be uploaded to your application record. The Exam Pre-Registration Form will also be sent to the Board's Testing Unit. Next, you will receive an email from the Testing Unit with instructions on how to complete your exam registration and prepare for the online exam.

If you need to reschedule your exam, contact the Board at least **three business days** before your scheduled test date. The Board will assist you with the rescheduling process.

Test Preparation

The CTP exam assesses the essential knowledge and skills needed to fulfill the core responsibilities of a peer specialist. The exam blueprint outlines the number of questions related to each core competency.

To help you prepare:

- The required **CTP training** is designed to teach the foundational knowledge needed to pass the exam.
 - The **CTP Exam Blueprint** is provided at the end of this document. It provides the number of test items by domain and competency statement.

Exam Overview

- **Format:** 50 item, multiple-choice questions
- **Delivery:** Remote, proctored, online exam.
- **Question structure:**
 - One correct and two plausible but incorrect answers per item
 - All questions are equally weighted (1 point each)
- **Passing score:** 70%

Scoring and Retesting

- You will see your **unofficial score immediately** after completing the exam.

- **Official scores** are processed weekly and added to your application record.
 - If you **pass**, you'll receive a congratulatory email confirming your CTP credential and outlining next steps.
 - If you **do not pass**, you'll receive a **Strengths and Opportunities Report**. This report shows how many questions you answered correctly by:
 - Performance domain
 - Cognitive level (recall, comprehension, analysis)
Use this report to guide your study for a retest.

Retesting Guidelines

- Contact your Certification Specialist to schedule a retest.
 - Retests require payment of the **exam fee**.
 - There is a **30-day waiting period** between test attempts.
 - You must request a retest **before the 12-month application period expires**. If you do not, your record will be closed, and a continuation fee will be required to reopen it.

CTP Credential Award, Maintenance, and Renewal

The CTP credential is awarded when a passing score on the CTP exam is entered into the certification database. To maintain certification, you must meet the maintenance and renewal requirements detailed in Table 3.

Table 3: Credential Award, Maintenance, and Renewal Requirements

Topic	Minimum Requirement
Credential Award	The CTP credential is issued for a one-year period. Since credentials are issued throughout the year, the initial expiration date may be slightly more or less than a full year from the issue date. After the first renewal, the credential will expire annually on June 30.
Ethical Conduct	Uphold the NCBHP Code of Ethical and Professional Conduct and comply with reporting, investigation, and disciplinary procedures.
Continuing Education	Five (5) hours of continuing education are required each year and must be submitted to the NCBHP during the renewal period. The training must be relevant to at least one of the CTP performance domains. CE credits or hours must be non-repetitive, meaning the same course cannot be counted more than once during each credentialing period, even if it is taken annually.
Renewal	Timely renewal requires submitting an online renewal application, paying the renewal fee, confirming ongoing eligibility (valid license or certification), and confirming compliance with continuing education requirements. The credential expires annually on June 30. A 30-day grace period is allowed for late payments, but any renewal submitted in July must include CE documentation. Credentials not renewed by August 1 will be placed on inactive status. To reactivate or reinstate an inactive credential, applicants must contact the NCBHP directly.

Certification Application Process Checklist

Account & Application

- Create an online CTP application.

Documentation

- Identify the license or certification you hold (for a minimum of two years and in good standing at time of application) and upload a copy of your high school diploma, GED or unofficial college transcript.
- Upload completed Training Verification Form(s) and supporting documentation to demonstrate compliance with the content-specific training requirements.
- Identify current and/or past supervisors who will verify your direct supervision. Download the CTP Supervised Work Experience Verification Form, provide it to each supervisor, and have them complete and submit it to the NCBHP on your behalf.

Fee Payment

- Pay the non-refundable application fee. This is the final step in the online application process. Applications that remain unpaid for 30 days will be automatically deleted, requiring the applicant to start the process over. The application will enter the work queue once the online payment is completed.

Monitor Email

- Within 30 days, you will receive an email from your assigned Certification Specialist with the status of your application, indicating whether the requirements are approved, pending, or denied.
- Continue to monitor your email for updates and information from your Certification Specialist. Applicants have 12 months to resolve any deficiencies and pass the exam.

Examination

- Receive approval to register for the examination.
- Follow exam pre-registration and registration procedures (directions are given after application approval).
- Take the examination.

CTP Exam Blueprint

Certified Telehealth Practitioner (CTP) Detailed Exam Blueprint	Test Length
Domain/Competency	50-item
Domain 1: Client Care in a Virtual Environment	32
1.1 Assess clients to determine if they meet established criteria for service eligibility.	3
1.2 Evaluate the client’s technological, cognitive and communication capacities to participate in telebehavioral services including the client’s access to equipment, connectivity, secure location for treatment sessions, and reading level.	3
1.3 Verify the client’s identity, location and privacy at the beginning of each telebehavioral health session.	3
1.4 Adapt in-person techniques for creating a welcoming and distraction free environment to a virtual setting by approximating an in-person relationship, fostering spontaneity; minimizing distraction and interruption; and maintaining a focus on the delivery of services.	3
1.5 Develop a workflow plan for service delivery that lays out the set of sequential tasks that occur before, during and after a telebehavioral health encounter.	2
1.6 Engage clients in identifying dangerous situations, developing safety plans, creating advanced directives, and managing crisis or emergency situations.	3
1.7 Adapt communication skills to the virtual environment by setting the pace of verbal information exchange, using descriptive words, paying attention to voice projection, facial expression and body language, and implementing other operational practices as needed to enhance communication and rapport building.	3
1.8 Establish and model appropriate behavior for telebehavioral health sessions through professional demeanor and dress, punctuality, audio and visual awareness, interpersonal courtesy and attention to privacy concerns.	3
1.9 Follow evidence-based and best practice guidelines developed for in-person services while at the same time making the modifications needed to reliably implement services in a telebehavioral health session.	3
1.10 Collaborate or consult with the client’s primary or specialty care providers, clinicians, case managers, and other identified healthcare professionals.	2
1.11 Seek out service providers, including crisis and emergency services local to the client and exercise judgement in making referrals, with special consideration of the management of urgent or emergent issues.	2
1.12 Select and adapt counseling methods, skills and techniques for telebehavioral health that are attuned to special populations (children, racial/ethnic, older adults, etc.), cultural factors, and the unique local and regional elements that impact rural populations.	2
Domain 2: Technology and Telepresence	10
2.1 Prepare/orient clients to the technology needed for telebehavioral services to ensure that functional hardware and software are working and provide on-going technical assistance as needed to troubleshoot/respond to technology-related issues.	3

Certified Telehealth Practitioner (CTP) Detailed Exam Blueprint	Test Length
Domain/Competency	50-item
2.2 Use appropriate strategies for digital recording and storage of files and use compliant technologies for sharing and storage of files in accord with HIPAA regulations.	3
2.3 Establish a back-up plan in case of system failures or other technology issues and communicate backup protocols with clients in advance.	2
2.4 Maximize the sense of an in-person experience during the telebehavioral health encounter through attention to room configuration, security, lighting, angle and distance of videoconferencing equipment, and backdrops.	2
Domain 3: Special Legal, Regularly and Ethical Responsibilities in a Virtual Environment	8
3.1 Be familiar and comply with all relevant laws and regulations for the jurisdiction in which the telebehavioral health services are provided and, as applicable, for the jurisdiction in which the client is located, to include mandatory reporting requirements and involuntary commitment protocols.	2
3.2 Educate clients about issues related to the security/confidentiality of their data, as well as privacy and other security issues inherent in technology-based services.	3
3.3 Document all services provided to demonstrate compliance with laws, best practices, and client safeguards, including confirmation of the client’s identity, location, safety, and privacy/confidentiality.	3