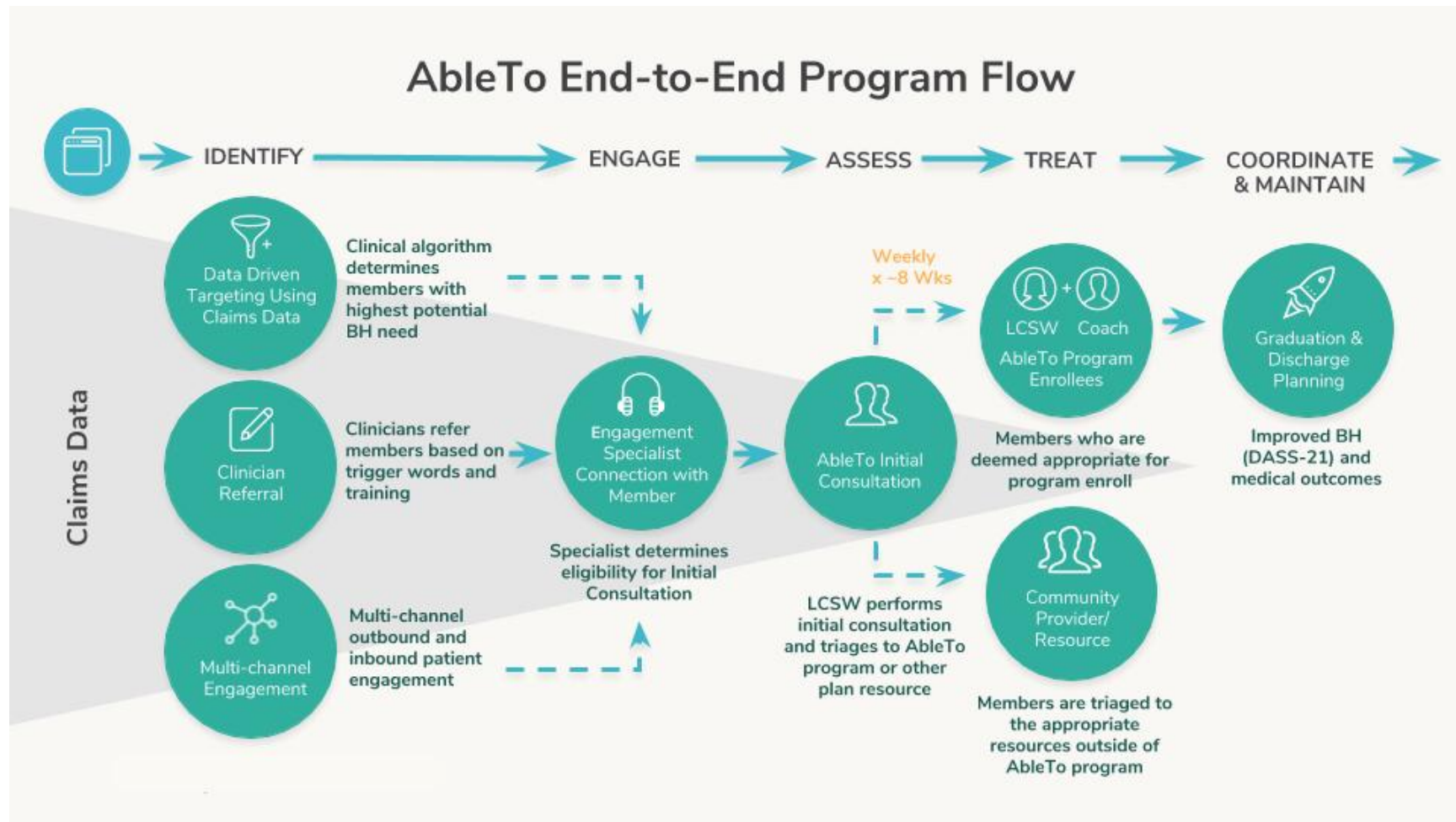


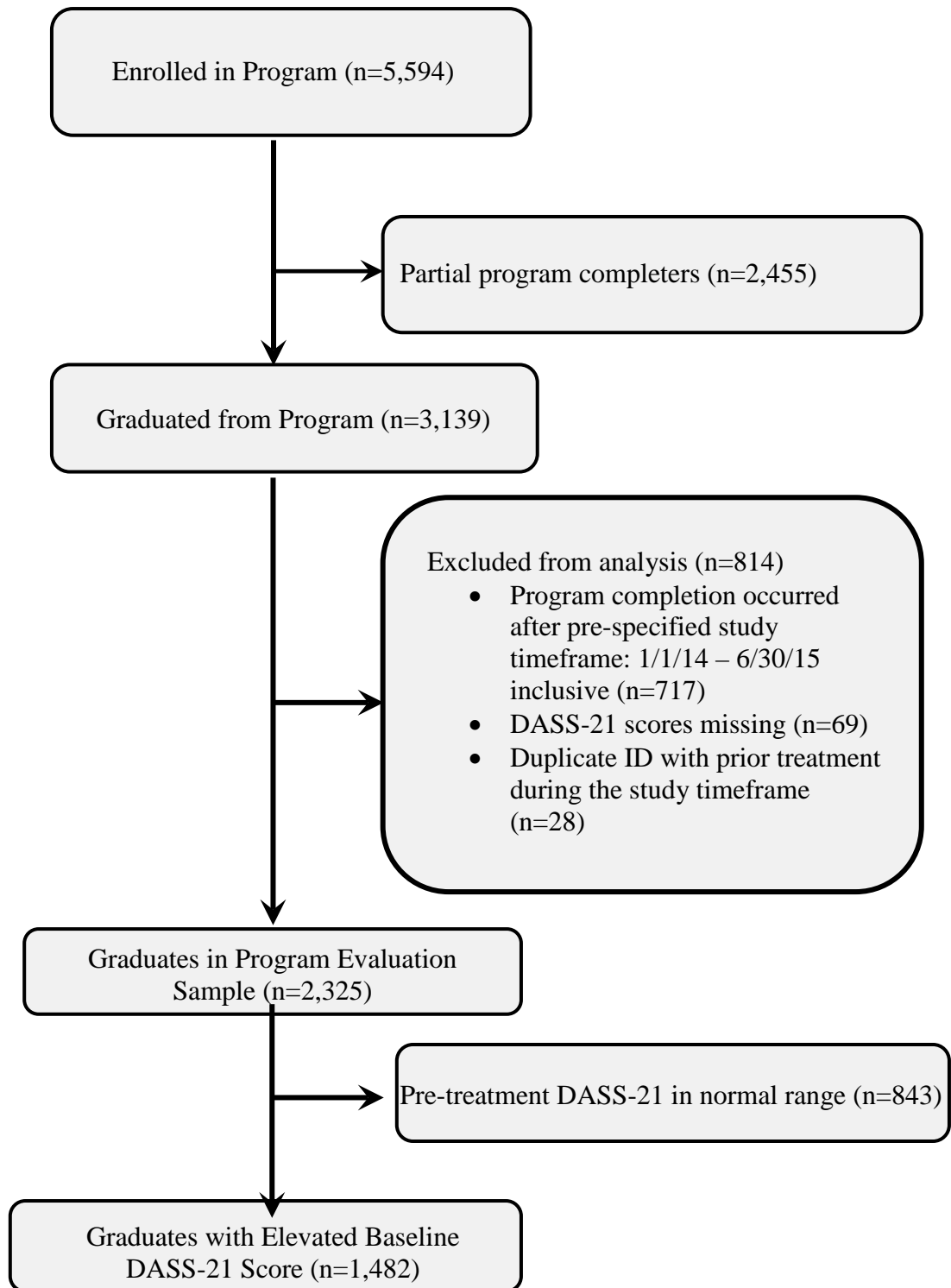
**Figure S1. Conceptual Model of a Standardized Telebehavioral Health Approach: From Patient Identification to Evidence-based Practice**



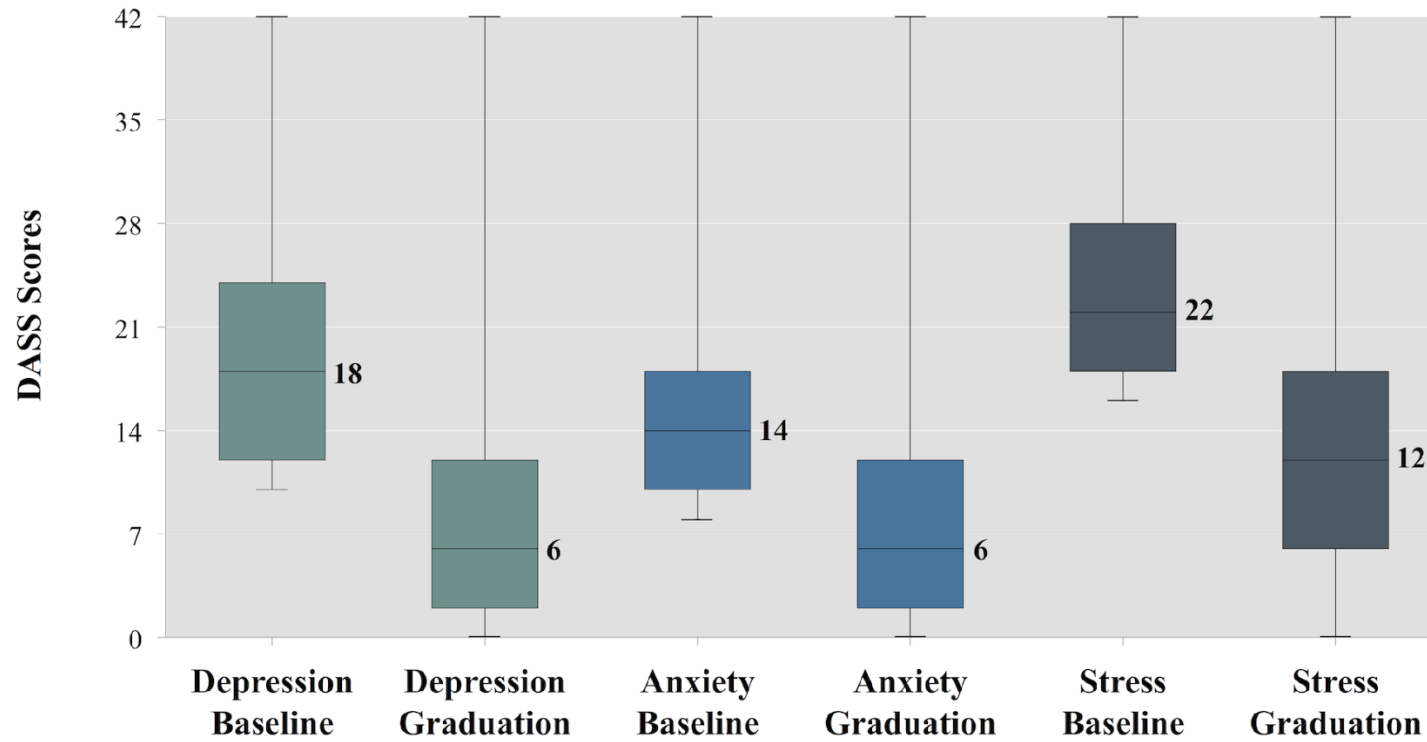
**Table S1. Baseline Characteristics of Participants in a Telebehavioral Health Intervention**

Characteristic	Frequency of Elevated Depression, Anxiety and/or Stress Scores at Baseline					p
	Overall	1 Elevated DASS Score	2 Elevated DASS Scores	3 Elevated DASS Scores		
	N=1482	n=514	n=388	n=580		
<i>Demographic</i>						
Age (Mean (SD))	53.7 (9.5)	55.2 (8.5)	53.2 (9.7)	52.6 (10.1)		<.0001
Sex (n, (% Male))	530 (36)	205 (40)	138 (36)	187 (32)		.03
U.S. Region						.08
Northeast	376 (25)	120 (23)	99 (26)	157 (27)		
Southeast	375 (25)	122 (24)	98 (25)	154 (27)		
MidAmerica	215 (15)	95 (18)	50 (13)	70 (12)		
West	517 (35)	177 (34)	141 (36)	199 (34)		
<i>Clinical</i>						
Past Medical Diagnoses (n, (%))						
Hypertension	814 (55)	295 (57)	205 (53)	314 (54)		.35
Diabetes	709 (48)	277 (54)	195 (50)	237 (41)		<.0001
Heart Disease	484 (33)	192 (37)	118 (30)	174 (30)		.02
Past Psychiatric Diagnoses (n, (%))						
Depression	928 (63)	269 (52)	238 (61)	421 (73)		<.0001
Anxiety	805 (54)	231 (45)	200 (52)	374 (64)		<.0001
Panic Disorder	389 (26)	92 (18)	89 (23)	208 (36)		<.0001
Antidepressant Prescription (n, (%))	429 (29)	128 (25)	109 (28)	192 (33)		.01

**Figure S2. Flow Diagram for Inclusion in the Retrospective Evaluation of Change in Depression, Anxiety and Stress Symptom Scores among AbleTo Program Participants**



**Figure S3. Absolute Change in Median DASS Scores among Participants with Elevated Scores at Baseline**



## Supplement

### Description of Best Practices for Telehealth Care Delivery Training

AbleTo therapists and behavior coaches each receive standardized training on best practices for telemental health care delivery. The training is based on guidelines from the American Telemedicine Association (1-3) and the National Association of Social Workers and Association of Social Work Boards (4). Training includes review of clinical guidelines (e.g. patient emergency management, referral resources), technical guidelines (e.g. videoconferencing applications, device characteristics, connectivity, privacy), administrative guidelines (e.g. qualification and training of professionals, documentation and record keeping, payment and billing), and other key topics such as ethics and values; access; cultural competence; technical, regulatory and practice competencies; identity, location, contact information, and expectations verification; privacy and security; and risk management (1-4).

To summarize key points, therapists are required to be trained and able to demonstrate competence in the following areas: clinical competence in treating the identified patient population including the use of emergency procedures in a telehealth setting, competence in using the technology platform; understanding how HIPAA and HITECH Act applies to workflows in a telehealth setting; understand how ethics and principles of non-discrimination apply. AbleTo participants are informed of the limitations of technology and the mode of care delivery is customized to the participants' comfort level and access to technology tools. The participant chooses whether to receive care by phone or video conference. Minimum technical requirements include access to a phone and the ability to receive postal mail.

### References

1. Practice Guidelines for Video-Based Online Mental Health Services. American Telemedicine Association. 2013. Website: <http://thesource.americantelemed.org/resources/telemedicine-practice-guidelines>. Accessed December 8, 2017.
2. Evidence-Based Practice for Telemental Health. American Telemedicine Association. 2009. Website: <http://thesource.americantelemed.org/resources/telemedicine-practice-guidelines>. Accessed December 8, 2017.
3. Practice Guidelines for Videoconferencing-Based Telemental Health. American Telemedicine Association. 2009. Website: <http://thesource.americantelemed.org/resources/telemedicine-practice-guidelines>. Accessed December 8, 2017.
4. Standards for Technology and Social Work Practice. National Association of Social Workers and Association of Social Work Boards. 2005. Website: <http://www.socialworkers.org/practice/standards/naswtechnologystandards.Pdf>. Accessed December 8, 2017.