



Allegany County
Department of
Human Services

Behavioral Health Provider Call

3-19-20 Noon



Agenda

1. Introductory Comments
2. COVID-19 Updates
3. Community Care Provider Alerts
4. Community Care Alternative Payment Arrangements
5. Provider Surveys
6. Provider Submitted Questions
7. Other Issues

COVID-19 Updates

- Allegheny County has been conducting daily updates regarding COVID-19. Details to join the calls as well as slides from these updates can be found at:
 - <https://www.alleghenycountyanalytics.us/index.php/2020/03/17/information-for-dhs-staff-and-providers/>
- Provider questions for Allegheny County Department of Human Services
 - DHS-COVID19Planning@alleghenycounty.us
- Pennsylvania DHS has a dedicated site on its website to provide updates and information:
 - <https://www.dhs.pa.gov/providers/Providers/Pages/Coronavirus-2020.aspx>

COVID-19 Updates

- SAMHSA will allow take home doses of up to 28 days for patients who are stable and up to 14 days for patients who are less stable but, for whom the OTP believes can safely handle that level of take-home medication.
- DDAP has submitted the required information to SAMHSA to request a blanket exception and has issued guidance on Bulletin 01-20 dated March 18, 2020
- OTPs must follow the protocols they have developed to implement the extended take home procedures

Community Care Provider Alert #4 COVID-19 Telehealth Services

- HealthChoices dollars will cover telehealth and telephonic services
- Provider is required:
 - Maintain all Medicaid documentation requirements
 - Document mode of communication
- Providers **MUST** submit their telehealth attestation forms to OMHSAS
- Payment for telehealth/telephonic service will be at the same rate as face-to-face interactions
- FAQ in development
- <https://www.ccbh.com/uploads/files/Provider-Alerts/20200316-alert4-covid19.pdf>

Community Care Provider Alert #5

COVID-19 Update: Submitting Clinical Information and Sending Secure Emails

- For BHRS, BHRS Waiver Programs, RTF, and CRR Host Home providers
- Clinical information will now be accepted via fax, secure email, or telephonic review
- Community Care will not accept mail after 3/25/2020
- Amount of information required has been reduced
- Plan of care
 - Best practice psychological/psychiatric evaluations for BHRS services
 - IBHS orders and assessments for IBHS services

Community Care Provider Alternative Payment Arrangements

- Developing a payment method to stabilize the workforce (pay/preserve essential staff) and program operations
- Providers need to:
 - Deliver essential behavioral health services to HealthChoices members
 - Assist individuals and families in meeting and managing other social needs
- Cover provider costs to continue to operate/deliver essential BH care/services
 - Provide bridge payments via APA
 - Providers will continue to submit claims for services rendered to members

Additional Community Care Updates

- Provider Alert around Medication Assisted Treatment (MAT) in development
- Provider Survey on operational changes/challenges coming soon
- Check our website www.ccbh.com for updates on COVID 19 including FAQs

Submitted Questions

Discussion:

- COOP Plans
- Immediate needs/challenges/concerns
- Other

**If providers have questions or need clarification around the content of this deck, they may contact Kelly Primus kprimus@ahci.org for assistance*