**DBHR COVID-19 call for behavioral health providers**

April 7, 2020

**Updates from HCA – Keri Waterland & Michael Langer**

* HCADBHRBHCOVID19@hca.wa.gov
* Submitted SAMHSA FEMA grant to bring additional support to state
* Working on second grant with SAMHSA emergency BH grant due Friday, additional $2m support for low-income non-Medicaid
* Setting up listserv for providers to talk to each other re: how providing covid response – expect to set up in the next 1-2 weeks
* Zoom update
	+ Applications for Zoom licenses still open. Allow 4 business days to process request
	+ Security concerns – HCA has provided info on COVID page. What has been compromised is not the licenses business zoom (which is what HCA is providing), only the free open version
* Laptop distribution survey: <https://www.surveymonkey.com/r/55KPVTC>
* Launched COVID page for Prevention Providers: <https://www.theathenaforum.org/COVID19>
	+ See slides for upcoming webinars for Prevention Providers & Parents
* Additional resources and weekly calls – see slides
* BHI Telehealth Rapid Response
	+ Coordinated statewide plan for rapid training & TA
	+ Aligning with system partners
	+ User Guides for providers & clients
	+ Website with Training materials, questions, telehealth info and calendar
	+ Contact Melody McKee: melmckee@uw.edu
* RSS working with CPC training contractors to create an online platform to meet demand for cert peers
	+ See slides for upcoming webinars

**Patient & Staff Care –** Dr. Charissa Fotinos

* New guidance on DOH website outlining PPE strategy for state & tiering levels
* Working on adding residential treatment facility into those docs & tiers
* Order PPE through local health jurisdictions
* Heard some reports of facilities & staff feeling like they don’t have enough protection

**Q&A**

* DOH waivers around F2F sessions for agencies. Does the waiver permit to RTFs to provide telehealth for assessment, treatment or otherwise for inpatient & outpatient?
	+ No restrictions on how you provide services in either setting, except OTP
	+ Only exception is OTP where the assessment must be in-person
* Fabric homemade facemasks in residential units. Asking IP staff and patients to wear cloth facemasks and wash daily. Other recommendations?
	+ That protection is better than none. Guidance does include washing daily. Hoping that will have enough surgical masks to get to facilities soon.
	+ Will get more formal guidance
* More info on supervision plans. Who should be completing? If they are telehealth, should they be completed in the office setting? Do you expect a supervision plan sent?
	+ We expect supervision plan if anyone is providing telehealth and professional is under an MHP and providing services that would need supervision.
* Request to provide info for OUD weekly calls
	+ Every Thursday from 1:30 to 2:45 p.m. (360) 407-3811 Access code 8923139#
* Do you have guidance on staff wearing masks in OP clinic
	+ Guidance is essentially the same. Practice social distancing of 6 feet. Again, more formal guidance to come.
* Any posted regulation or requirements about positive COVID case (staff or clients) that we need to notify other staff or clients?
	+ Question for HR department if you have them. Protect confidential information of staff & clients.
	+ Will get better guidance.
	+ Notification externally – contact local health jurisdiction, and let them take it from there to notify other external as needed
* Question about the helpline for clients
	+ They can guide individuals to where they can go for formal assessment or help guide to what’s available in community & state with services. But not in position to do assessment of level of service needed
* Still having trouble getting paid for ITA SUD detentions. Do MCOs know Ricky’s Law?
	+ If payment issues, send to HCADBHRBHCOVID19@hca.wa.gov with subject line ITA
* How are DCRs operating? Current best way to initiate contact
	+ Contact your local DCR and request and evaluation
* Adult IP SUD treatment and patient safety. New admissions present particular challenge – options for testing before/immediately after admission?
	+ Still limiting factor on number of tests available
	+ Recommendation remain that testing is only for high risk groups and symptomatic. Not for asymptomatic. Unless someone who presents with symptoms or who has been around someone with COVID symptoms in last 14 days, testing not available. May change over time.
	+ Antibody tests becoming available, but not available yet.
* We haven’t been able to access any PPE from state supplies to date. How do we access?
	+ Have raised issue of residential/IP as congregate areaa to state. As additional supplies come in, expect those to get out to appropriate facilities. Again, go through your local health jurisdiction to request
* Informed consent required to perform telehealth sessions
	+ Yes. FAQ on BH explains options for that
* Question about drug takeback during COVID
	+ Consult with DOH and get joint guidance out
* Should residential resubmit our requests for PPE now that we’ve been moved uptier
	+ Yes, that would be reasonable
* Where can we get more info about supervision plan?
	+ Review policies & procedures that you had to write for licensure. Revisit and revise for staff who is working from home.
	+ Follow-up question: Where should we send that revised supervision plan?
		- See FAQ <https://www.hca.wa.gov/assets/billers-and-providers/behavioral-health-policy-and-billing-COVID-19.pdf>
* Outpatient SUD billing codes
	+ Bill the service with same code as if in person, then use modifiers
		- true telehealth with audio/video realtime use place of service 02 with telehealth modifier GT
		- If using other means like phone call, use same code, and place of service for where client is located (12 for home, other codes for nursing home, homeless shelter, etc), CR modifier
		- <https://www.hca.wa.gov/assets/billers-and-providers/behavioral-health-policy-and-billing-COVID-19.pdf>
* Will Zoom count toward our F2F hours?
	+ Will have to send to DOH and get official response
* Will thermometers come with PPE materials?
	+ No, not mentioned as one of the procurement priorities
* Amerigroup released telehealth guidance requires specific codes (not CPT codes provided by HCA). Can explain difference?
	+ Gail – only one set of codes that has been released. Will look into.
	+ Update: Appears that that guidance was released before HCA policy was released, and now configured to follow all HCA information
* Would HCA be able to lift the rules about IMDs being long term
	+ We can’t do that without CMS approval
* Can texting be used for telehealth?
	+ Yes, FAQ updated this morning
	+ Adopting G2021 code for a brief interaction
	+ This code can be used for both MH and SUDH
* Training for staff on proper use of PPE
	+ There are videos about putting on/taking off safely
	+ There is also guidance on who should wear & in what circumstances
* How will SUDP exams be conducted?
	+ Submitted question to DOH last week, but haven’t gotten a response. Will follow-up again
* Who to submit supervision revision doc?
	+ Instructions are in FAQ. Goes to DBHR mailbox HCADBHRBHCOVID19@hca.wa.gov

**Recommendation to check the FAQ daily. HCA is updating about that often as clarifications & guidance comes in.**

**Will continue calls thru at least the rest of April. Check** [**HCA COVID page**](https://www.hca.wa.gov/information-about-novel-coronavirus-covid-19) **for registration information.**