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

May 5, 2020

**Updates from HCA** – Michael Langer

* See slides for links to resources
* Next meeting Tuesday, May 19
  + Invitation to the next DBHR call will go out Friday, May 15 via DBHR delivery list
  + Email to [melissa.thoemke@hca.wa.gov](mailto:melissa.thoemke@hca.wa.gov) to get added to the DBHR gov delivery list
* Approximately 4000 cell phones have been distributed to vulnerable individuals across the state
* Temporary rate increase for FCS service providers is being reviewed and information should be released soon
* National Prevention Week: <https://www.samhsa.gov/prevention-week>
* Mental and emotional well-being public education campaign

**Provider Needs Check-in** – Michael Langer

* Concerned about completing grants, e.g. Dept of Commerce grants – hard to have the financial matching or alignment to do at this time, concerned about the business risk
* Need PPE & cleaning supplies
* Need guidance on gradual physical reopening and safely social distancing guidelines
* NAMI could use laptops for their work across the state for staff
* Heard from prevention providers that youth & families may not have adequate internet connectivity & technology
* Need additional funding for hazard pay for staff providing frontline services
* Guidance for conducting groups in alignment with 42 CFR, particularly for children & adolescents

**Mental and emotional well-being public education campaign** – Kennedy Soileau, Melissa Thoemke

* Resources: <https://coronavirus.wa.gov/you-and-your-family/mental-and-emotional-well-being>
* Foundational messaging
  + It’s ok to ask for help
  + What you’re feeling is normal
  + Resources are available
* See sample infographics in slides
* Partner Toolkit: <https://coronavirus.wa.gov/spread-facts/partner-toolkit>
* What messages/resources do you need for clients?
  + Email to [Melissa.Thoemke@hca.wa.gov](mailto:Melissa.Thoemke@hca.wa.gov)

**Q&A**

* What is role MCOs trying to serve? Getting a lot of calls from MCOs for local resources
  + Probably recognizing your expertise in the community, to make sure their community resource lists are complete
* Case mgmt billing – under 10 minutes, can those be reimbursed?
  + Will need to do some research, will get back
* Can you explain thinking behind requiring MCOs to seek contracts with all qualified providers, regardless of they are existing Medicaid billers/ want to serve Medicaid
  + Questions need to go into the RFP coordinator
  + No requirement from HCA for MCOs to contract with folks who don’t want to contract to serve the Medicaid population
  + Heard that misconception in a few places
* How can agency request cell phones for homeless clients?
  + Accepting requests for cell phones via email – name of contact person, how many cell phones requested, address that is not a PO Box
  + Send to [HCADBHRBHCOVID19@hca.wa.gov](mailto:HCADBHRBHCOVID19@hca.wa.gov)
  + Supplies limited, but will do best
* Zoom licenses still available?
  + Yes: <https://www.hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/request-zoom-license-connect>
* For an agency who has had to buy laptops and cell phones for staff, are there fund sources for that?
  + Some federal relief money that are flowing into the state soon, might has opportunity there
* Telehealth services to clients, for youth/client sheltering in place out of service area of provider
  + Some states have different laws about providing, so would need to check that
  + But can still bill WA Medicaid and will cover
* Effective dates for telehealth codes?
  + 4/24