



## **DBHR COVID-19 weekly call**

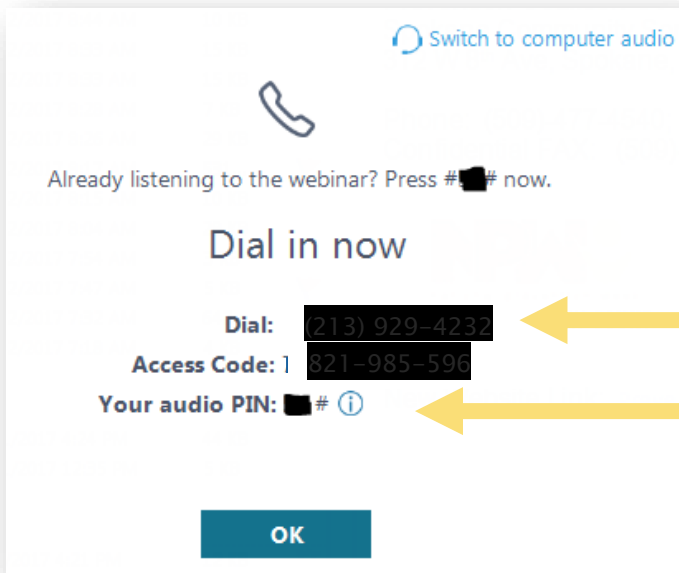
Hosted by: Division of Behavioral Health and Recovery

Tuesday, April 28, 2020

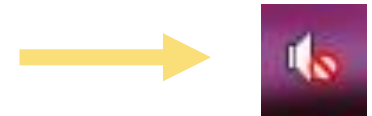
12 to 1:30 p.m.

# DBHR COVID-19 weekly call

Welcome! We will begin at 12 p.m.



- It is always a good idea to close other windows.
- If participating via phone
  - Click OK and mute your computer speakers.
  - Be sure to enter your unique **Audio PIN**, if you haven't already.



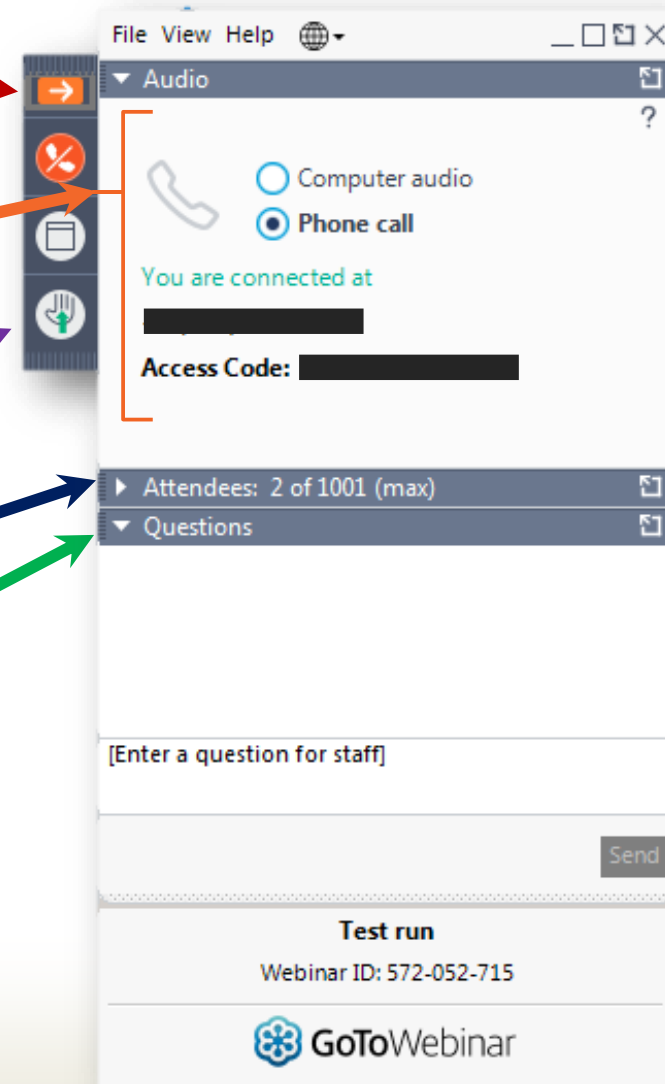
For help with the webinar email [Ray.Horodowicz@hca.wa.gov](mailto:Ray.Horodowicz@hca.wa.gov)

# Disclaimer

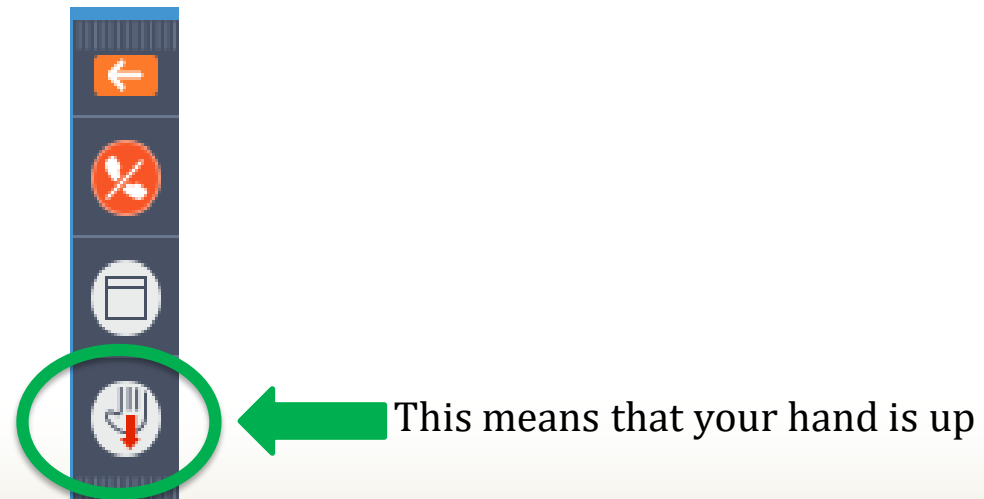
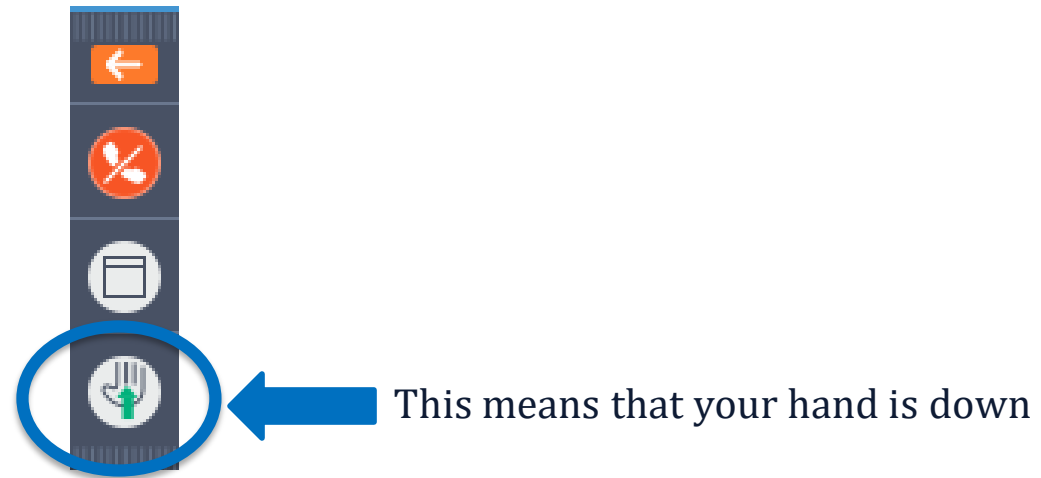
- This webinar is being recorded and will be posted to the HCA COVID-19 page.
- This recording is open to public disclosure.
- Please do not disclose any private or confidential information.

# Webinar Controls

- **Grab Tab** – Allows you to open/close the Control Panel, mute/unmute your audio (if the organizer has enabled this feature) and raise your hand
- **Audio pane** – Displays audio format. Click Settings to select telephone devices.
- **Hand** – click to raise hand. Click again to lower.
- **Attendee List** – Displays all the participants in-session
- **Questions pane** – Allows attendees to submit questions and review answers (if enabled by the organizer). Broadcast messages from the organizer will also appear here.



# How to Raise Your Hand



# Q/A

Topics: *Please note topic in beginning of question. “[Topic]:[Question]”*

- SUD Prevention Programs
- Mental Health Promotion and Suicide Prevention Grants
- Telehealth/Billing Guide/Insurance
- Adult SUD Treatment
- Youth BH Treatment
- Opioid Treatment
- Adult MH Treatment
- Recovery Supports
- Foundational Community Supports (FCS)
- Problem Gambling
- Peer Support Services
- Finance/Rates
- Patient/Staff Safety
- SERI/BHDS
- Zoom

# Agenda

- Welcome and Introductions
  - *Keri Waterland, PhD, MAOB, DBHR Director*
- Updates from HCA
  - *Michael Langer, Deputy Director*
- Patient and Staff Care
  - *Dr. Charissa Fotinos, Associate Director, Medical Services*
- Housing Resources and Changes
  - *Michele Thomas, Director of Policy and Advocacy, Washington Low Income Housing Alliance and Housing Alliance Action Fund*
- Q/A



MENTAL  
HEALTH  
FIRST AID

## SELF-CARE TIPS FOR HEALTH CARE WORKERS

- 1 **Recognize** the valuable role you and your colleagues play on the front lines of COVID-19.
- 2 **Practice** self-compassion.
- 3 **Validate** any emotions you might be feeling.
- 4 **Find** ways to see the positive.

Learn more at [MHFA.org](https://www.mhfa.org)

NATIONAL COUNCIL  
FOR BEHAVIORAL HEALTH

\*Information provided in the Mental Health First Aid® curriculum. \*Mental Health First Aid is managed, operated, and disseminated by the National Council for Behavioral Health



# Updates from HCA

## ■ General

- **SAMHSA Block Grant** - PPE and telehealth equipment for authorized grant personnel
- **BH Providers Connect Listserv** - please visit the sign-up page here:  
<https://www.thewashingtoncouncil.org/bhprovidersconnect/>
- **Success Stories** – email [HCADBHRBHCVID19@HCA.WA.GOV](mailto:HCADBHRBHCVID19@HCA.WA.GOV) subject line “success stories”
- **DBHR All Provider COVID-19 Calls** - Tuesdays at noon through May 5; every other week starting May 19th

## ■ Prevention

- **DEA Take Back Campaign** – *Secure Your Meds*
- **Spring Youth Forum**: Teams who wish to participate must submit poster by Student Assistance Program 5/8 at <https://springyouthforum.org/registration/>
- **Webinars and calls** continue through May.

## ■ Treatment

- **Telehealth** - Increase in rate for Tele-Behavioral Health on evenings and weekends
- **BHI Telehealth Training and TA**

## ■ RSS

- **Foundational Community Supports Provider support fact sheet** – <https://www.hca.wa.gov/assets/program/covid-strategies-for-fcs-providers.pdf>

## Patient and Staff Care

- **PPE** – Some masks are available and can be requested via local health jurisdictions  
<https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/PPEPrioritizationofAllocation.pdf>
- **Testing** - Testing guidance will be relaxing to include more people with symptoms. If people are concerned in residential settings that a staff member or client has COVID they need to contact their local PH office

# Housing Resources and Changes

- Commerce issued \$30M to communities.
- Options for mortgage holders whose payments are impacted by COVID-19.
- Options for renters whose payments are impacted by COVID-19.
- Options for Housing Authority renters and tenants whose incomes have been impacted by COVID-19.

# For questions after the webinar

## For questions related to Behavioral Health services:

- Email: [HCADBHRBHCVID19@HCA.WA.GOV](mailto:HCADBHRBHCVID19@HCA.WA.GOV)
- Type the topic of your question in the subject line.
- Subject line should include topic of questions so that it can be triaged to the appropriate subject matter expert

## For Managed Care Organization Provider Finances:

- Email: [HCAmcprograms@hca.wa.gov](mailto:HCAmcprograms@hca.wa.gov)
- For behavioral health treatment providers contracting with the MCOs that cannot cover operation costs over next 2-4 weeks or with outstanding claims payment issues.
- Subject line should be URGENT FINANCIAL CONCERNS or subject line "outstanding payment due"

For RFP questions, send by email to the RFP Coordinator at [HCAProcurements@hca.wa.gov](mailto:HCAProcurements@hca.wa.gov)

# DBHR Resources - General

- **HCA Website** - <https://www.hca.wa.gov/information-about-novel-coronavirus-covid-19>
- **HCA Weekly Newsletters**
- **Resources for Parents** can be found at [www.StartTalkingNow.org](http://www.StartTalkingNow.org).
- **List of Treatment Providers Reduction and Closures of Facilities** - <https://www.hca.wa.gov/assets/program/covid-19-provider-program-impact-list-20200330.pdf>
- **Zoom** - [www.hca.wa.gov/hca-offers-limited-number-no-cost-telehealth-technology-licenses-providers](http://www.hca.wa.gov/hca-offers-limited-number-no-cost-telehealth-technology-licenses-providers)

*Please allow 4 business days to process our requests. If you do not hear within that timeframe and want to know your status, send a note to [HCADBHRBHCVID19@HCA.WA.GOV](mailto:HCADBHRBHCVID19@HCA.WA.GOV).*

# DBHR Resources – SUD Prevention and MH Promotion

- **Prevention Information** – <https://www.theathenaforum.org/COVID19>
- The **Washington Healthy Youth (WHY) Coalition** website at [www.starttalkingnow.org](http://www.starttalkingnow.org) and its [Facebook page](#) with up-to-date resources for parents during times of stress.
- **Smoke or vape? Consider trying to quit-** People who smoke may be more likely to develop serious health complications from COVID-19. Smoking weakens the immune system, making it harder for your body to fight off viral infections – especially those attacking the lungs, like COVID-19. Additionally, initial findings suggest that vaping may increase lung inflammation and exacerbate lung infections. Need help quitting? Call 1-800-QUIT-NOW or visit [doh.wa.gov/quit](http://doh.wa.gov/quit)
- **Resources to Support Student Well-Being & School Safety**
- **Webinars for Prevention Providers and Parents:** Webinars are being recorded and will be posted. Sessions for next 2 weeks:
  - April 28, 1:00 - 1:45 pm - Webinar: Mentoring Match Closure
  - April 28, 4:30 - 5:30 pm - Virtual Session for Parents: Family management and resiliency: Families, stress and coping (Spanish)
  - April 29, 12:30 - 1:00pm - COVID-19 Prevention Professionals Support call
  - April 29, 1:00 - 2:00 pm - Virtual Sessions for Parents: Learning how to read your child’s non-verbal language
  - May 4, 12:00 – 1:00pm - Community of Practice: Adjusting Parenting Programs
  - May 5, 12:00 – 1:00pm - Virtual Session for Parents: Family management and resiliency: Families, stress and coping (in English and Spanish)
  - May 5, 1:00 – 1:45pm - Webinar: Mentoring Match Closure
  - May 6, 11:00 – 12:00pm - COVID-19 Px Providers Call

Registration for all calls and webinars can be found here - <https://www.theathenaforum.org/COVID19>

# DBHR Resources – BH Treatment

- **Certification Testing** - The [National Certification Commission for Addiction Professionals \(NCC AP\)](#) is pleased to be able to offer distance proctoring for all of its [national credential and endorsement exams](#) and for [state licensure](#) on behalf of many state licensing/certification boards!
- **BH Financial Assistance:** Continued work with MCOs to address BH provider financial needs
- **Billing FAQ** - <https://www.hca.wa.gov/assets/billers-and-providers/behavioral-health-policy-and-billing-COVID-19.pdf>
- **Optional Weekly Call WA OTP - COVID-19 Planning** - Every Thursday from 1:30 to 2:45 p.m. (360) 407-3811; Access code 8923139#
- **Supervision Plans as required by the Medicaid BH State Plan** - To provide Medicaid services, providers must submit a plan to HCA describing how they will implement and operationalize clinical supervision of all staff with less than a Masters Degree in a behavioral health field. This plan must be sufficiently detailed to address when and how staff will receive clinical supervision. All plans must be sent to [HCADBHRBHCOVID19@hca.wa.gov](mailto:HCADBHRBHCOVID19@hca.wa.gov) with the Subject line: *Supervision Plan*. We will contact you if there are any questions about your plan.

# DBHR Resources – Telehealth

- **Laptops** are only available during the COVID-19 pandemic, providers who receive a laptop will be given instructions for return at a later date
  - HCA has a limited number of laptops for use with the Zoom teleconferencing software
  - Who can request a laptop?
    - Medical or Behavioral Health providers and prevention and recovery based organizations who do not have access to a laptop (or the resources to obtain one) in order to offer services during the COVID-19 pandemic.
  - Loaner Laptop Application - <https://www.hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/request-laptop-telehealth-during>
- **Cell Phones** - being distributed to priority populations.
- **Success Stories for telehealth** – email to [HCADBHRBHCVID19@HCA.WA.GOV](mailto:HCADBHRBHCVID19@HCA.WA.GOV) subject line “*success stories*”



# DBHR Resources – Recovery Support Services

- **Resources from the Housing & Homelessness Calls through the Washington Low Income Housing Alliance**
  - We have made updates to the Housing Alliance's COVID-19 Resources Page! <https://www.wliha.org/covid-19-resources>
  - Post Moratorium zero-interest loans through Commerce for tenants to maintain tenancy: <https://www.commerce.wa.gov/serving-communities/homelessness/landlord-fund-programs/tenancy-preservation/>
  - See attached for Commerce's Updated FAQs and Clarifications regarding LIHEAP and LIRAP: (Teaser - requirements for 14-day pay-or-vacate documentation removed, and eligible households can apply for up to \$1000). Here's the LIHEAP web page: <https://www.commerce.wa.gov/growing-the-economy/energy/low-income-home-energy-assistance/>
  - Is your landlord trying to evict you during the eviction moratorium? The Attorney General can help enforce your rights. [Visit this page](#) to file a formal complaint. Note: please only use this link for this particular purpose. Please don't use this for advocacy or other purposes.
  - The Dept. of Health is soliciting applications for Emergency Language and Outreach Service Contracts to ensure equitable access to materials and information throughout the state. Learn more here: <https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020COVID19/CommunityContracts>
  - Here is more general pandemic health info in over 30 languages, <https://covid19healthliteracyproject.com/>
  - To learn more about the Unemployment Law Project, visit their website: <https://unemploymentlawproject.org/>

# Behavioral Health Institute (BHI) Telehealth Rapid Response – Training and TA Plan

- **Launched Telehealth Resource Website** – <https://bhi-telehealthresource.uwmedicine.org/>
- **Training** - 4 Week, 8 session training starts tomorrow. Register on the website
- **Statewide provider survey** released this week to all BH treatment agencies. Strategic Oversight Committee launched - Meeting Agenda and information on Website.  
<https://www.surveymonkey.com/r/TM6DHWZ>
- **Webinar: Staying Connected & Involved While Physical Distancing: A Washington State Conversation** - April 28, 2020 from 10:00 until 11:30am - Please join a FREE webinar focused on ways to build and maintain meaningful connections during this period of isolation and beyond. Registration:  
[https://temple.zoom.us/webinar/register/WN\\_kLe1uyxXSgSka9V4Va-0KA](https://temple.zoom.us/webinar/register/WN_kLe1uyxXSgSka9V4Va-0KA)
- **Contacts:**
  - Jim Vollendroff: [vollenj@uw.edu](mailto:vollenj@uw.edu) | Melody McKee: [melmckee@uw.edu](mailto:melmckee@uw.edu) | Cara Towle - [ctowle@uw.edu](mailto:ctowle@uw.edu) |

# Other Resources

- **Department of Health** - <https://www.doh.wa.gov/emergencies/coronavirus>
- **World Health Organization** - Detailed guidance about what to do in residential facilities - [https://apps.who.int/iris/bitstream/handle/10665/331508/WHO-2019-nCoV-IPC\\_long\\_term\\_care-2020.1-eng.pdf](https://apps.who.int/iris/bitstream/handle/10665/331508/WHO-2019-nCoV-IPC_long_term_care-2020.1-eng.pdf)
- **SAMHSA** - Guidance to move mostly to telehealth and follow CDC recommendations re: admitting new patients and infection control. (as of 3/20/20 ) - <https://www.samhsa.gov/sites/default/files/considerations-care-treatment-mental-substance-use-disorders-covid19.pdf>
- **Mental Health Technology Transfer Center Network** - [Telehealth Learning and Consultation \(TLC\) Tuesdays](https://mhttcnetwork.org/centers/northwest-mhttc/resources-covid-19-behavioral-health-workforce). This weekly online series for providers who are unfamiliar with telehealth launches March 31, 2020, and continues through the end of April 2020. <https://mhttcnetwork.org/centers/northwest-mhttc/resources-covid-19-behavioral-health-workforce>
- **The [Addiction Technology Transfer Center \(ATTC\) Network](#)**, the [Center for Excellence on Protected Health Information \(CoE-PHI\)](#), the [National Consortium of Telehealth Resource Centers](#), and the [Center for the Application of Substance Abuse Technologies \(CASAT\)](#) at the University of Nevada - Reno (UNR) are facilitating a FREE, national online discussion and resource sharing opportunity for substance use disorder (SUD) treatment providers and peer support specialists faced with transitioning their services to the use of telephone and videoconferencing methods in response to COVID-19 social distancing guidelines. <https://telehealthlearning.org/telehealth/>
- The [Addiction Technology Transfer Center \(ATTC\) Network](#), and the [Prevention Technology Transfer Center \(PTTC\) Network](#) are facilitating a FREE, national online discussion and resource sharing opportunity for the substance use (SU) prevention, treatment, and recovery workforces focused on emerging issues around social determinants of health (SDH) and COVID-19. [PTTC Network](#)
- **Northwest MHTTC** and the [Behavioral Health Training, Workforce and Policy Innovation Center](#) of the [BHI](#) are partnering to present an 8-session telehealth learning series for behavioral health providers across the continuum of behavioral health care in Washington State in response to COVID-19. For more information on the training series - [Click Here](#). The webinar series will meet twice weekly for four weeks and will address a variety of topics related to telehealth, including operational and administrative issues (such as billing), equipment and technology requirements, and strategies to provide effective clinical care. Webinars are held on: Wednesdays from 2 - 3pm PT and Fridays from 11am - 12pm PT

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