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

April 21, 2020

**Updates from HCA**

* Will continue calls thru at least May 5. Find [registration information here](https://content.govdelivery.com/accounts/WAHCA/bulletins/285c1af)
* Forecasted Behavioral Health impacts of COVID-19 – DRAFT report
* The CARES Act Sec. 3221 modified 42 CFR Part 2 to align with HIPAA
  + HHS to publish rules regarding this one year from enactment.
  + HCA will continue to work with SAMHSA on if they will be providing communication on this
  + See [42 CFR CARES Act update doc](https://static1.squarespace.com/static/55ba9fe5e4b09e80d21790f7/t/5e9f465b2f717e70404dcafc/1587496540575/42-cfr-cares-act.pdf)
* SAMHSA Emergency COVID Grant – HCA approved for $1.4 million that will be disbursed thru BH-ASOs to increase capacity for BH & SUD services
  + Also special projects, including King County peer project, BH needs of health care professionals
* See also [slides](http://www.betterhealthtogether.org/bold-solutions-content/hca-updates-covid-19) for links and update
* Reminder: 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.
* BHI Telehealth Rapid Response – Training & TA Plan
  + Launched Telehealth Resource website: – <https://bhi-telehealthresource.uwmedicine.org/>
  + Doing 4 week, 8 session training – see website for registration
* Emergency rule on how new enrollees are assigned
  + <https://www.hca.wa.gov/assets/103E-20-09-113.pdf>
* Emergency rule on when plans are allowed to enter and exit regions, based on performance, including IMC BH performance
  + New RFP for existing plans in state to enter regions they are not in
  + Would start Jan 2021

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

* PPE – some masks available, request through health jurisdiction
* <https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/PPEPrioritizationofAllocation.pdf>
* Testing – guidance will be relaxing to include more people with symptoms, still shortages of testing materials

**Q&A**

* During this time case manager has spent a lot of time doing errands (grocery runs, etc) for vulnerable or immunocompromised without participant present. Is this billable?
  + Will have to get back (Gail not on call)
* We’ve heard that phones are being provided to recovery residents? Are phones available to folks in other types of housing.
  + Right now we have more demand than we have supply for. Will continue to look at expending who is eligible if and when we are able to get more phones.
* Crisis counseling - If our county has need of help providers to access folks in crisis in isolated areas, is that something we could get funding through the SAMHSA grant
  + Grant is primarily a treatment expansion grant. That is what BH-ASOs will be focused on.
  + Talk to BH-ASO about possibilities. Not a whole lot of money for crisis counseling.
  + Email [HCADBHRBHCOVID19@hca.wa.gov](mailto:HCADBHRBHCOVID19@hca.wa.gov) and they will follow up
* Patient & staff safety – how can we access cleaning supplies? We have several 24/7 facilities and outreach teams, and need these supplies which are currently hard to find.
  + We do not have a coordinated strategy for cleaning supplies. Will reach out to labor & industry partners and get back.
* What constitutes BH integration performance, in regards to MCOs entering new markets?
  + All specific questions must be directed back to RFP coordinator – [HCAProcurements@hca.wa.gov](mailto:HCAProcurements@hca.wa.gov)
  + Can look at Apple Health Model Contract to see what is included in IMC contracts, including around claims payment, care coordination, network adequacy
* Online CPC trainings coming soon – timeline for this?
  + Looking at early May for first cohort
  + Will be tightly controlled because it is new, and will keep this group informed
* Have over 100 denials since January 2020. How can we get this corrected asap?
  + If you have specific issues, willing to help facilitate & investigate as necessary
  + Email [HCAmcprograms@hca.wa.gov](mailto:HCAmcprograms@hca.wa.gov)
* We are not a secure facility (adult family home), and residents are going stir crazy. We are trying to keep clients on campus, but not all understand the stay home order. Any advice or resources?
  + Can send ideas & links – send email to HCA
  + Look at DBHR weekly updates, including some resources in there
* CPC training – will this be the second part of the training? Where will info be posted?
  + Yes, it will be what was the second phase in-person. Developing modules to be able to do in virtual groups.
  + Taking first cohort who are currently employed and at highest need to fill employment requirements (Priority 1) – already identifies
* I heard that many insurers not paying for opioid detox. Is this true?
  + Withdrawal mgmt providers & MCO medical directors met with HCA together. Not a blanket denial or acceptance. Looking at patients individually to make determination.

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