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

April 28, 2020

**Updates from HCA** – Keri Waterland

* Weekly calls thru May 5. Every other week starting May 19. Find [registration information here](https://content.govdelivery.com/accounts/WAHCA/bulletins/285c1af)
* Self-care resources for health care workers
	+ National Council for Behavioral Health
	+ Mental Health First Aid [mhfa.org](http://mhfa.org/)
* SAMHSA Block Grant – PPE & telehealth equipment for authorized personnel, allowance to use block grant funds for purchase
* Success stories – send to HCADBHRBHCOVID19@hca.wa.gov with subject line “success stories”
* Telehealth rate – increase in rate for tele-BH on evenings and weekends
	+ FAQ being updated to reflect, including codes
	+ FAQ for physical health providers: <https://www.hca.wa.gov/assets/billers-and-providers/Clinical-policy-and-billing-for-COVID-19-FAQ.pdf>
	+ FAQ for behavioral health providers: <https://www.hca.wa.gov/assets/billers-and-providers/behavioral-health-policy-and-billing-COVID-19.pdf>
* FCS fact sheet - <https://www.hca.wa.gov/assets/program/covid-strategies-for-fcs-providers.pdf>

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

* PPE – continue to request thru local health jurisdiction
* Testing guidance will be relaxing to include more people with symptoms.
* If concerned in residential settings that a staff member or clients has COVID, should contact their local public health office

**Housing Resources & Changes** - Low Income Housing Alliance

* Commerce issued $30m to communities in WA state
	+ Find your county’s plan for those funds: <https://www.commerce.wa.gov/covid-19-homeless-services/>
* Resources for homeowners and renters
	+ Washington LawHelp: <https://www.washingtonlawhelp.org/>
	+ Northwest Justice Project: <https://nwjustice.org/home>
	+ National Low Income Housing COVID page: <https://nlihc.org/responding-coronavirus>
	+ Dept of Commerce's "Coordinated Entry Programs by County: <https://deptofcommerce.app.box.com/v/CEAccessPoints>
	+ WA Attorney General: <https://www.atg.wa.gov/landlord-tenant>
		- File a complaint online via link above or via phone by calling 1 (833) 660-4877 and leaving a general message by selecting option 1
	+ WA Homeownership Resource Center: <http://www.homeownership-wa.org/>
	+ WA Department of Commerce Landlord Fund Programs <https://www.commerce.wa.gov/serving-communities/homelessness/landlord-fund-programs/>
	+ Resources for affordable housing funded through HUD:

[https://fortress.wa.gov/dshs/pathwaystohousing/(S(r4nmtfznfygtx4epcaqsyfjy))/p2hlocator.aspx](https://fortress.wa.gov/dshs/pathwaystohousing/%28S%28r4nmtfznfygtx4epcaqsyfjy%29%29/p2hlocator.aspx)

* Options for Housing Authority renters & tenants
	+ Can request rent adjustments through their local housing authorities
	+ Northwest Justice Project can assist: <https://nwjustice.org/home>

**Q&A**

* Which providers are allowed to bill for texting?
	+ Any provider can bill for texting
	+ Will include in updated FAQ – see links above, or find on HCA COVID page: <https://www.hca.wa.gov/information-about-novel-coronavirus-covid-19>
* Increased rate for primary care as well?
	+ Services rendered outside of M-F 8-5, then those are applicable to services provided by a primary care provider and all behavioral health
* How long will state of WA allow BH providers to use telehealth?
	+ No plans to discontinue or dial down anytime soon
	+ Not disrupting care will be primary principle for decision-making
* Services rendered via telehealth at same rate as in person. Are getting reimbursed at lower rate from Coordinated Care for for E&M
	+ Provide claim number and client ID via email to HCADBHRCOVID19@hca.wa.gov for this issues or any similar
* Will DBHR/HCA/state allow orgs to continue to provide services as we are doing now (telehealth, clinicians able to work from home, clients can access care via telephone, etc.)
	+ Depends on how governor rolls out his plan, and will work with closely to not disrupt care, continue to allow flexibility into the future
	+ Likely won’t be able to continue work that isn’t HIPAA compliant, but can talk about how to continue work that is compliant
* Companion document for Forecasted Behavioral Health Impacts of COVID-19 draft report?
	+ Not currently available, but will release when it’s ready
* Ability of peer providers to interact with clients via Facebook messenger?
	+ Facebook messenger is an option, but must be clear with receiver that it is not HIPAA compliant. Possibility for info to be accessed, not secure.
	+ Document that you informed client of risk and that they understand risk and agree to proceed. Document *at each visit*
* Block grant funding that’s allowed for PPE for authorized personnel – is there a timeline for that and a place we can get more details?
	+ Depends who you are getting contract from (DBHR, BH-ASO) – reach out to your contract contact for details
* Code for texting & clarification of who can use (clinician type)
	+ G2012
	+ Description in FAQ (linked above), updating specification of who may use in the FAQ to clarify
* 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?
	+ Not a billable service, not Medicaid covered service
* Guidance on safely conducting face-to-face visits?
	+ Will have to follow-up
* Some funders expecting outpatient providers return to services, whether or not PPE is available. Is there a way to make sure adequate PPE is available before required to return to providing in-person outpatient services?
	+ This is exactly the kind of concern we want to hear and be elevating to the discussion with governor as plan develops