Dear Behavioral Health Provider,

There has been a lot of information circulating as we all are working to respond to the COVID-19 outbreak and resulting practices.

CHPW has compiled the following resources specifically for Behavioral Health (BH) providers. We are providing this information for you regarding your work with CHPW around COVID-19. Please share this with your clinical and administrative staff, as needed.

For previous Provider Bulletins and a complete list of FAQs, click here.

CHPW is ready to partner with you in any ways we can be of assistance. You are not alone.

Please reach out to us with specific questions at provider.relations@chpw.org.

**BH Provider Support**

**Regional Meetings**

CHPW continues to host regular regional BH Provider Forums. These meetings have been leveraged to discuss COVID-19 in recent weeks and many have increased frequency based on provider input. Reach out to IMC@chpw.org and indicate which regional meetings you would like to join.

**Provider Bulletins**

CHPW sends provider bulletins via email with information about working with CHPW including billing, utilization management, pharmacy updates, as well as links to HCA and CMS resources. To receive these emails directly, contact provider.relations@chpw.org to be added to the distribution list.

**Financial Support**

CHPW is committed to working with our BH provider network to ensure that our response and support during this unprecedented time meets the immediate needs of our contracted BH providers. CHPW is working with individual Behavioral Health providers to develop plans for supporting them during the COVID outbreak. Please contact us at provider.relations@chpw.org if you need support and we have not yet worked out a plan with you.
2020 Behavioral Health Provider Survey

The 2020 Behavioral Health Provider Survey is underway. CHPW is encouraging all providers to complete this survey to help identify opportunities to improve services across the state. During this COVID-19 crisis, many providers are experiencing unforeseen stresses and hardships. For those reasons, this survey is particularly important as the results are used to inform policy at the state and provider level and could help address the current challenges brought on by COVID-19.

The survey is accessible online, and information should have been sent to agency directors. Agencies with multiple locations received a separate invitation for each location. If your organization would like to consolidate any sites into a single survey, contact Kent Miller, SESRC Project Manager, at kent.miller@wsu.edu or 509-335-1725. For additional information, contact Felix Rodriguez, Ph.D., Researcher, at 360-725-1267 or felix.rodriguez@hca.wa.gov.

Support for Service Providers

HCA’s Division of Behavioral Health and Recovery (DBHR) is hosting a weekly webinar for providers of mental health, substance use, and problem gambling services through Athena.

The agenda is developed each Monday based on what we know about COVID-19, and its relationship to prevention, treatment, and recovery support services. Representatives from the Department of Health and SAMHSA will join the call when they can.

Providers have the opportunity to ask questions and share strategies with one another. For more information and to register, click here.

Other Helpful Links:

- DBHR COVID-19 Weekly Provider Call Registration (April 21-May 5)
- HCA COVID-19 Information page - HCA’s website for all their COVID-19 resources, communications, and documents.
- CHPW COVID-19 FAQs and Provider Bulletin - Updates are emailed to providers and included on this page.
- Athena - Substance Abuse Prevention and Mental Health Promotion for professionals and volunteers.
- 4/21/2020 DBHR Webinar Recording
- 4/07/2020 DBHR Webinar Recording
- 3/31/2020 DBHR Webinar Recording
- 3/24/2020 DBHR Webinar Recording
- 3/17/2020 DBHR Webinar Recording

Subscribe to the appropriate HCA notifications to receive direct updates on changes
Provider/Facility Closures

HCA is maintaining a list of providers and whether they are closed or accepting new patients due to COVID-19. You can find the list here. This list is revised frequently, and all providers should check to see that their organization’s information is correctly reported.

As always, CHPW also would appreciate any notification about changes to your facility’s closures, operations, and service offerings. Please send any notices to provider.relations@chpw.org.

Billing Guidance & Policy Updates

CHPW is following billing guidelines for COVID-19 that are consistent with the HCA and CMS guidelines for Medicaid and Medicare. These guidelines may change or expand, so please refer to these documents for the most current information.

HCA COVID-19 Information page (contains a Behavioral Health section).

CMS Current Emergencies page (under “Billing and Coding guidance”).

Below are some additional resources. Information is changing often, so providers may need to review additional pages to those linked below:

- HCA Weekly Update for Behavioral Health Providers
- Behavioral Health Policy and Billing during COVID-19 Pandemic
- Opioid Treatment Programs
- Prescribers of buprenorphine containing products in office based opioid treatment settings
- Applied Behavioral Analysis (ABA) policy and billing

Telemedicine

There have been significant efforts by the HCA and CMS to relax rules for telemedicine to ensure that practices can continue to deliver services to individuals during the time of the pandemic. Reference the billing guidelines listed above for specific guidance. Some things to note to support your practice in developing your telemedicine programs:

- Privacy Rules:
  - HHS Office for Civil Rights (OCR) will waive potential HIPAA penalties for good-faith use of telehealth during the nationwide public health emergency due to COVID-19.
  - CMS aligned enforcement of 42 CFR Part 2 in the CARES Act. Information about the changes is summarized by the American Society of Addiction Medicine.
• Technology:
  o HCA is offering free limited Zoom for Healthcare licenses to providers. This platform is both HIPAA compliant and 42 CFR Part 2 compliant. Broader concerns about security around Zoom do not apply to this version of the platform.
  o HCA is also loaning laptops to a limited number of providers. The application is here.

• Interpreter Services:
  o The HCA has a policy to provide interpreter services via telemedicine during the COVID-19 crisis.

• Training & Technical Assistance Resources:
  o The Behavioral Health Institute (BHI) is collaborating with entities across the state to develop and coordinate training and technical assistance specific to behavioral health and telemedicine. The Behavioral Health Institute training efforts can be found on the new BHI website. This site has been developed as a central location for support resources for your practice. A training series has also been developed under these efforts and is continuing over the next several weeks on:
    ▪ Wednesdays from 2 - 3pm PT
    ▪ Fridays from 11am - 12pm PT

For more information and registration for the training series.

o AIMS Center Guides:
  ▪ **Telehealth & Clinical Training Resources During COVID-19**
    Comprehensive list of resources from clinical, policy, and financial perspectives on administering telehealth, with particular attention to COVID-19.
  ▪ **Telehealth Tips for Behavioral Health Providers**
    Preparation tips for telehealth visits from the behavioral health provider and patient perspective, along with guidance on conducting the visit.

**Resources for Members**

CHPW is expanding resources to members to provide additional support during this time. These resources can be found on the member section on the CHPW website. A few highlights include:

• The Lifeline free cellphone program has expanded minutes and data that can be found under “Cellphone Benefit” on this page.
• Pharmacy benefits have been relaxed to improve access to prescriptions for members. As always, CHPW offers 90-fills for many prescriptions, and now we have more resources for prescription delivery.

Additionally, members may have needs that are not being met via their normal avenues, so CHPW’s Case Management and Outreach teams have been conducting wellness calls to members, starting with our most vulnerable Medicare population and now including our Medicaid members. In addition, we have used text messaging, email, and interactive voice response (IVR) calls to send targeted messages of support to the members and provide key information and numbers to call for assistance.

Our Care Management teams are also reaching out to all members who have a COVID-positive or pending COVID test and are either discharging from a hospital or have gone to the ED, to offer them support as they quarantine themselves and their families. When needs are identified, we are coordinating with the member’s PCP of record to facilitate access to care and services.

Remote Peer Groups
The Peer Workforce Alliance is offering a Community Connections Series. Community forums will be held each day so people with mental health and/or substance use challenges who are missing their regular meetings and groups can check in with like-minded, recovery-oriented individuals.