

Community Health Plan of Washington

Information on COVID-19



Provider Bulletin: May 21, 2020

Dear Provider:

We are providing the latest information for you regarding your work with CHPW around COVID-19. Please share this information with your clinical and administrative staff, as needed.

We'll continue to update you as this response evolves. As information is changing rapidly, please defer to the most recent communication.

For Previous 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 if you think of anything.

UPDATED INFORMATION

as of 5/21/2020

(Information is subject to change)

The information in this section reflects new or revised information since the last dated bulletin.

BEHAVIORAL HEALTH

Is the state still collecting information about behavioral health provider needs regarding telehealth?

Yes. The Behavioral Health Institute has developed a [survey for behavioral health providers](#) to determine telehealth support and training needs. The survey is intended for mental health, substance use, and recovery providers across a variety of organizations and disciplines. The survey closes this Friday- May 22. CHPW encourages providers to fill it out.

Are there psychiatric consultation resources available for providers who are treating more complex patients?

Yes, the University of Washington has several resources available to support providers with behavioral health treatment.

- The [UW Psychiatry Consultation Line \(PCL\)](#) helps prescribing providers in Washington seeking clinical advice regarding patients (18+) with mental health and/or substance use disorders. The free service is available 8 a.m.-5 p.m., Monday-Friday. *Starting July 1, 2020, coverage for this line will be available 24/7.*
- [PAL for Moms](#) - Psychiatric consultation for perinatal patients. Call 877-725-4666 (PAL4MOM) Monday-Friday 8 a.m.-5 p.m.
- [PAL \(Seattle Children's\)](#) – Psychiatric consultation for children and adolescents for primary care providers (doctors, nurse practitioners and physician assistants). Call [866-599-7257](#) Monday - Friday, 8 a.m. to 5 p.m.

Behavioral Health Treatment Agencies should have received the “2020 Behavioral Health Provider Survey” from the Health Care Authority. This survey invitation was sent out by mail and email from the HCA. CHPW is encouraging providers to complete this survey as it helps to identify statewide needs for behavioral health services.

Where can I find information on support provided to the behavioral health workforce?

Health Management Associates hosted a webinar on May 18th on **Supporting the Behavioral Health Workforce During the COVID-19 Response.** [The recording is available for viewing.](#)

TELEMEDICINE

Are there any resources available for members receiving services via telehealth?

Yes. HCA has developed a [Telehealth Tips for Individuals Factsheet](#). This one pager describes some tips and tricks to engaging and getting the most out of members' telehealth visits.

My clinic is providing a telehealth option to provide care, but the member I work with doesn't have access to a telephone or broadband. How are we addressing this gap?

CHPW Medicaid members qualify for the Lifeline program. The FCC has

removed barriers to members accessing phones in their program, “[Keep Americans Connected](#).” This initiative ensures that Americans do not lose their broadband or telephone connectivity as a result of these exceptional circumstances.

Additionally, Washington State Department of Commerce has set up approximately 300 [drive-in Wi-Fi hotspots](#) across the state. A map of locations can be found [here](#).

PROVIDER RESOURCES:

HCA

- [HCA Information about COVID-19](#) – Content is updated on this site frequently
- [HCA Medicaid Clinical Policies and Billing for COVID](#) revised May 15, 2020
- [HCA Behavioral Health Policy & Billing During COVID](#) revised May 7, 2020
- [HCA Guidance for Office Based Opioid Treatment \(OBOT\) DATA 2000 waiver prescribers](#)
- [HCA Guidance for Opioid Treatment Programs \(OTP\)](#)
- [HCA Guidance on Tele and In-Person Billing](#)

WASHINGTON DEPT. OF HEALTH

- [WA DOH COVID Provider Resources and Recommendations](#)

CMS

- [CMS Letter to Clinicians](#)
- [CMS COVID Partner Toolkit](#) released March 19, 2020
- [CMS COVID-19 Emergency Declaration](#) Fact Sheet for Providers
- [CMS Waivers & Flexibility for Health Care Providers](#)
- [CMS Provider Telemedicine Toolkit \(General\)](#) released March 20, 2020
- [CMS Provider Telemedicine Toolkit \(ESRD\)](#) released March 20, 2020
- [CMS Telehealth Waivers and other Flexibilities](#)

MISCELLANEOUS

- [HHS Notice of HIPAA Enforcement Discretion](#) released March 17, 2020
- [Northwest Regional Telehealth Resource Center](#)
- [Relias COVID-19 Online Training and Resources](#) (Free)
- [SAMHSA COVID Guidance](#)
- [Washington Chapter American Academy of Pediatrics \(WCAAP\) COVID-19 Resources](#)
- [Peer Support Groups](#)
- [UW Psychiatry Consultation Line FAQ](#)

