Washington State Health Care Authority

DBHR COVID-19 weekly call

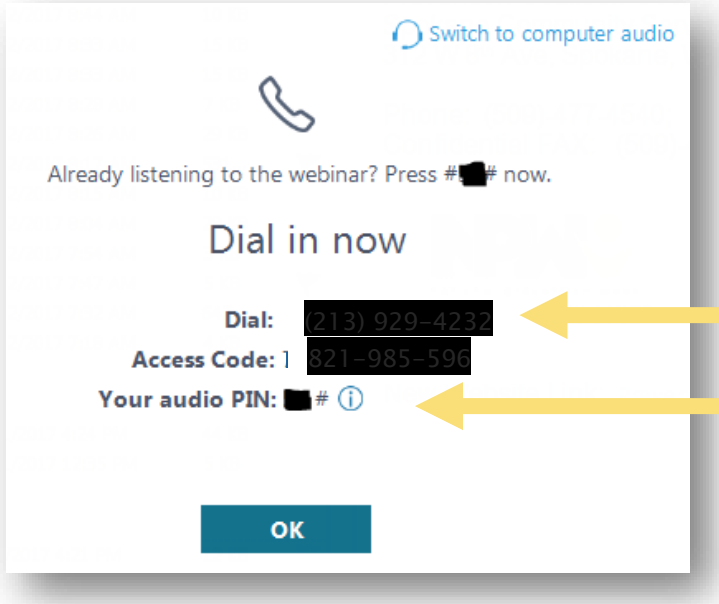
Hosted by: Division of Behavioral Health and Recovery

Tuesday, April 21, 2020

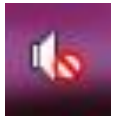
12 to 1:30 p.m.

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.



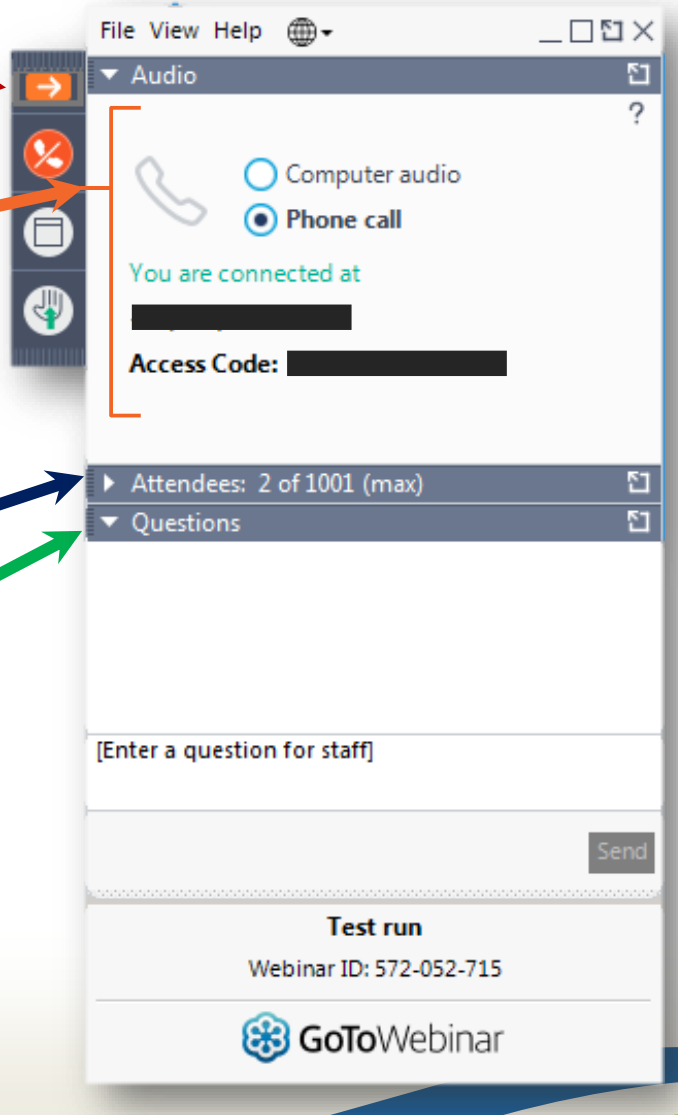
For help with the webinar email Ray.Horodowicz@hca.wa.gov

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

This means that your hand is down

This means that your hand is up

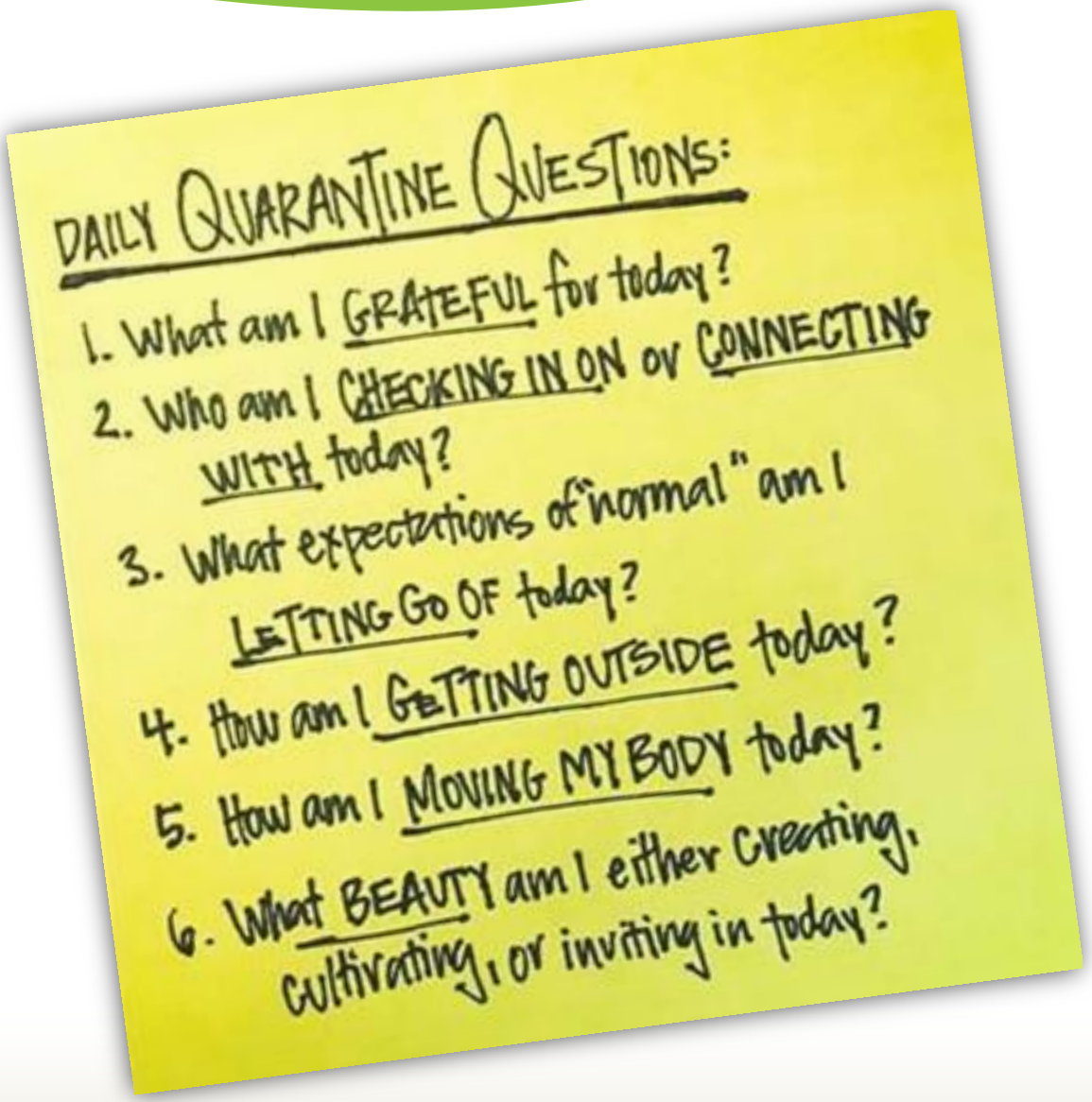
Q/A

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

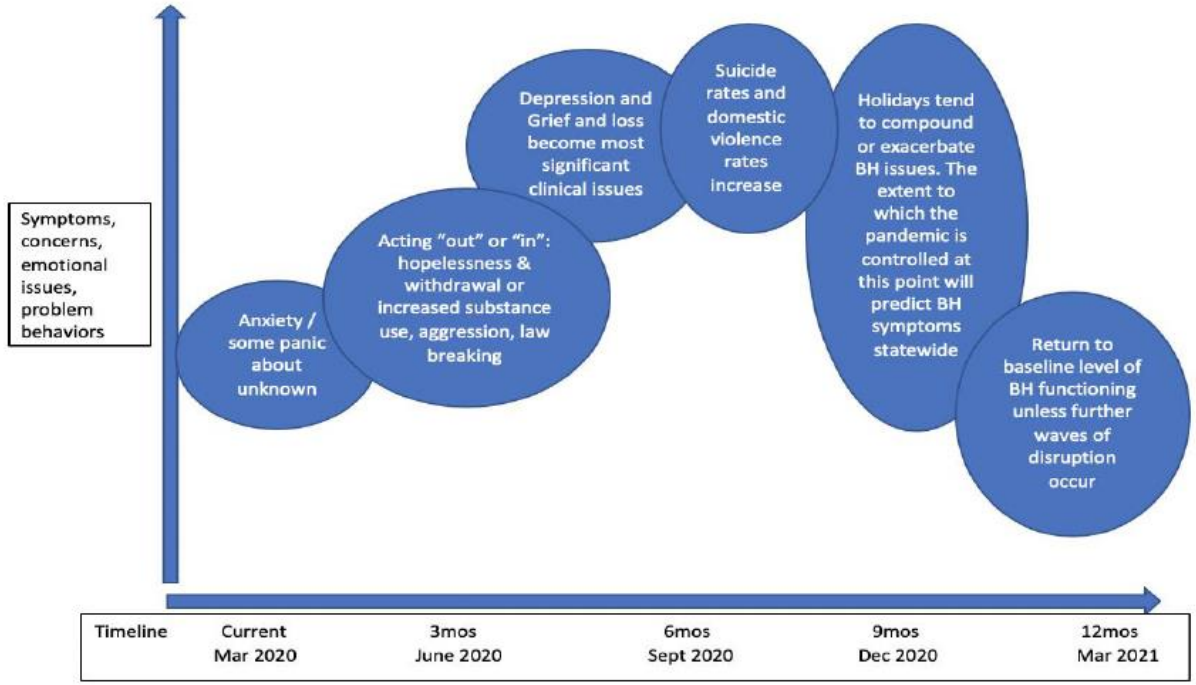
Agenda

- Welcome and Introductions
  - *Keri Waterland, PhD, MAOB, DBHR Director*
- Looking Ahead
  - *Trevor Covington, M.S., C.E.M., DOH Mental & Behavioral Health Response Coordinator*
- Updates from HCA
  - *Michael Langer, Deputy Director*
- Patient and Staff Care
  - *Dr. Charissa Fotinos, Associate Director, Medical Services*
- Q/A


DAILY QUARANTINE QUESTIONS:
1. What am I GRATEFUL for today?
2. Who am I CHECKING IN ON or CONNECTING WITH today?
3. What expectations of "normal" am I LETTING GO OF today?
4. How am I GETTING OUTSIDE today?
5. How am I MOVING MY BODY today?
6. What BEAUTY am I either creating, cultivating, or inviting in today?

Looking forward – planning for potential future impacts

Forecasted Behavioral Health Symptoms from COVID-19 Over Time

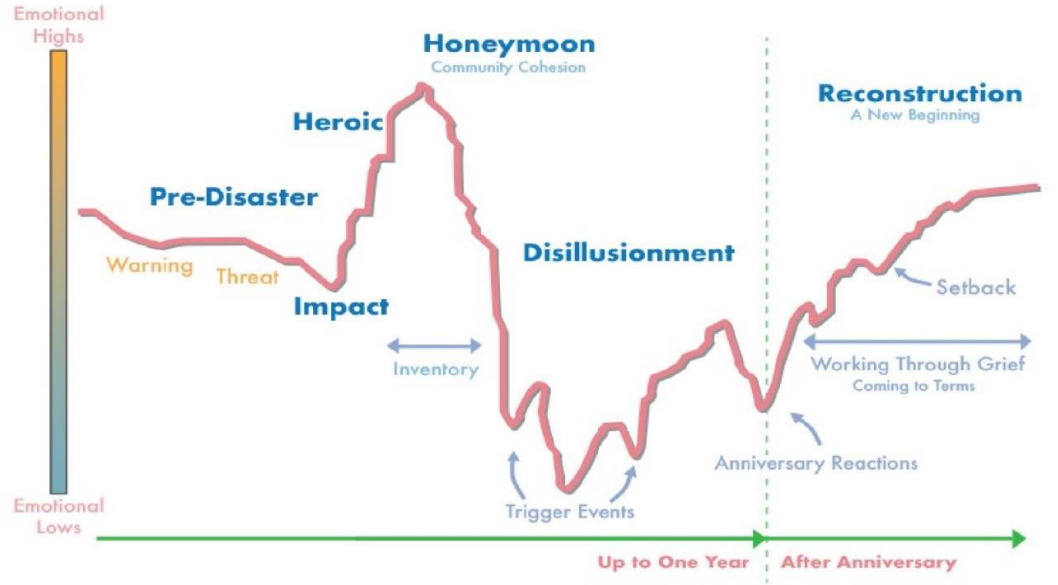


NOTE: Where people start on this chart is strongly predicted by their baseline level of functioning BEFORE the outbreak / pandemic, and the degree to which they have SOCIAL SUPPORT and use ACTIVE COPING SKILLS.
If the situation comes to a resolvable level after 12 months, the VAST majority of people will return to their baseline level of functioning. If the situation cascades, then the emotional and behavioral responses become compounded over time.

For a copy of the full report please click on the link for the handouts on the GoTo meeting Webinar.

NOTE: The intended audience for this document is agencies involved in responding to, or preparing to respond to, behavioral health needs due to COVID-19. With that in mind: **<u>It is not a public facing document and should be shared as such</u>**.

Reactions and Behavioral Symptoms in Disasters: SAMHSA



https://www.samhsa.gov/dtac/recovering-disasters/phases-disaster

Updates from HCA - General

- **Success Stories** – email to *HCADBHRBHCOVID19@HCA.WA.GOV* subject line "*success stories*"
- **CARES ACT -** The CARES Act Sec. 3221 modified 42 CFR Part 2 to align w/HIPAA. HHS is to publish rules regarding this one year from enactment. We will continue to work with SAMHSA on if they will be providing communication to this effect as well.
- **HCA Website** - https://www.hca.wa.gov/information-about-novel-coronavirus-covid-19
- **Zoom** - 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 HCADBHRBHCOVID19@HCA.WA.GOV.
- **HCA Weekly Newsletters**
- **DBHR All Provider COVID-19 Calls -** Tuesdays at noon through May 5

Updates from HCA – SUD Prevention and MH Promotion

- **OSPI -** Resources to Support Student Well-Being & School Safety
- **Spring Youth Forum will be held virtually –** May 20 from 12-3pm. www.SpringYouthForum.org
- **Prevention Provider COVID-19 Calls** –
  - April 22, 11:30 – 12:30 pm - COVID-19 prevention provider calls
  - April 23, 11:00 - 12:00 pm - Community of Practice: Adjusting Parenting Programs
- **Webinars for Prevention Providers and Parents:** Webinars are being recorded and will be posted. Sessions for next 2 weeks:
  - April 17, 9:00 - 10:30 am – Webinar: Using telehealth in infant and early childhood services to support and maintain relationships with families
  - April 21, 1:00 - 1:45 pm - Mentor & Mentee Activities – COVID-19'
  - April 21, 6:30 - 7:30 pm - Virtual Session for Parents: Family management and resiliency: Families, stress and coping (in English)
  - April 23, 6:30 - 7:30 pm - Virtual Session for Parents: Family management and resiliency: Families, stress and coping (Spanish)
  - April 27, 4:30 - 5:30 pm - Virtual Session for Parents: Family management and resiliency: Families, stress and coping (in English)
  - 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, 1:00 – 2:00 pm - Virtual Sessions for Parents: Learning how to read your child's non-verbal language—a pathway to smoother interactions
- **COVID page for Prevention Providers** – https://www.theathenaforum.org/COVID19 (Resources and Registration for all calls and webinars can be found here.)

Updates from HCA – 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!
- **SAMHSA Emergency COVID Grant**
- **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
- **List of Treatment Providers Reduction and Closures of Facilities** - https://www.hca.wa.gov/assets/program/behavioral-health-providers-list.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 with the Subject line: *Supervision Plan*. We will contact you if there are any questions about your plan.

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 HCADBHRBHCOVID19@HCA.WA.GOV subject line "*success stories*"

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
- **Contacts:**
  - Jim Vollendroff: vollenj@uw.edu | Melody McKee: melmckee@uw.edu | Cara Towle - ctowle@uw.edu |

Updates from HCA – Recovery Support Services

- **FCS Providers Call** occurred 4/16/19. The call was recorded and will be posted on the TPA's (Amerigroup) website.
  - New Guidance and information for FCS service providers can be located on the HCA COVID page - https://www.hca.wa.gov/assets/program/covid-strategies-for-fcs-providers.pdf
- **Laptops -** Peer Support staff, recovery support agencies and FCS providers are encouraged to apply for the laptops.
- **Virtual CPC Training** - A set of laptops will be set aside for peers taking the virtual CPC training who do not have access to a computer.
- **We're peer for you response to COVID-19 -** The Washington State University College of Nursing, peer workforce alliance will host community forums every day. The forums are for people in recovery who are currently missing regular meetings due to the stay home, stay safe order. Certified peer counselors, recovery coaches, mental health professionals and nurses are available Monday through Friday from 5 a.m. to 10 p.m. and on week-ends from 8 a.m. to 8 p.m. Register for the webinar or webinars of your choice

For questions after the webinar

For questions related to Behavioral Health services:

- Email: HCADBHRBHCOVID19@HCA.WA.GOV
- Type the topic of your question in the subject line.
- Subject line should include topic of questions so that it can triaged to the appropriate subject matter expert

For Managed Care Organization Provider Finances:

- Email: 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"

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
- **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. 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

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

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