

Health Care Authority – Division of Behavioral Health and Recovery (DBHR)  
DBHR COVID19 Provider Call  
April 14, 2020

**How to tune into the call:**

Tuesdays from 10:00-1:30pm PST

Email [hcadbhrbhcovid19@hca.wa.gov](mailto:hcadbhrbhcovid19@hca.wa.gov) with subject: "Add me to DBHR COVID19 Provider Calls"

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**This week's call** - 380 participants on the call, 18% first time on the call

**Telehealth**

- HCA working with Behavioral Health Institute Telehealth Rapid Response on a training and technical assistance plan to assist providers
- **Laptop borrowing program** - Laptops available for medical or behavioral health providers and recovery organizations who do not have access or resources to obtain laptops. [Apply here](#). Please note, completing the laptop survey disseminated last week is not the same as completing a laptop application.
- **Zoom** – If you applied, upon receiving email you need to click the link in the email to activate the license. Also check your junk mail for the email.
- **Can Zoom be accessed with more than one device (phone and laptop)?** – Zoom licenses are attached to email address. Can only be logged in on one device at a time.
- **Are jails who provide medication for OUD eligible for laptops?** – If qualifiers are met (check boxes on application) they will be moved on. They may not be priority. Encouraged to apply and go through the process.
- **Is Google Voice accepted as HIPAA Compliant?** – To best of knowledge, google is not HIPAA compliant. Unknown if possible to hack into that exchange. Most important that client understands that if there are people around their conversation may not be as private as they want. Something you need to discuss with clients whatever modality you use.

**Priority for PPE Updated** – Residential BH and designated crisis responders and crisis team members are all now Tier 2. Go through the LHJ who requests through the state. [Updated guidance](#).

**Release of Information (ROI)**

Verbal ROIs are being accepted at this time. Guidance on how to note verbal consent: time and date noted, use specific language to document such as: "client was asked [be specific about consent requested]..." patient responded "[be specific about client's response]" and then document what you do as a result of that consent. Example, If ROI, document that you are therefore obtaining records as discussed above. Keep it very specific. The more specific you are about purpose of ROI and patient's consent the better off you are.

**Supervision Plans**

All updated supervision plans must be sent to [HCADBHRBHCovid19@hca.wa.gov](mailto:HCADBHRBHCovid19@hca.wa.gov) with subject line: *Supervision Plan*. Send as soon as possible. HCA is following DOH regulations. How does your current supervision policy and approach change given that your practice is using remote workplaces? If you feel

that your current policy covers how you are practicing now, send us that. Otherwise, modify approach and send. If not using telehealth no need to submit.

**42cfr Aligned with HIPAA– Is this temporary or permanent?** HCA is making sure they are clearly understanding before disseminating an interpretation. The CARES Act Sec. 3221 modified 42 CFR Part 2 to align w/HIPAA. HHS has one year to publish rules regarding this. HCA will continue to work with SAMHSA on providing communication on this topic.

**Racial data for WA—** Based on information available, cases align with demographics. Most cases among Caucasian non-Hispanic. A challenge is racial and ethnic data not collected on all tests, we need to do better.

#### **COVID impact on Behavioral Health (BH) Services**

- **Is HCA seeing a reduction in BH services provided?** – There has been a decrease in utilization. Still early and there are data lags in the system. HCA is working to analyze incoming data. HCA wants to ensure that BH practices stay in business and ensure that the money flows, including enough money for the end of the year in case there is another stay-home order or second wave of COVID-19.
- **To see list of BH practices and any changes in services provided,** [click here](#). Providers are encouraged to report any changes to HCA.
- **Can MCOs increase rates or offer something other than loans to keep BH practices open?** – In effort to respond quickly and in organized fashion HCA has requested that BH providers with urgent financial need tell HCA so they can f/u with MCOs to work out arrangements under established timelines. MCO Action plans are being submitted to HCA by 4/15. Fair hearings will be option. Email HCA if your BH practice is struggling financially and cannot cover operation costs over net 2-4 weeks. Send email to [HCAmcpprograms@hca.wa.gov](mailto:HCAmcpprograms@hca.wa.gov) with SUBJECT line “Urgent Financial Concerns”.

Please visit the [HCA COVID-19 webpage](#) for updated information and resources.

#### **Acronyms:**

BH – behavioral health

DBHR - Division of Behavioral Health and Recovery

DOH – Department of Health

HCA – Health Care Authority

MCO – managed care organization(s)

ROI – release of information