

DBHR COVID-19 call 5/5/20 – 363 participants**How to tune into the call:**

Tuesdays from 10:00-1:30pm PST

Email hcadbhrbhccovid19@hca.wa.gov with subject: "Add me to DBHR COVID19 Provider Calls"

DBHR updates: 1) Reminder to complete BHI provider survey. 2) If you think that you signed up for the GovDelivery listserv via cell phone please email Melissa.Thoemke@hca.wa.gov so that you can be re-added.

DBHR has been talking with crisis responders to ID needs. Temporary rate increase for Family & Children Service providers is being reviewed and information should be released soon.

Provider Check-in – How can DBHR help?

- Business risk to apply for grants now and to find matching funds at this time.
- PPE needed, disinfectant
- Guidance on gradual re-opening and changes in waivers
- Testing kits needed
- Can HCA offer zoom and laptops to NAMI volunteers leading groups across the state?
- Adequate internet access for families and youth
- Hazard pay for staff providing frontline services – similar to what other sectors have received
- Group sessions permitted/reimbursed for children and adolescents

Public education communications.

1. Social media campaign "**Spread the Facts**" includes infographics, video, radio PSAs. Example "Coping during COVID-19 is hard. It's ok to ask for help." <https://coronavirus.wa.gov/spread-facts/partner-toolkit>
2. New - **campaign around mental & emotional wellbeing during pandemic**. Foundational messaging to normalize and destigmatize mental health issues: 1) It's ok to ask for help. 2) What you are feeling is normal. 3) Resources are available. See www.coronavirus.wa.gov new materials will continue to be added and website is updating later this week to highlight this information. All products are in bite size pieces (yay, easy to use and share out). Will include info on financial stress, helping teens, building resiliency, and more.

Q&A

1. Love the mental and emotional wellbeing during pandemic info shared above. We want people to seek out help. Yet once someone comes in for health clinicians have to give them a diagnosis and that does pathologize & stigmatize them. **Has there been any discussion around that when working with people during emergency situations?** A- great point, will bring back to the team.

2. **What is the role that MCOs trying to serve?** They are calling and asking for local resources. A- MCOs are trying to support clients who call and connect them with resources.

3. **Is case management under 10 minutes, regardless of route (in person, phone, telehealth), being reimbursed?** A- Gail will have to research.
4. **RFP for MCOs.** No requirement from HCA for MCO to contract with providers who don't want to serve Medicaid.
5. **Agency request cellphones for homeless population?** HCA accepting requests via email. Get request to name of contact person, # cellphones requested, address that is not a PO Box. Send to DBHR email box with subject: Cellphones. The supply is limited.
6. **Indication that MCOs only contracting for fee for service in the future. Is this direction state is going?** A- No the state has not changed policy of moving to value based purchasing. Last year toned down ambitious goal of reaching 90% and still on track to improve % of VBP.
7. **Zoom licenses available?** A- yes there are! Go here for information and application:
<https://www.hca.wa.gov/hca-offers-limited-number-no-cost-telehealth-technology-licenses-providers>
8. **how access cell phones and financial support for clients who have had phone service turned off?** A- HCA free cell phones. Also some clients can receive phones through MCO Lifeline program.
9. **Can agencies purchase COVID-19 tests?** A- go to your LHJ as a first step.
10. **Cell phones for staff?** A- loans are rolling into the State, might be a source of assist. Can ask MCO or BH-ASO to let them know and they may have ideas on how to address.
11. **Funding support for smaller agencies for pandemic related costs to increase infrastructure, esp computers and internet bandwidth for telehealth services?** A- as above. There are efforts to try and get information out about grant funding opportunities and MCOs may have small grant funding to make available.
12. **Telehealth services to clients – youth who are sheltering in place temporarily out of county/state. Different protocol that needs to take place?** A – general response has been “what we know...if provider is from out of state and client is in WA, that provider needs to be licensed according to WA rules, and get emergency credentialing to license in WA.” For clients who have moved out of state, apply reverse logic and check with the state where the client is residing to see what their practice rules are. Provider can still bill Medicaid in WA and the client is still Medicaid eligible.
13. **Homemade masks and opening to public** –A- see guidance from DOH. Expectation about how frequently they are washed and how handled.
14. **Barriers to behavioral health** – cost, different insurers (Medicare/Medicaid) for different providers. A- tricky. Medicare recognizes and pays only for fully licensed while Medicaid recognizes a variety of provider levels.

15. **Child care needs for behavioral health staff returning to work?** A – local school districts are assisting with identifying child care for essential work force. Sometimes in partnership with boys & girls clubs.

16. **Effective dates for codes 99050 99051?** A- 4/24/20. A new FAQ should be posted today, if those dates aren't included will be revised.

17. **Comprehensive list of billing codes and add-ons and durations (duration, content) related to COVID-19 changes?** A- see FAQ coming out today. And Webinar to understand the new telehealth framework. Look at COVID-19 website. Also Telehealth- telemedicine briefing. Use codes that you would usually use for an in-person visit is the agency's approach. Have measure of self-evaluation to select code that best describes what you are rendering. Follow best practice. Additional codes are when there are no good options to select from, include telephone calls, brief telephone visit, texting code, add-on codes. These can only be found in the FAQ. Watch HCA webinars and read Telehealth-telemedicine briefing. If you still need help, send email to DBHR and they will provide assistance
HCADBHRBHCVID19@HCA.WA.GOV.

Additional resources:

- Coronavirus Support for mental health & well-being resource webpage: includes crisis lines, children & teens, adults. <https://coronavirus.wa.gov/you-and-your-family/mental-and-emotional-well-being>
- Strategies for optimizing the supply of face masks in health care settings when there is limited supply. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/face-masks.html>

For questions related to Behavioral Health services:

- Email: HCADBHRBHCVID19@HCA.WA.GOV
- Type the topic of your question in the subject line.
- Subject line should include topic of questions so that it can be triaged to the appropriate subject matter expert

For Managed Care Organization Provider Finances:

- Email: HCAmcpprograms@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"

1:30 Closing – Reminder DBHR COVID-19 calls switching to every other week. Next call is 5/19/20.