

OCH Notes: Division of Behavioral Health and Recovery (DBHR) COVID-19 Call

3/31/20

Washington Health Care Authority (HCA) COVID-19 Website - <https://www.hca.wa.gov/information-about-novel-coronavirus-covid-19>. Scroll down and click on "Billers, providers, and partners." Information is broken into three segments: 1) Billing, policy & telehealth, 2) Behavioral health, and 3) Apple health eligibility memos. At the bottom of the page are contact emails for HCA.

New guidance posted on HCA's webpage delineates actions HCA and managed care organizations (MCOs) will take to support behavioral health providers and provides April deadlines for actions. See Integrated Managed Care Behavioral Health Support during COVID-19 Pandemic at <https://www.hca.wa.gov/assets/billers-and-providers/integrated-managed-care-BH-providers-COVID-19.pdf>

New guidance posted on HCA COVID webpage is a list of BH service providers and the impact on services caused by COVID-19. Covid-19 Impact of Providers & Programs Listing <https://www.hca.wa.gov/assets/program/covid-19-provider-program-impact-list-20200330.pdf> This listing will be updated on daily basis. Please check and make sure your practice is on this list and that the information is up to date. Let HCA know of any changes. It's becoming public information to inform referrals. To add or update your practice's information send an email to hcadbhrbhccovid19@hca.wa.gov with subject line "BH Service Providers List".

Reminder to providers, if you have urgent need to cover operational hcamcprograms@hca.wa.gov with subject line "Urgent Financial Concerns". HCA will forward to MCOs who will work with providers on individualized plans. This will happen very quickly and already in process.

Providers with a need to be paid outstanding claims email hcamcprograms@hca.wa.gov and put in Subject line "Outstanding Claims". HCA will handle one by one. Please include specifics of which MCO, how old the claims are, and any other specifics. Helps HCA route to the right folks for addressing the issue.

Tuesday DBHR COVID-19 Provider Call is where the most information for BH providers is released. Tuesdays at noon. To sign up for webinar email hcadbhrbhccovid19@hca.wa.gov with subject line "Sign up for Tuesday DBHR Webinars"

Acronyms:

DBHR – Division of Behavioral Health and Recovery

HCA – Washington State Health Care Authority

MCOs – Managed Care Organizations