

## General

1. **Question:** Can members of coalitions be on the weekly call with the Provider Advisory Committee?

**Answer:** Yes. However, CBH will also be having level-of-care specific calls with providers.

2. **Question:** Is CBH discouraging layoffs? Even for school staff?

**Answer:** CBH is working with the Office of Mental Health and Substance Abuse Services (OMHSAS) to ensure that there is minimal financial impact to our providers. CBH encourages providers to maintain their workforce the best way possible, and the use of telehealth is highly encouraged. CBH issued Bulletin #20-05 where School Therapeutic Services (STS) are now permissible in home and community.

## Billing and Financial

3. **Question:** Are the current Schedule As sufficient for Telehealth services?

**Answer:** Yes, current Schedule As will not need to be altered for providers to offer Telehealth services. However, providers must follow OMHSAS telehealth guidance and complete all steps required by PA Department of Human Services (DHS).

4. **Question:** Does the Alternative Payment Arrangement (APA) apply to Federally Qualified Health Centers (FQHC) providers?

**Answer:** OMHSAS has indicated that Health Resources and Services Administration (HRSA) may be providing some form of financial relief for FQHCs. We were instructed to await further guidance from OMHSAS.

5. **Question:** Does the APA apply to Partial Hospitalization Programs (PHP)?

**Answer:** Yes, PHPs are included.

6. **Question:** Specifically, for Community Integrated Recovery Centers (CIRC), will those programs be reimbursed according to last year's claims?

**Answer:** They will receive a payment through this APA based on their average reimbursement through their VBP arrangement.

7. **Question:** When will bed-based services be evaluated?

**Answer:** CBH started with community-based services first and are in the process of evaluating bed-based services and our payment methodology.

8. **Question:** Will CBH/DBH be providing advances for agencies short on cash in order to make payroll and pay critical expenses?

**Answer:** We are still paying claims for March dates of service and prior with no disruption. Beginning the first week of April, we will be following the APA.

9. **Question:** Are there any alternative payments for March 2020 services?

**Answer:** CBH's APA will be effective April 1, 2020.

## Provider Needs

10. **Question:** Can the City provide hard-to-get, needed protective supplies (masks, gloves, gowns, disinfectant, sanitizer)?

**Answer:** DBHIDS is collecting requests for such items. Please send your inquiries to [Kimberly.Doyle@phila.gov](mailto:Kimberly.Doyle@phila.gov).

11. **Question:** Should providers start sending Kimberly a list of what they need or wait until you get the messaging out?

**Answer:** Yes, send your inquiries to Kimberly Doyle. The direct contact for CBH may change. Please keep up to date by visiting our website: [cbhphilly.org](http://cbhphilly.org)

## Clinical

12. **Question:** Is the authorization process suspended?

**Answer:** All authorizations will be addressed in the Level of Specific conference calls. A schedule of these calls will be posted on the website.

13. **Question:** Is there any assistance or resources that can be provided for discharge planning from an inpatient setting given the potential closures of outpatient providers?

**Answer:** Providers should continue to work with their assigned Clinical Care Manager. CBH will post information on our website regarding provider closures.

### **Pay-for-Performance (P4P)**

14. **Question:** How will readmits be counted during this period for P4P?

**Answer:** This is something that CBH is going to have to assess later.

### **Intensive Behavioral Health Services (IBHS)**

15. **Question:** What about the school services Request for Proposal (RFP)?

**Answer:** We are trying to manage the process considering the COVID-19 emergency. Even with the current delay, we are attempting to schedule scoring/consensus review dates and times for the first week of April. This is a fluid process and while we are still hoping to be able to award the RFP at the end of April, circumstances may change. OMHSAS has suspended all licensing visits and therefore providers will not be getting licensed for IBHS until this emergency has subsided. We will communicate our plans as frequently as we are able.

### **CBH COVID Response: Provider Payments**

- We have developed and had an APA approved for all community/ancillary providers, who are at the most significant financial risk based on staff illness of lower utilization of services.
- Prospective Payments based on payments to providers over the most recent credible period.
- Fee for service claims processing for payment will cease effective for dates of service April 1, 2020. Claim run-out will be paid for the dates of service March 31, 2020 and prior as long as there are claims to be paid in our system.
- Payment under the APA will begin the first full month of April, with prospective monthly payments to providers by April 10, 2020 to cover April services and expenses.

- Providers will be required to provide services as allowable and appropriate based on currently permitted state and federal guidance.
- CBH will require provider employees to continue to be paid during this crisis based on their regular salaries during the normal course of business.
- CBH will require providers to provide administrative cost data for the period they are paid the prospective payment.
- There will not be reconciliation to claims during the prospective payment period.
- Providers will be required to submit claims/encounters during the prospective payment period.
- Bed-based services will be evaluated with recommendation of how to handle those providers by March 25, 2020.