



# Acute Inpatient COVID-19 Meeting Minutes

**Meeting Date:** Friday, March 20, 2020

**Time:** 10:00am to 11:00am

**Location:** Conference Call

Agenda Item	Discussion	Follow up
<p><b>Grounding</b></p> <ul style="list-style-type: none"> <li>Donna Bailey</li> </ul>	<ul style="list-style-type: none"> <li>We are in uncharted territory, so we ask that you please keep us updated with operations in your agencies. Our top priority are our members and staff.</li> <li>CBH will remain open and a 24/7 operation with most of our workforce working remotely, with essential staff (IT, claims and some executive staff) physically at 801 Market Street.</li> <li>We are in daily communication with OMHSAS and we will schedule regular calls with the acute inpatient providers.</li> <li>Please sign up for CBH News via <a href="http://www.cbhphilly.org">www.cbhphilly.org</a> to stay abreast of all bulletins and provider communications.</li> <li>We had initially advertised a provider relations email, but learned recently that it is not operational, so in the interim please direct all questions to <a href="mailto:Kimberly.Doyle@phila.gov">Kimberly.Doyle@phila.gov</a>. We will notify you if there is a change to this process.</li> <li>CBH has submitted a request for alternative payment arrangement to the State, which was approved.</li> <li>OMHSAS has given us broad latitude with how we implement telehealth across the Commonwealth.</li> <li>PADHS has submitted a 1135 waiver that will allow for additional reprieve from Medicaid regulations, but DHS will provide to all BIMCOs as soon as it is approved by Governor's Office.</li> <li>CBH will schedule level of care specific calls beginning March 20, 2020.</li> </ul>	<p><i>Information will be circulated to Acute Inpatient members, via CBH news blast and CBH website</i></p>
<p><b>Financial</b></p> <ul style="list-style-type: none"> <li>Robert Bickford</li> </ul>	<ul style="list-style-type: none"> <li>CBH and the other BH-MCOs are working with OMHSAS on financial planning for providers during this time. Please reference the accompanying FAQ.</li> <li>OMHSAS has been very responsive to Alternative Payment Arrangements.</li> </ul>	<p>N/A</p>
<p><b>CBH Operations</b></p> <ul style="list-style-type: none"> <li><b>Compliance</b> - Ken Inness</li> <li><b>Quality</b> - Michele Kidwell-Kane</li> </ul>	<p><u>Compliance</u></p> <ul style="list-style-type: none"> <li>The compliance hotline will remain active.</li> <li>We have suspended all onsite audits through April.</li> <li>It is the expectation that agencies maintain documentation as required.</li> <li>If consents are obtained verbally, it should be clearly reflected in the member's chart. You will need a policy to ensure that signatures are obtained once physical access to the building is resumed.</li> <li>Providers may receive results or resolution letters from previous audits. However, CBH will not be recouping funds related to those audits and providers will not experience an adverse financial impact from prior audits at this time. If a provider is currently on a repayment plan and the recoupment poses a financial impact, please contact your Provider Relations Rep.</li> </ul>	<p>N/A</p>

	<p><u>Quality</u></p> <ul style="list-style-type: none"> <li>Grievances and complaints are still being processed via telephone.</li> <li>There are no changes to the reporting of significant incidents; please continue to fax to (215) 413-7132.</li> <li>All written summaries, video clips, charts or anything related to Quality should be submitted to <a href="mailto:cbh.quality.review@phila.gov">cbh.quality.review@phila.gov</a>.</li> </ul>	
<p><b>Discussion</b></p> <ul style="list-style-type: none"> <li><i>Dr. Chris Tjoa</i></li> <li><i>Andy Devos</i></li> </ul>	<p><u>Guidance around Congregate Treatment</u></p> <ul style="list-style-type: none"> <li>We have not received specific guidance towards residential treatment facilities with regards to COVID-19, but we are encouraging the practice of social distancing (very distinct from quarantine).</li> <li>Quarantine is only utilized when someone has been in contact with COVID-19.</li> <li>We are currently seeing a slight decrease in our treatment systems at this point, but we will continue to monitor our numbers.</li> </ul> <p><u>Guidance around Step Down</u></p> <ul style="list-style-type: none"> <li>Inpatient providers have identified challenges with discharge planning and stepping individuals down to the next level of care due to backlogs of outpatient availability, which we are monitoring. Many community providers are using telehealth. <ul style="list-style-type: none"> <li>Belmont’s crisis stabilization unit is temporarily closed due to COVID-19.</li> </ul> </li> </ul> <p><u>Guidance around Equipment</u></p> <ul style="list-style-type: none"> <li>The Office of Emergency Management for the City will learn the level of need for equipment.</li> <li>Email all request for equipment to <a href="mailto:Kimberly.Doyle@phila.gov">Kimberly.Doyle@phila.gov</a> as we are compiling a list to submit.</li> </ul>	
<p><b>Communications</b></p>	<ul style="list-style-type: none"> <li>Read CBH news blasts.</li> <li>Reach out if you have questions.</li> <li>Follow guidance set forth by the CDC.</li> <li>CBH &amp; OMHSAS need to be notified if there are changes to provider operations.</li> </ul>	<p>N/A</p>

**Next Meeting:** March 26, 2020