



Community Based Provider Meeting Minutes

Meeting Date: Monday, March 23, 2020

Time: 1:00 p.m. to 2:00 p.m.

Location: Zoom Meeting

Agenda Item	Discussion	Follow up
<p>Grounding</p> <ul style="list-style-type: none"> Andy Devos 	<ul style="list-style-type: none"> We are in uncharted territory, so we ask that you please keep us updated with operations in your agencies. Our top priority is how best to provide continuity of care to all our members while ensuring the safety of our staff and provider agencies. CBH will remain open and a 24/7 operation with most of our workforce remote. Behavioral health services are essential health care services. We are in daily communication with OMHSAS and scheduled to speak weekly with provider entities to help guide this process. Please sign up for CBH News via https://cbhphilly.org/cbh-providers/cbh-news-blast-how-to-subscribe/ to stay abreast of all bulletins and provider communications, as well as our website for its daily news blog. OMHSAS posted Bulletin 2-20 on Feb. 20 that suspended in-person regulations with guidance towards maximizing telehealth throughout service systems (broadening its availability). Telehealth includes video and telephonic services. <ul style="list-style-type: none"> In the same 2-20 OMHSAS bulletin they included an Attestation Form that must be submitted within 5 days of implementation of telehealth in your agencies. CBH will continue to post frequently asked questions (FAQs) offering guidance through this process. 	<p><i>Information will be circulated on the CBH News Blast and website</i></p>
<p>Financial Sustainability Plan</p> <p>Robert Bickford</p>	<ul style="list-style-type: none"> CBH has worked with OMHSAS to adopt an alternative payment arrangement (APA) structure starting April 1, 2020. Please reference the accompanying FAQ for details. The goal is to sustain providers financially. It is the expectation that providers remain operational as long as guidance permits. 	
<p>CBH Operations Compliance</p> <ul style="list-style-type: none"> Ken Inness 	<p><u>Compliance</u></p> <ul style="list-style-type: none"> The compliance hotline will remain active. We have suspended all onsite audits through April. It is the expectation that agencies maintain documentation as required. 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. 	<p>N/A</p> <hr/> <p>N/A</p>

<p><u>Quality</u></p> <ul style="list-style-type: none"> • <i>Michele Kidwell-Kane</i> 	<ul style="list-style-type: none"> • 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. <p><u>Quality</u></p> <ul style="list-style-type: none"> • Grievances and complaints are still being processed via telephone. • There are no changes to the reporting of significant incidents; please continue to fax to (215) 413-7132. • All written summaries, video clips, charts, or anything related to Quality should be submitted to the Quality review email at cbh.quality.review@phila.gov 	
<p>Discussion</p> <ul style="list-style-type: none"> • <i>Dr. Tamra Williams and Lauren DellaCava</i> 	<ul style="list-style-type: none"> • CBH is available to support providers as they navigate the implementation of telehealth. • Student Assistance Program (SAP) providers are following up with clients previously referred to the program. There are no changes to the Network of Neighbors operations. • There was a bulletin released on 3/13/2020, stating that services delivered in school are to be delivered in home with no change to authorization. • No prior authorizations for community-based level of care services with end date 6/15/2020. • All requests for community-based services need to be submitted via CBH secure webserver or 215-413-8591 (new fax). • We are extending existing authorizations for children’s community-based services through 6/15/2020 for all current authorizations that have an end date between 3/15/2020-6/14/2020. We will also add units to these authorization extensions. If the member is clinically ready to be discharged, providers should discharge as planned and submit the discharge summary, as standard to protocol. A Provider Notice will follow with details. • For BHRS, no supporting clinical documentation is needed. Please submit the orders via website or fax. • Family-based initial request should continue to be submitted via the authorization grid; all other providers should submit the family-based referral form and evaluation. • For signatures and consents, there are clear Medicaid guidelines that verbal consent is fine as long as it’s documented, and you document the physical signature as soon as possible. • It is expected that providers will continue to service members to ensure continuity of care and to accept new referrals for youth identified in need of services during this time. We are asking that you prioritize youth stepping down from higher levels of care and those on the wait list with complex needs. • Providers can continue to use the home place of service code even if the service wasn’t delivered in the home. • Two-way video conferencing is the preferred way to deliver telehealth services but there are allowances for phone conversation. • The current crisis has delayed the consensus review for the Intensive Behavioral Health Services (IBHS) procurement due to social distancing requirements. However, the announcement of the awards is still on target. We will keep this group informed if there is a change in date. 	<p>N/A</p>

Communications	<ul style="list-style-type: none">• Read CBH News Blasts.• Reach out if you have questions.• Follow guidance set forth by the CDC.• CBH and OMHSAS need to be notified if there are changes to provider operations.• We will continue to have weekly calls with the providers.• If you have a change in operations, there needs to be communication with the following:<ol style="list-style-type: none">1. OMHSAS: Kellie Mainzer2. DDAP: Trelton Johnson3. CBH: Direct to provider relations email address: kimberly.doyle@phila.gov• CBH is maintaining a list of agencies so we can track who is available for telehealth.• We will be posting a FAQ as soon as possible.	N/A
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Next Meeting: TBD