

Outpatient Providers Meeting Minutes

Meeting Date: Tuesday, March 24, 2020

Time: 10:00 a.m. to 11:00 a.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 <i>Robert Bickford</i></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 <i>Ken Inness</i></p>	<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"> • Michele Kidwell-Kane 	<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"> • Dr. Chris Tjoa; Andy DeVos 	<ul style="list-style-type: none"> • Currently, social distancing is the best practice. • Providers can use as much creativity as possible to ensure members' needs are met; please document these changes along the way. • Providers should follow communication from the Office of Mental Health and Substance Abuse Services (OMHSAS) and the Department of Drug and Alcohol Programs (DDAP). • The Office of Civil Rights has suspended Health Insurance Portability and Accountability Act (HIPAA) monitoring; there is additional guidance available on our website. • The Drug Enforcement Administration (DEA) has waved the mandate that providers must have contact prior to prescribing medications. Please refer to our website for details. • It is critical that we ensure there is flow-through for our members at this time, particularly members discharged from higher levels of care. We need to ensure that members can move from acute inpatient and residential settings to outpatient levels of care to free up beds for others. The biggest challenge we are seeing is the need for people to step down from higher levels of care. In order to ensure we are addressing backlogs, outpatient providers may need to conduct intakes via telehealth while members are on an inpatient unit. • CBH will obtain a list of outpatient providers that are able to provide walk-in services. Please refer to our website for this information. We encourage providers to continue to think about the intake process for how to use telehealth broadly. • The DBHIDS is working with the Office of Emergency Management to gather equipment as soon as possible. Please send a list with specific number of items needed to Kim Doyle at Kimberly.Doyle@phila.gov. 	N/A
<p>Communications</p>	<ul style="list-style-type: none"> • Read CBH news blasts. • Reach out if you have questions. • Follow guidance set forth by the CDC. • CBH & 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 Mainzer 	N/A

	<p>2. DDAP: Trelton Johnson</p> <p>3. CBH: Direct to provider relations email address: kimberly.doyle@phila.gov</p> <ul style="list-style-type: none">• 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.• If you haven't already completed the <i>Continuity of Care Survey Monkey</i>, please do so ASAP, as this was due on 3/23.	
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Next Meeting: TBD