



# RTF Provider Meeting Minutes

**Meeting Date:** Thursday, March 26, 2020

**Time:** 10:00 a.m. to 11:00 a.m.

**Location:** Zoom Meeting

Agenda Item	Discussion	Follow up
<p><b>Grounding</b></p> <ul style="list-style-type: none"> <li>Andy Devos</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.</li> <li>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.</li> <li>CBH will remain open and a 24/7 operation with most of our workforce remote.</li> <li>Behavioral health services are essential health care services.</li> <li>We are in daily communication with OMHSAS and scheduled to speak weekly with provider entities to help guide this process.</li> <li>Please sign up for CBH News via <a href="https://cbhphilly.org/cbh-providers/cbh-news-blast-how-to-subscribe/">https://cbhphilly.org/cbh-providers/cbh-news-blast-how-to-subscribe/</a> to stay abreast of all bulletins and provider communications, as well as our website for its daily news blog.</li> <li>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"> <li>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.</li> </ul> </li> <li>CBH will continue to post frequently asked questions (FAQs) offering guidance through this process.</li> </ul>	<p><i>Information will be circulated on the CBH News Blast and website</i></p>
<p><b>Financial Sustainability Plan</b></p> <p><i>Robert Bickford</i></p>	<ul style="list-style-type: none"> <li>CBH has worked with OMHSAS to adopt an alternative payment arrangement (APA) structure starting April 1, 2020. Please reference the accompanying FAQ for details.</li> <li>The goal is to sustain providers financially. It is the expectation that providers remain operational as long as guidance permits.</li> </ul>	
<p><b>CBH Operations Compliance</b></p> <ul style="list-style-type: none"> <li><i>Ken Inness</i></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> </ul>	<p>N/A</p> <hr/> <p>N/A</p>

<p><u>Quality</u></p> <ul style="list-style-type: none"> <li>• <i>Michele Kidwell-Kane</i></li> </ul>	<ul style="list-style-type: none"> <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.</li> <li>• Staff roster submissions extended to May 1, 2020</li> </ul> <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. Tamra Williams and Lauren DellaCava</i></li> </ul>	<ul style="list-style-type: none"> <li>• OMHSAS will be administering guidance for RTFs related to Covid-19. Particular areas of focus include discharge planning, AMA discharges, and step-downs from higher levels of care.</li> <li>• RTFs should notify CBH when a member is clinically ready for discharge and work with the community-based providers on a step-down plan that is safe and appropriate for the member.</li> <li>• CBH will post outpatient services that are available on our website.</li> <li>• For AMA discharges, RTF providers should follow their documentation protocol for AMA and include any discussions about physical health precautions related to COVID-19. Please share CBH information and community-based resources with the family.</li> <li>• The Children’s Crisis Response Center (CRC) is open; however, the Crisis Stabilization Unit is closed during the pandemic—this is an eight-bed unit used for stabilization. This is being slated for use if needed for quarantine. Mobile crisis teams are still in operation and have incorporated telehealth interventions.</li> <li>• Telehealth may be used for family therapy and as a way for children to ‘see’ their families while engaging in social distancing. We have asked for guidance from OMHSAS on limits in therapeutic leave and are awaiting guidance.</li> <li>• There will be continued need to access RTF during this time. We will be extending authorizations on a case by case basis in order to meet member need.</li> <li>• Community-based treatment authorizations are being extended into June 2020.</li> </ul>	N/A
<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 and OMHSAS need to be notified if there are changes to provider operations.</li> <li>• We will continue to have weekly calls with the providers.</li> <li>• If you have a change in operations, there needs to be communication with the following: <ol style="list-style-type: none"> <li>1. OMHSAS: Kellie Mainzer</li> <li>2. DDAP: Trelton Johnson</li> <li>3. CBH: Direct to provider relations email address: <a href="mailto:kimberly.doyle@phila.gov">kimberly.doyle@phila.gov</a></li> </ol> </li> </ul>	N/A

	<ul style="list-style-type: none"><li>• CBH is maintaining a list of agencies so we can track who is available for telehealth.</li><li>• We will be posting a FAQ as soon as possible.</li></ul>	
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**Next Meeting: TBD**