

Residential Rehab COVID-19 Meeting Minutes

Meeting Date: Wednesday, March 25, 2020

Time: 12:00 p.m. to 1:00 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 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>N/A</p>
<p>CBH Operations Compliance Ken Inness</p>	<p><u>Compliance</u></p> <ul style="list-style-type: none"> The compliance hotline will remain active. We have suspended all audit activity until end of 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>

<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. • We will be extending the due date for the staff rosters until May 1, 2020. <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 cbh.quality.review@phila.gov the Quality review email or michele.kane@phila.gov. 	
<p>Discussion</p> <ul style="list-style-type: none"> • <i>Dr. Tjoa</i> 	<ul style="list-style-type: none"> • We recognize that there is not much guidance at this point for best health practices for residential rehabilitation settings. However, it should be noted that substance use treatment centers are essential and should remain open. • We are currently under social distancing restrictions, not quarantine. <ul style="list-style-type: none"> ○ Please apply social distance to your continuity of care plans. • Coronavirus has multiple strands; COVID-19 is the strand that is coronavirus. • We are tracking utilization data, which has shown a minor reduction. • All opioid treatment centers are still open and taking patients, some via telehealth. • There are no access problems currently. • Protective equipment is scarce, so we are collecting requests which you can submit to kimberly.doyle@phila.gov, which we will then submit to OEM. 	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 2. DDAP: Trelton Johnson 3. 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. • 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. 	N/A

Next Meeting: TBD