

Bed-Based Provider COVID-19 Meeting Minutes

Meeting Date: Wednesday, April 1, 2020

Time: 12:00 p.m. to 1:00 p.m.

Location: Zoom Meeting

Agenda Item	Discussion	Follow up
<p>Introduction</p> <ul style="list-style-type: none"> • <i>Kenneth Inness</i> • <i>Andrew Devos</i> 	<ul style="list-style-type: none"> • We are moving to two weekly Provider meetings. Community-based providers on Mondays at 1:00 p.m. and bed-based providers on Wednesdays at 12:00 p.m. Please send your questions to Kimberly Doyle at kimberly.doyle@phila.gov by the Monday before in preparation for our weekly calls. • During this crisis, please email Kimberly Doyle at kimberly.doyle@phila.gov with general questions you may have, along with any changes to your operations. • We are in daily communication with the Office of Mental Health and Substance Abuse Services (OMHSAS) to get guidance on questions that arise. • Please sign up for CBH News via www.cbhphilly.org to stay abreast of all Bulletins and provider communications, as well as our daily news blog. • We are working on finalizing a comprehensive Frequently Asked Questions (FAQ) document from all meetings from last week, which will be posted on our website this week. • CBH will continue to post FAQs offering guidance through this process. • CBH was asked by OHMSAS to track services via telehealth. Therefore, we're asking providers to use the Place of Service code 99 for telehealth. A Provider Bulletin will be forthcoming about this change. • We are suspending the rate requests process given the alternative payment arrangements (APA). 	<p><i>Information will be circulated to Bed Based members and on the CBH News Blast and website</i></p>
<p>Update on APA <i>Robert Bickford</i></p>	<ul style="list-style-type: none"> • We have received many questions about the alternative payment arrangements (APA), particularly regarding how the rates are being determined. We will provide additional information this week, which will also include what the providers' responsibilities will be under APA. Please note that we are suspending the rate request process until further notice. 	
<p>Clinical Updates</p> <ul style="list-style-type: none"> • <i>Dr. Tavakoli & Dr. Williams</i> 	<ul style="list-style-type: none"> • We have received several questions pertaining to the relaxation of utilization review requirements and are in discussion with OMHSAS about this. A Bulletin is forthcoming. • In discussion with the Philadelphia Department of Public Health (PDPH), CBH is generally recommending that community-based treatment be prioritized over inpatient or residential services. • We also recommend reducing unnecessary utilization of emergency rooms (ERs) and hospitals. • We are encouraging providers to use innovative uses of telehealth. • Guidance is forthcoming on how to access Intensive Behavioral Health Services (IBHS). • Please review OMHSAS guidance on visitation protocols (for non-employees and family members) for residential treatment facilities (RTF) during the pandemic. • Any changes providers make to their visitation protocols due to COVID-19 should be updated with CBH, other providers, and members. 	<p>N/A</p>

<p>Provider Operations</p> <ul style="list-style-type: none"> • <i>Andy Devos</i> 	<ul style="list-style-type: none"> • OMHSAS released their FAQs last week, which have been posted on the COVID-19 landing page of the CBH website. • We are working under a very broad adoption of telehealth to support social distancing and still provide clinical care. • OMHSAS will be issuing additional guidance for Behavioral Health Rehabilitative Services (BHRS), particularly regarding telehealth services; please stay tuned. In the interim, we are asking providers to look at what makes the most clinical sense and to listen to the family’s needs. • Please keep us updated on how you are providing continuity of care to your existing members while accepting referrals. • Updates to your continuity of care plan should be sent to Kim Doyle at kimberly.doyle@phila.gov and your Provider Relations Representative. • We are sending out ongoing updates regarding changes to the provider network; these changes can be found on the COVID-19 landing page of the CBH website, entitled <i>Operational Changes of Treatment Providers</i>. Please use this list when preparing individuals for discharge. • Please continue to submit requests for personal protective equipment (PPE) to kimberly.doyle@phila.gov. 	
<p>Questions</p>	<p>Any State requirement questions should be directed to the State’s resources first.</p>	<p>N/A</p>

Next Meeting: Wednesday, April 8, 2020