



Community-Based Provider COVID-19 Meeting Minutes

Meeting Date: Monday, March 30, 2020

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

Location: Zoom Meeting

Agenda Item	Discussion	Follow up
Introduction <ul style="list-style-type: none"> Donna Bailey 	<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 Thursday 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 Community Based members and on the CBH News Blast and website</i></p>
Update on APA <i>Robert Bickford</i>	<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. 	
Clinical Updates <ul style="list-style-type: none"> <i>Dr. Tavakoli & Dr. Williams</i> 	<ul style="list-style-type: none"> Clinical care management will continue to be available support providers. 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. CBH also recommends reducing unnecessary utilization of emergency rooms (ERs) and hospitals. CBH is encouraging providers to use innovative uses of telehealth. CBH leadership has been examining current utilization review practices with the goal of shifting care coordination and supports to the highest need members; guidance regarding changes is forthcoming. Authorizations for community-based services will be extended through June 14, 2020. 	<p>N/A</p> <hr/> <p>N/A</p>
Provider Operations <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. 	<p>N/A</p>

	<ul style="list-style-type: none"> • 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 Kimberly 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. 	
Questions	<ul style="list-style-type: none"> • All questions that were raised during this call will be captured in a separate FAQ document. 	N/A

Next Meeting: Monday, April 6, 2020