Updated Continuity of Operations Plan for Community-Based Treatment Providers During Transitions Regarding the COVID-19 Pandemic

On August 7, 2020, Community Behavioral Health (CBH) requested all community-based treatment providers submit a Continuity of Operations Plan (COOP) incorporating both a clinical and public health approach to ensure member access to behavioral health treatment, focus on member and staff safety, and minimize transmission of COVID-19. On May 11, 2021, the City of Philadelphia announced that all Safer at Home restrictions, other than mask requirements, will end on June 11, 2021 (Update to Stay at Home Restrictions).

CBH remains committed to ensuring our members have access to behavioral health treatment and is requesting the following community-based treatment providers revise their COOP and complete a CBH Provider COOP Attestation:

- Acute Partial Hospital Program (Drug & Alcohol)
- Acute Partial Hospital Program (Psychiatric)
- Assertive Community Outreach Teams
- Children’s Mobile Crisis Teams
- Children’s Mobile Intervention Services
- Clinical Transition Stabilization Services
- Crisis Walk-In Services
- Drug and Alcohol Case Management
- Family-Based Behavioral Health Services
- Federally Qualified Health Center
- Functional Family Therapy
- Intensive Behavioral Health Services
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- Mental Health Case Management Services
- Mental Health Outpatient
- Mobile Crisis Intervention Services
- Mobile Psychiatric Rehabilitation
- Non-Fidelity Assertive Community Outreach Teams
- Peer Services
- Substance Use Outpatient (ASAM 1)
- Substance Use Intensive Outpatient (ASAM 2.1)
- Substance Use Partial (ASAM 2.5)

Providers are expected to update their COOP in alignment with the easing of COVID-19 restrictions and with a focus on increasing in-person services. The updated COOP must include the following:

- Ensuring adequate staffing to deliver services at the pre-COVID levels/capacity
- Protocol outlining how the need for in-person vs. telehealth services is determined
- Plan to resume or increase capacity for in-person services previously limited due to COVID-19 restrictions
- Ensuring implementation of precautionary measures to prevent disease transmission including (but not limited to) hand washing, use of personal protective equipment (PPE), physical distancing, and decontaminating environmental surfaces
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- Identified COVID-19 point-person to assess, manage, and address COVID-19 issues impacting the workforce or service delivery

- COVID-19 screening protocol

- Ensuring adequate PPE supply

- Ensuring staff training on COVID-19, focused on respiratory infection disease prevention and control

- Protocol to support staff and members interested in vaccination

- Overall plan for use of telehealth

Providers must update their COOP and complete the CBH Provider COOP Attestation by 5:00 p.m. on June 7, 2021.