

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.