

Telehealth Updates

This Notice is to inform Providers about CBH's efforts to support its Provider Network with the continued use of telehealth since the onset of the COVID-19 pandemic.

On March 15, 2020, the Pennsylvania Office of Mental Health and Substance Abuse Services (OMHSAS) issued a Memorandum to Telehealth Guidelines Related to COVID-19, which allowed for more flexibility in telehealth service delivery. This was in response to the Governor's Proclamation of Disaster Emergency due to COVID-19. The flexibility in telehealth delivery ensured the ongoing access to behavioral health services during the height of the pandemic.

OMHSAS' Telehealth Guidelines Related to COVID-19 have been revised several times, with the latest update being [OMHSAS 22-02](#). OMHSAS has received a great deal of feedback regarding the need to retain telehealth flexibility beyond the end of the state emergency disaster declaration. This flexibility in the use of telehealth has proven to be an essential tool in retaining individuals in treatment, increasing access to services, and expanding individual choice in the delivery of services.

CBH agrees that the availability of telehealth needs to be retained as a permanent treatment service delivery option, in alignment with regulatory changes at the state and federal level. The following steps have been taken to better streamline and develop processes that support Providers in using telehealth:

- ➔ CBH supports Members through communications that provide a clear definition of telehealth and explain their right to choose between telehealth services or in-person services.
- ➔ OMHSAS established billing practices to include an information modifier and a place of services modifier to identify where and what type of telehealth services are being utilized.
 - » More information can be found in [Provider Bulletin 22-16](#).
- ➔ CBH leadership have attended meetings with local Provider trade organizations to speak with Providers about CBH's work around a long-term telehealth strategy and to learn more about how DBHIDS and CBH can best support the use of telehealth in the Provider Network.

CBH will continue to provide updates on telehealth utilization across the Provider Network. CBH will use data from the results of its Provider Telehealth Survey, as well as claims submissions indicating the use of telehealth, to inform these updates.

CBH Provider Telehealth Data

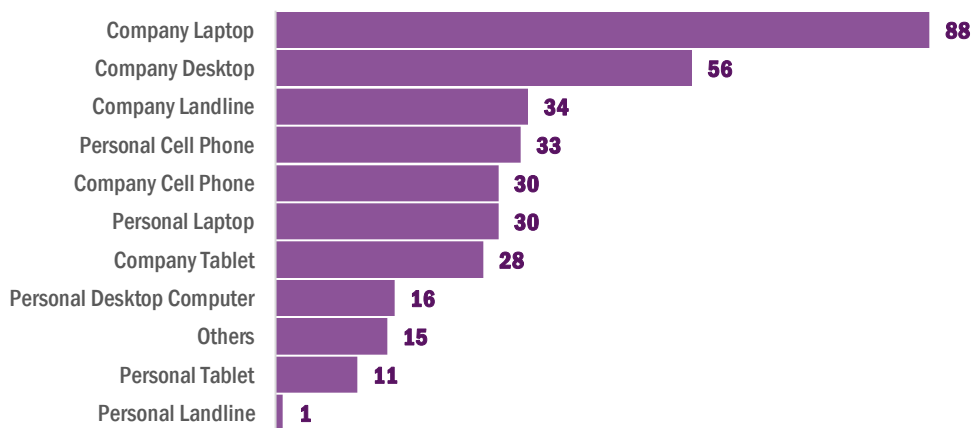
In July 2022, CBH issued a Provider Telehealth Survey, to gather feedback about the Provider network's experience providing telehealth, as well as to gather data to better understand where service delivery via telehealth stands. Providers were advised that the survey submission would be

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used in conjunction with other resources to develop the Telehealth Guidance for CBH’s Provider network.

CBH surveyed 178 Providers and had a response rate of 76%. This data is reflective of the 135 Providers who submitted responses.

Technology used for Telehealth Services

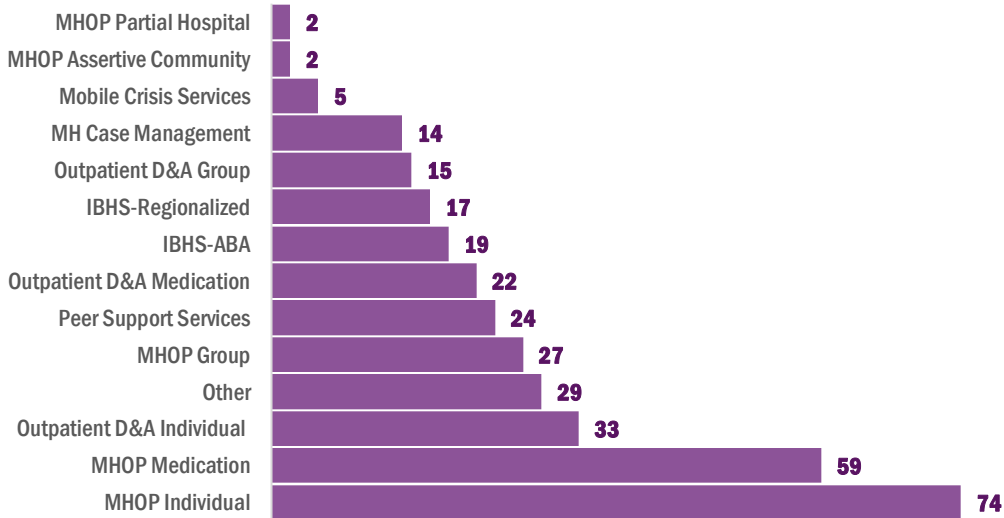


- ➔ Eighty-one percent of Providers reported implementing an Electronic Health Record (EHR), with an additional 7% reporting they are in the process of implementing an EHR.

Most Providers reported using company equipment for all telehealth services.

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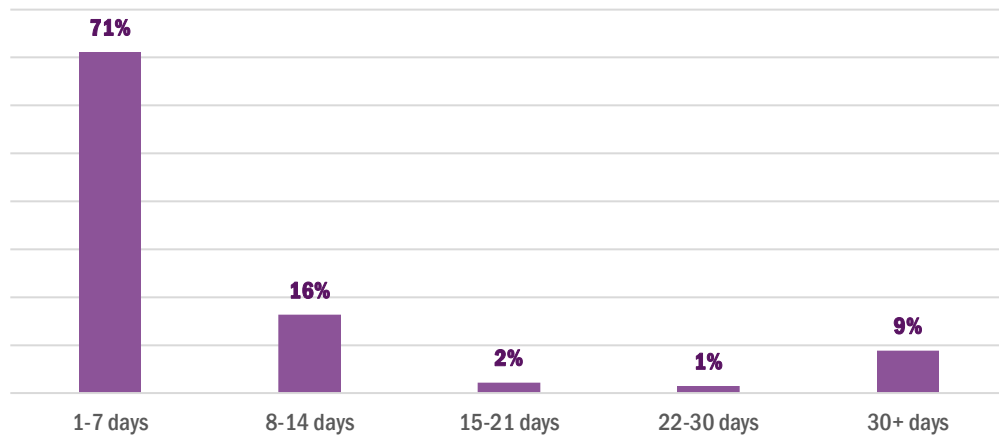
Telehealth Service Overview



- ➔ Thirty-five percent of Providers reported implementing telehealth with more than five service lines.

Most Providers are utilizing telehealth for Mental Health Outpatient (MHOP) at the individual level or medication management.

Appointment Wait Time



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- ➔ With Providers offering multiple service lines via telehealth, Members are seeing a shorter wait time, with 71% able to see a Provider within seven days of inquiry.
- ➔ Of the responses, 90% of Providers reported developing policies and procedures around telehealth and 89% reported they are committed to providing long-term telehealth as part of their service delivery.

CBH Claims Submissions, 2021/2022

This data was extracted from CBH claims submissions indicating the use of telehealth.

- ➔ The number of unique Members with at least one telehealth claim in the first half of 2022 (January-June) was 63%, compared to 71% for CY 2021; in other words, the number of Members receiving treatment onsite has increased by 8% from CY 2021 to the first half of 2022.