



## **DBHR COVID-19 weekly call**

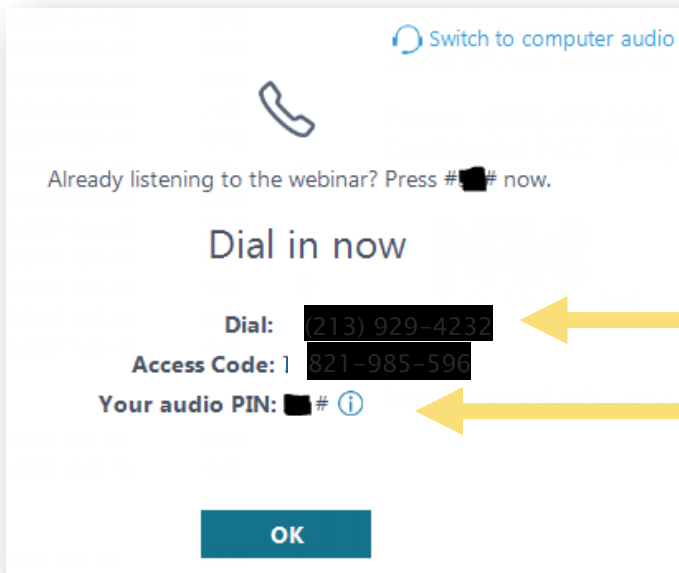
Hosted by: Division of Behavioral Health and Recovery

Tuesday, April 14, 2020

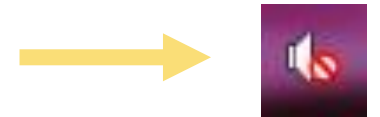
12 to 1:30 p.m.

# DBHR COVID-19 weekly call

Welcome! We will begin at 12 p.m.



- It is always a good idea to close other windows.
- If participating via phone
  - Click OK and mute your computer speakers.
  - Be sure to enter your unique **Audio PIN**, if you haven't already.



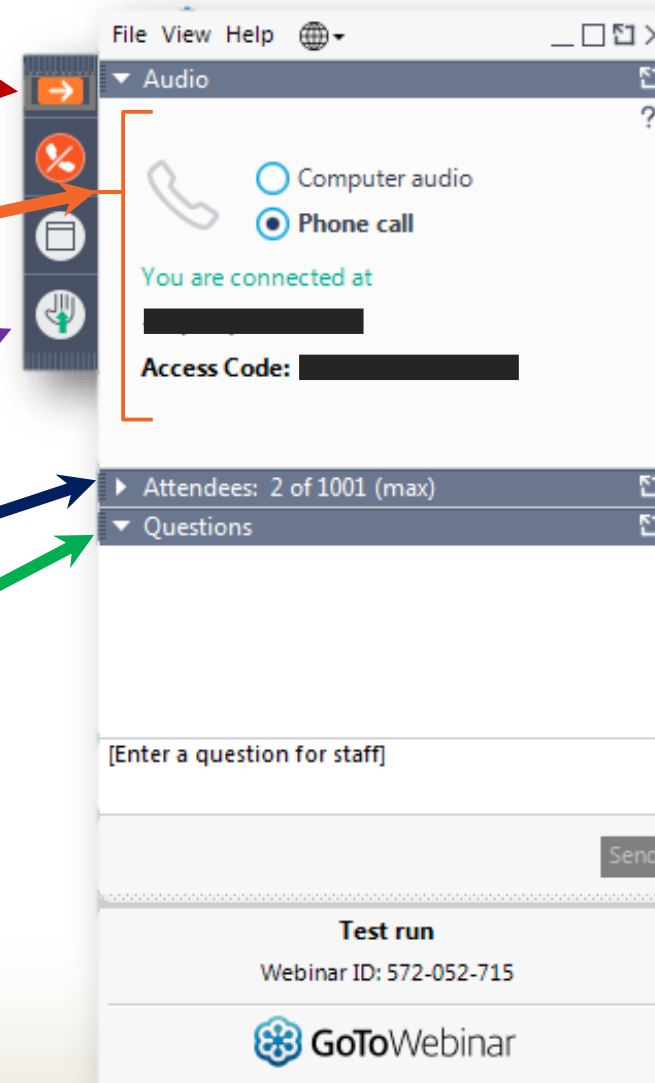
For help with the webinar email [Ray.Horodowicz@hca.wa.gov](mailto:Ray.Horodowicz@hca.wa.gov)

# Disclaimer

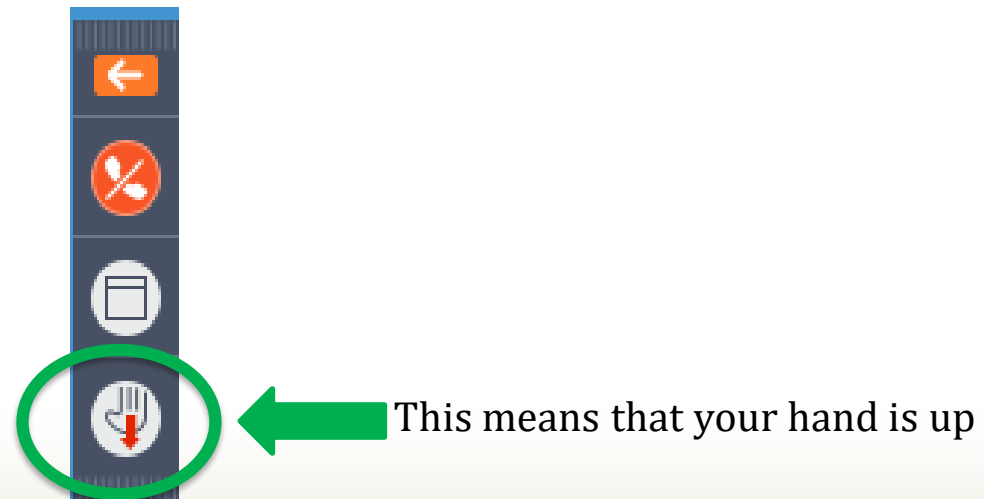
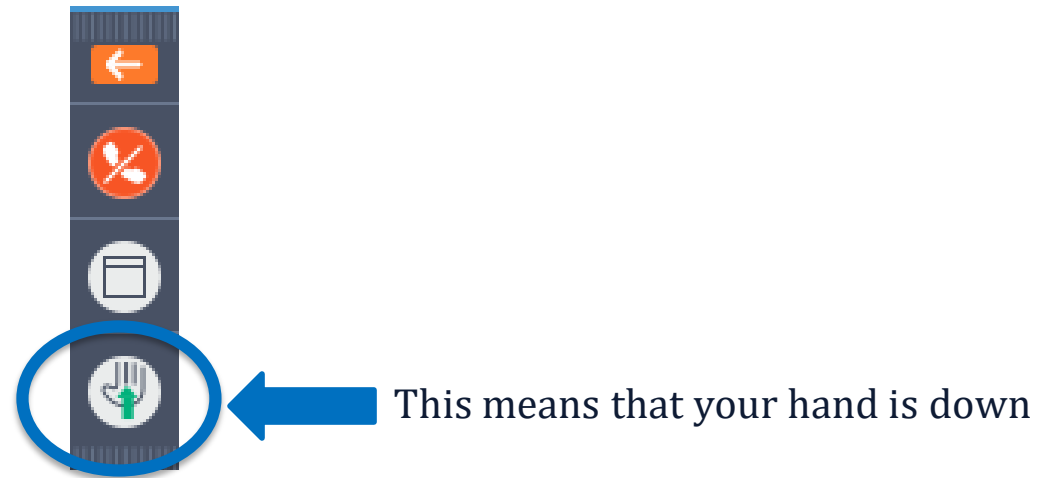
- This webinar is being recorded and will be posted to the HCA COVID-19 page.
- This recording is open to public disclosure.
- Please do not disclose any private or confidential information.

# Webinar Controls

- **Grab Tab** – Allows you to open/close the Control Panel, mute/unmute your audio (if the organizer has enabled this feature) and raise your hand
- **Audio pane** – Displays audio format. Click Settings to select telephone devices.
- **Hand** – click to raise hand. Click again to lower.
- **Attendee List** – Displays all the participants in-session
- **Questions pane** – Allows attendees to submit questions and review answers (if enabled by the organizer). Broadcast messages from the organizer will also appear here.



# How to Raise Your Hand



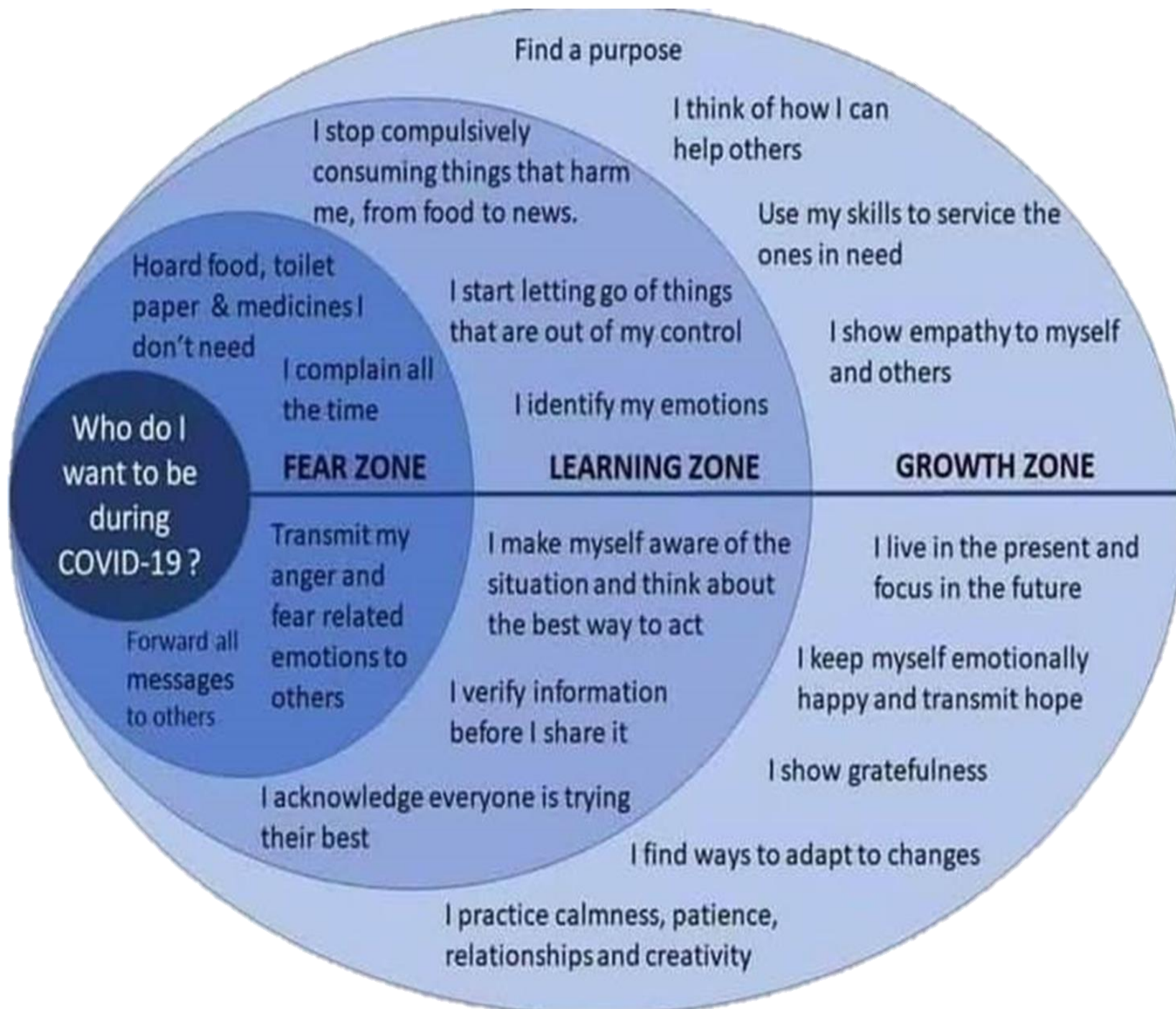
# Q/A

Topics: *Please note topic in beginning of question. “[Topic]:[Question]”*

- SUD Prevention Programs
- Mental Health Promotion and Suicide Prevention Grants
- Telehealth/Billing Guide/Insurance
- Adult SUD Treatment
- Youth BH Treatment
- Opioid Treatment
- Adult MH Treatment
- Recovery Supports
- Foundational Community Supports (FCS)
- Problem Gambling
- Peer Support Services
- Finance/Rates
- Patient/Staff Safety
- SERI/BHDS
- Zoom

# Agenda

- Welcome and Introductions
  - *Keri Waterland, DBHR Director and Michael Langer, Deputy Director*
- Updates from HCA
  - *Michael Langer, Deputy Director*
- Patient and Staff Care
  - *Dr. Charissa Fotinos, Associate Director, Medical Services*
- Q/A







## Updates from HCA - General

- **Transfer of individuals in Western State Hospital**
- **HCA Website** - <https://www.hca.wa.gov/information-about-novel-coronavirus-covid-19>
- **Zoom** - [www.hca.wa.gov/hca-offers-limited-number-no-cost-telehealth-technology-licenses-providers](http://www.hca.wa.gov/hca-offers-limited-number-no-cost-telehealth-technology-licenses-providers)

*Please allow 4 business days to process our requests. If you do not hear within that timeframe and want to know your status, send a note to [HCADBHRBHCVID19@HCA.WA.GOV](mailto:HCADBHRBHCVID19@HCA.WA.GOV).*

- **HCA Weekly Newsletters**
- **DBHR All Provider COVID-19 Calls** - Tuesdays at noon

# Updates from HCA – SUD Prevention and MH Promotion

- **Medication Take Back follow up**
- **Reminder that now more than ever Prevention efforts are important**
- **List of developer approved EBP COVID adaptations posted on Athena**
- **Prevention Provider COVID-19 Calls –**
  - April 15, 12:30 - 1:00 pm - COVID-19 prevention professionals support call
  - April 22, 11:30 – 12:30 pm - COVID-19 prevention provider calls
- **Webinars for Prevention Providers and Parents:** Webinars are being recorded and will be posted. Sessions for next 2 weeks:
  - April 14, 1:00 - 1:45 pm - Webinar: Mentoring School Agreements, Restrictions & Communication
  - April 15, 1:00 – 2:00 pm – Virtual Session for Parents: Supporting your child’s emotional and behavioral needs during COVID-19
  - April 16, 4:30 - 5:30 pm - Virtual Session for Parents: Family management and resiliency: Families, stress and coping (in English)
  - April 17, 9:00 - 10:30 am – Webinar: Using telehealth in infant and early childhood services to support and maintain relationships with families
  - April 17, 4:30 - 5:30 pm - Virtual Session for Parents: Family management and resiliency: Families, stress and coping (Spanish)
  - April 21, 1:00 - 1:45 pm - Mentor & Mentee Activities – COVID-19’
  - April 21, 6:30 - 7:30 pm - Virtual Session for Parents: Family management and resiliency: Families, stress and coping (in English)
- **COVID page for Prevention Providers – <https://www.theathenaforum.org/COVID19>** (Resources and Registration for all calls and webinars can be found here.)

# Updates from HCA – BH Treatment

- **Supervision Plans as required by the Medicaid BH State Plan** - To provide Medicaid services, providers must submit a plan to HCA describing how they will implement and operationalize clinical supervision of all staff with less than a Masters Degree in a behavioral health field. This plan must be sufficiently detailed to address when and how staff will receive clinical supervision. All plans must be sent to [HCADBHRBHcovid-19@hca.wa.gov](mailto:HCADBHRBHcovid-19@hca.wa.gov) with the Subject line: *Supervision Plan*. We will contact you if there are any questions about your plan.
- **ITA Process**
- **Billing FAQ** - <https://www.hca.wa.gov/assets/billers-and-providers/behavioral-health-policy-and-billing-COVID-19.pdf>
- **List of Treatment Providers Reduction and Closures of Facilities** - <https://www.hca.wa.gov/information-about-novel-coronavirus-covid-19>
- **Optional Weekly Call WA OTP - COVID-19 Planning** - Every Thursday from 1:30 to 2:45 p.m. (360) 407-3811; Access code 8923139#
- **BH Financial Assistance:** MCO final action plans due to HCA 4/15/20. HCA monitoring MCO performance on releasing funds and processing outstanding claims.
- **BHI Training and TA Plan**

# Behavioral Health Institute (BHI) Telehealth Rapid Response – Training and TA Plan

- Coordinated Statewide Plan for Rapid Training and TA
- Alignment with system partners – ACHs/HCA/MCOs/BHASOs and others
- User Guides for providers and clients
- Website - Training material, Submit question, links to other relevant telehealth information and calendar
- Ongoing Training/TA and Learning Collaborative Opportunities
  
- **Contacts:**
  - Jim Vollendroff: [vollenj@uw.edu](mailto:vollenj@uw.edu)
  - Melody McKee: [melmckee@uw.edu](mailto:melmckee@uw.edu)
  - Cara Towle - [ctowle@uw.edu](mailto:ctowle@uw.edu)

# Telehealth

- HCA has a limited number of laptops for use with the Zoom teleconferencing software
- Who can request a laptop?
  - Medical or Behavioral Health providers and recovery based organizations who do not have access to a laptop (or the resources to obtain one) in order to offer telehealth services during the COVID-19 pandemic.
- Laptops are only available during the COVID-19 pandemic, providers who receive a laptop will be given instructions for return at a later date
- Loaner Laptop Application - <https://www.hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/request-laptop-telehealth-during>

# For questions after the webinar

## For questions related to Behavioral Health services:

- Email: [HCADBHRBHCVID19@hca.wa.gov](mailto:HCADBHRBHCVID19@hca.wa.gov)
- Type the topic of your question in the subject line.
- Subject line should include topic of questions so that it can be triaged to the appropriate subject matter expert

## For Managed Care Organization Provider Finances:

- Email: [HCAmcp@hca.wa.gov](mailto:HCAmcp@hca.wa.gov)
- For behavioral health treatment providers contracting with the MCOs that cannot cover operation costs over next 2-4 weeks or with outstanding claims payment issues.
- Subject line should be URGENT FINANCIAL CONCERNS or subject line "outstanding payment due"

# Other Resources

- **Department of Health** - <https://www.doh.wa.gov/emergencies/coronavirus>
  - PPE – Some masks are available and can be requested via local health jurisdictions - <https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/PPEPrioritizationofAllocation.pdf>
- **World Health Organization** - Detailed guidance about what to do in residential facilities - [https://apps.who.int/iris/bitstream/handle/10665/331508/WHO-2019-nCoV-IPC\\_long\\_term\\_care-2020.1-eng.pdf](https://apps.who.int/iris/bitstream/handle/10665/331508/WHO-2019-nCoV-IPC_long_term_care-2020.1-eng.pdf)
- **SAMHSA** - Guidance to move mostly to telehealth and follow CDC recommendations re: admitting new patients and infection control. (as of 3/20/20 ) - <https://www.samhsa.gov/sites/default/files/considerations-care-treatment-mental-substance-use-disorders-covid19.pdf>
- **Mental Health Technology Transfer Center Network** - [Telehealth Learning and Consultation \(TLC\) Tuesdays](https://mhttcnetwork.org/centers/northwest-mhttc/resources-covid-19-behavioral-health-workforce). This weekly online series for providers who are unfamiliar with telehealth launches March 31, 2020, and continues through the end of April 2020. <https://mhttcnetwork.org/centers/northwest-mhttc/resources-covid-19-behavioral-health-workforce>
- **The [Addiction Technology Transfer Center \(ATTC\) Network](https://telehealthlearning.org/telehealth/)**, the [Center for Excellence on Protected Health Information \(CoE-PHI\)](https://telehealthlearning.org/telehealth/), the [National Consortium of Telehealth Resource Centers](https://telehealthlearning.org/telehealth/), and the [Center for the Application of Substance Abuse Technologies \(CASAT\)](https://telehealthlearning.org/telehealth/) at the University of Nevada - Reno (UNR) are facilitating a FREE, national online discussion and resource sharing opportunity for substance use disorder (SUD) treatment providers and peer support specialists faced with transitioning their services to the use of telephone and videoconferencing methods in response to COVID-19 social distancing guidelines. <https://telehealthlearning.org/telehealth/>