

Behavioral health provider COVID-19 Information

HCA's Division of Behavioral Health and Recovery (DBHR) created this guidance document, based on the questions presented during the weekly webinars and emails. Please see the [BH FAQ](#) available at our [COVID-19](#) website. Please check it regularly because things change in a few hours with federal government guidance and we are still working toward a stable policy.

General Information

Success Stories – We would love to hear how you are meeting challenges, how you are finding successes by continuing to organize your communities, or ways you continue your treatment activities using telehealth platforms, or how you are continuing to help people with their recovery. Send your stories to HCADBHRBHCVID19@hca.wa.gov with the subject line: *Success Stories*.

DBHR All Provider Webinars – Beginning May 19, 2020, DBHR All Provider Webinars will be held every other week. The bi-weekly schedule is May 19th, June 2nd, June 16th, and June 30th. To register go to: [DBHR All Provider Webinar](#). More webinars will be scheduled in July.

MCOs and resources - MCOs do not provide direct treatment services. Their role is one of case management and care coordination. They refer clients to providers who can provide the needed services.

Loaner laptops - Laptops are only available during the COVID-19 pandemic, providers who receive a laptop will be given instructions for return at a later date. Go to [Laptop Request during COVID-19](#).

Cell phone “No Return Policy” – Stated above; it is not necessary to return the cell phones. These cell phones were graciously donated by a cell phone company and do not need to be returned to the Health Care Authority. The phones have 400 talk minutes and unlimited data (texting, internet). There are no fees for using the data and talk minutes already loaded on the phone. Please see the included slips that we recommend providing to your clients with the donated cell phone. The phones are iPhone pay-as-you-go and have smart-phone capabilities, making them great for tele-health. There are no requirements to return or reimburse HCA for these phones, however it is recommended that you keep a record of who they are handed out to.

Childcare - Go to [Childcare aware](#) for information about childcare during COVID-19. You can also call 1-800-446-1114.

ZOOM

Zoom Technology - Health Care Authority is promoting Zoom technology for telehealth because it is HIPAA compliant and interfaces with many electronic health record platforms. Please go to [No cost telehealth technology licenses](#) to submit an application for a Zoom license. If you already have Zoom capabilities you can use your own account. You are not required to use one of the HCA-purchased Zoom licenses. If you are a non-licensed staff person, you are still eligible to apply for the Zoom license by entering 00000000 into the credential number field on the form.

Zoom Applications -. Applications take four days to process. If you have not heard back by the fifth day, check your junk/spam folder. Also, confirm the email address and the name and address of your organization are correct on the application you submitted. After these steps, send an email to HCADBHRBHCVID19@hca.wa.gov so that we can forward your inquiry to the team responsible for notifying providers. Remember to include the dates your application was submitted.

Registering Zoom - If you have not already attempted to register your account, please view the [Registering Zoom](#). If you have difficulty logging into your account after attempting to activate/register it, it usually means you already

registered. If you attempt to register a second time, you may get a message that says “expired.” Once the account is active, you should log into your account by going to [Zoom.us](https://zoom.us)

Zoom Technical Assistance - HCA is not able to provide technical assistance for Zoom accounts. You should either consult with your IT staff, or Zoom.us. For more information, see [Telehealth Technical Assistance](#).

Zoom Access - The Zoom license can be used for two items, just not at the same time. So if the provider used their laptop, didn't sign out of the laptop, and then signed into the license on their phone, it would automatically end the session on the laptop.

Zoom time limitations – There is no time limit for Zoom meetings.

Telehealth

Technical Help to clients – You can count time spent to assist a client with access and use of the telehealth platform as part of the service time.

Infrastructure costs - Some of the upcoming federal relief money will be available to agencies as grants to develop the infrastructure like increasing internet bandwidth. There are also small business loans that are available. Check with your MCO and BH-ASO to see if they have resources.

Broken equipment and liability – HCA retains the liability for these devices as long as the damaged device, and/or the pieces of the broken device are returned. I don't understand the reference here. I assume the loaner lap tops, but it needs some more context.

After-Hours Rate – If you are an office that offers **regular** office hours outside the norm of 8am-5pm M-F, you may receive an additional 5 dollars for any Medicaid service provided using a telecommunication method if you bill the additional add-on code 99051 on the claim with your basic service. “Regular office hours” means you schedule appointments/visits, maybe offer walk-in services, after 5pm M-F or on weekends/holidays as a regular way of doing business and providing services. Your office hours are posted as being after 5pm M-F and/or weekend days and hours.

If your office does not offer “regular” office hours as described above, but rather provides services “on call” or “on demand” after 5pm M-F, on weekends or on holidays, you can bill using the additional add-on code 99050 with your basic service for an additional payment of \$10.00.

Regarding the additional language “in addition to the basic service” is added because this is the exact description from the CPT code book. The description is conveying that these are add on codes that can't be used alone but must be used with a HCPC or CPT code that represents the service actually provided; such as 99214 plus one of the add-on codes above or 90832 plus one of the add-on codes above, as applicable.

Telehealth Tips – Clients may find [Telehealth tips for individuals receiving services](#) helpful.

Claims billing

Billing Codes - A comprehensive list of mental health and substance use disorder billing codes and add-ons, as well as webinars for billing can be found on the [HCA COVID-19 Webpage](#).

Psychotherapy Billing – Refer to Part III and Part IV-V of the BH FAQ for information on if and how to bill for psychotherapy CPT 90832, 90834, and 90837 during Covid-19.

Prevention

Webinars and virtual sessions for parents continue through May. Please go [The Athena Forum](#) for details and registration. Webinars continue through May.

PX COVID-19 FAQ - Go to [the Athena Forum](#) for information related to prevention services and COVID-19.

Treatments

Face to face visits - Nothing has changed in terms of guidance for face to face visits. Telehealth visits should be prioritized. If they must occur, they should occur with social distancing, at least 6 feet apart between people. Group activities should be limited or moved to online groups. Hand washing and environmental cleaning remain important.

Medication assisted treatment - The HCA guidance publication for COVID-19 and prescribers of buprenorphine containing products in office based opioid treatment settings can be found at: [Office-based opioid treatment COVID-19 FAQ](#).

The HCA guidance publication for COVID-19 and Opioid Treatment program settings can be found at: [Opioid Treatment Program FAQ](#)

Recovery Support Services

Phones for recovery residence residents – HCA have mobile phones available. Additional cell phones can be requested for clients as long as they are available.

Certified Peer Counselor (CPC) virtual training - Contact peersupportprogram@hca.wa.gov with questions.

Washington Recovery Alliance (WRA) is holding the second, annual recovery summit virtually on June 1.

General Safety Guidance

Loss of taste and smell - It is not entirely clear what the short-term or long term effects may be. Many people regain their sense of smell within a couple of weeks but some reports state it can be months. More time and follow up of the people affected will provide more information.