

Provider Notice

To: All Providers
From: PerformCare
Date: May 8, 2020
Subject: UPDATE Delivery of service regarding COVID-19

PerformCare is aware that members and Providers are being impacted by the current circumstances regarding COVID-19. Be assured we support all Providers as they develop agency responses to contain the outbreak and keep both members and staff safe, while still being able to provide optimal continuity of care to our Members.

PerformCare will update Providers with any new information regarding clinical service provisions as it becomes available pertaining to the containment of COVID-19.

As previously communicated, Providers should implement the following protocols regarding the delivery of services:

1. School Based Services

- Providers should follow the attached OMHSAS Memorandum on Telehealth Guidelines Related to COVID-19.
- BHRS providers may transfer TSS hours in the school to home based on the individual clinical needs of the member. An Addendum to transfer hours due to closures as a result of COVID-19 is not required.

Providers are required to add the transferred hours to the member's treatment plan with a clinical rationale and document in the progress notes. The transfer of TSS hours from school to home should reflect the clinical needs of the member and be supported by clinical information in the treatment plan and progress notes. Providers should follow regular treatment plan, goals and progress note documentation requirements.

The member/family/guardian must be in agreement with the transfer of TSS in the home.

BHRS Providers should follow their agency's contingency plans and decision-making process when determining if TSS hours should be delivered in the home to assure the safety of members, families and staff.

- All other Services that have a place of service authorized as School Based can bill for services delivered in the home and/or community. Family/member/guardian must be in agreement. Documentation should reflect the clinical needs of the member and be supported by clinical information in the treatment plan and progress notes.

2. All Other Ambulatory Services

- Providers should follow the attached OMHSAS Memorandum on Telehealth Guidelines Related to COVID-19.
- Family/member/guardian must be in agreement. Documentation should reflect the clinical needs of the member and be supported by clinical information in the treatment plan and progress notes.

As stated in the recent COVID-19 *Frequently Asked Questions* from OMHSAS (response to question #4), Providers should implement the following protocols regarding the delivery of Outpatient Group Services:

3. Outpatient Group Services

- All group therapy services must only be done using audio and video conferencing (for both the member and provider). Audio only is not permitted. If the member experiences technical difficulty and loses the video, they can remain on the group using just audio for that session. If the provider runs into technical difficulty and loses video, the group needs to be rescheduled.

Communication is critical and PerformCare is committed to providing updated information to you as soon as it is received.

cc: Lisa Hanzel, PerformCare
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PerformCare Account Executives