



Patient-Centered Primary Care Home Program Update

April 2020

PCPCH Public Comment Deadline Extension

The PCPCH program has published proposed revisions to the PCPCH recognition criteria as part of the [Oregon Administrative Rule](#)-making process. Based on feedback from interested parties, and due to a continued increase in provider and health care facility workload due to COVID-19 response efforts, the Oregon Health Authority is extending the deadline for comments regarding the proposed rule amendments below by the maximum 90 days from the original date. The last day to submit written comments is now **June 19, 2020**, at 5:00 pm. Written comments should be emailed to peter.m.edlund@dhsosha.state.or.us.

Proposed Revisions (Rule filing notice): <https://www.oregon.gov/oha/HPA/Pages/Rulemaking.aspx>

State announces telehealth expectations for health insurance plans

The Oregon Department of Consumer and Business Services and the Oregon Health Authority expect health insurance plans of all types to provide more health care services to their members through multiple telehealth platforms and to encourage plan members to limit in-person health care services for the duration of the COVID-19 outbreak.

The agencies' guidance is intended for health plans of all types and specifically states:

- Health plans should cover telehealth services delivered by in-network providers to replace in-person visits whenever possible and medically or clinically appropriate.
- Health plans shall ensure their members' cost-sharing requirements (co-payments, co-insurance, and deductibles) for services delivered via telehealth are no greater than if the service was delivered through in-person settings.



- Health plans shall clearly communicate to their members and provider networks about options to receive health care services via appropriate telehealth delivery modes
- Health plans shall use telehealth service delivery methods to ensure patients maintain access to behavioral health services.

Click here to [read the complete guidance](#) document.

For more information on insurance and COVID-19:

- Commercial health plans: <https://dfr.oregon.gov/insure/health/understand/Pages/coronavirus.aspx>
- CCOs and Oregon Health Plan: <https://www.oregon.gov/OHA/HSD/OHP/Pages/COVID-19.aspx>

COVID-19 Trainings & Resources

Webinar: Oregon Health Plan telemedicine billing guidance for CCOs and Providers

April 17, 12-1 p.m.

Intended audience: OHP Providers (physical health, behavioral health and oral health) and billing staff, Coordinated Care Organizations

This webinar will provide updated OHA guidance on coverage and billing standards for telemedicine services during the COVID-19 emergency. Subject matter experts will address questions that have arisen since the April 6 webinar. Topics will include methods for billing provider-to-provider consultations and services provided by synchronous audio/video, telephone or online patient portals. The presentation will include detailed billing information related to fee for service Medicaid as well as information about OHP expectations for CCO coverage.

There will be a hosted Q&A session during the webinar using the chat function on your computer. You will need to use your computer's audio for sound and everyone will be muted during the webinar. There is no call in option.

This webinar will be recorded and will be available on [OHA's COVID-19 Health care partner resource page](#) for viewing if you are not able to attend the live webinar. The slides will be sent out to registered participants prior to the webinar beginning at Noon.

- Registration link (please register early as registration is limited): <https://attendee.gotowebinar.com/register/5095726627610411278>
- Questions about the webinar can be sent to thomas.cogswell@dhsosha.state.or.us
- Questions after the webinar can be sent to COVID.19@dhsosha.state.or.us

Oregon COVID-19 response ECHO for clinicians

Thank you for your leadership and partnership in helping to slow the spread and address the health impacts of COVID-19 in Oregon. With this rapidly changing situation, we want to get information out to healthcare providers across the state as quickly and clearly as possible. To provide a consistent venue for COVID-19 information sharing, OHA's Chief Medical Officer, Dana Hargunani, M.D., will host regular information sessions for Oregon health care providers at least two times a week.

Tuesday informational sessions for all health care providers, noon to 1 p.m.

- April 21, 2020 – <https://join-noam.broadcast.skype.com/dhsoha.state.or.us/311b3743935a4cc0a9bf78afcebd5af3>
- April 28, 2020 – <https://join-noam.broadcast.skype.com/dhsoha.state.or.us/fac6226a59f04256a09f828cfe13f7a1>

Thursday Project ECHO learning sessions for Oregon clinicians, noon to 1:15 p.m.

All Oregon clinicians are encouraged to register for these weekly interactive sessions to learn the latest information on best practices in clinical management, clinical practice safety, testing, and the community public health response.

- Hosted by the Oregon ECHO Network at OHSU, the sessions are staffed by Dr. Hargunani and Multnomah County Health Officer Jennifer Vines, M.D.
- A specialist panel, including other public health experts, clinicians, and epidemiologists, will share up-to-date knowledge, share COVID-19 clinical cases and answer questions.
- There will also be an opportunity for Oregon clinicians to present their own COVID-19 cases for discussion and recommendations.
- Participation takes place in a virtual meeting space — join from your own computer or cellphone.

To join, sign up for the full Project ECHO series, March 19 through May 7, 2020, **or** connect for individual learning sessions at <https://zoom.us/j/575366462>

Upcoming dates:

- April 16, 2020
- April 23, 2020
- April 30, 2020
- May 7, 2020

If you have questions about the Thursday learning sessions, email the Oregon ECHO Network at oen@ohsu.edu.

COVID-19: How health care systems can help resource-poor populations

The Social Interventions Research and Evaluation Network (SIREN) has compiled information on a range of ways that health care systems can act to mitigate adverse impacts from COVID-19 on resource-poor individuals and communities: <https://sirenetwork.ucsf.edu/covid-19-resources>

Bolante Online disaster behavioral health trainings

Registration is now open for free, online disaster behavioral health training, offered to health care professionals and first responders by the Oregon Health Authority (OHA). Please note that completing the training does not qualify as a full PFA certification. All participants receive a CEU certificate of completion for each course.



Working together, coming out
stronger than ever.

Just In Time Behavioral Health in Times of Community Crisis (2-hours)

Principles of behavioral health action, and the initiation of behavioral health action using the criteria of Psychological First Aid (PFA) during the COVID.19 pandemic. This course provides the fundamentals for delivering initial behavioral health response assistance during the Coronavirus. This abbreviated training provides best practices when working with any individual during the current situation of the pandemic. This curriculum is based on the SAMHSA 8-hour provider certification under the supervision of Dr. Ronald Glaus.

Compassion Fatigue and Self-Care (2-hours)

Responding in a compassionate and caring manner, in any profession, can impact mental and emotional strength. Assess your own level of compassion fatigue and compassion satisfaction, and acquire new tools to strengthen your resilience to burnout. Participants will also put together their own self-care plan after learning about strategies for self-care.

Click here to register and for the current schedule of offerings: <https://www.bolante.net/webinars>

Additional offerings will be posted through the months of April and May.

COVID-19 Survey: Are you a physician, nurse practitioner, or PA working in primary care?

The [Primary Care Collaborative](#) (PCC) and the Larry A. Green Center are tracking how practices across the country are responding to the COVID-19 outbreak. Please help by completing their brief [weekly survey](#).

Last week, over 1,000 providers completed the survey. Results are published each week. Read more at the [Primary Care Collaborative website](#).

Questions?

We are here to help! Contact us at PCPCH@dhsola.state.or.us.

About the Patient-Centered Primary Care Home Program

Patient-Centered Primary Care Homes (PCPCH) are health care clinics that have been recognized by the Oregon Health Authority (OHA) for their commitment to providing high quality, patient-centered care. The PCPCH Program administers the application, recognition, and verification process for practices applying to become Patient-Centered Primary Care Homes. The program is also working with stakeholders across Oregon to support adoption of the primary care home model. For more information visit www.PrimaryCareHome.oregon.gov.

The mission of the PCPCH Program is to be a trusted partner in primary care, collaborating with stakeholders to set the standard for transformative, whole-person, and evidence-based care.