
COVID-19 Updates for Behavioral Health Consumers & Families

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The logo for the Oregon Health Authority. It features the word "Oregon" in a smaller, orange, serif font positioned above the word "Health". The word "Health" is in a large, blue, serif font. Below "Health", the word "Authority" is written in a smaller, orange, serif font. A thin blue horizontal line is positioned between "Health" and "Authority".

**Oregon
Health
Authority**

Agenda

- Welcome and Introductions
- Ways to stay informed and engage with OHA
- Telehealth tips and how-tos with Jackie Fabric, Behavioral Health Strategy Director, and Donny Jardine, Medicaid manager
- Q&A

Where can I go for information?

- **Safe + Strong Oregon**
 - Online information hub with culturally relevant tools and resources
 - Available in 12 languages
 - <https://www.safestrongoregon.org/>

- **OHA COVID-19 Webpage**
 - <https://govstatus.egov.com/OR-OHA-COVID-19>
 - Sign up for updates
 - Find information, resources, and supports

If you are experiencing a crisis

In an emergency, dial 911

Lines for Life

- Suicide Lifeline: 1-800-273-8255, 1-888-628-9454 for Spanish
 - Alcohol and Drug Helpline: 1-800-923-4357
 - Military Helpline: 1-888-457-4838
 - Youthline: 1-877-968-8491 or text teen2teen to 839863
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- To find local crisis services in your county, visit:
<https://www.oregon.gov/oha/PH/PREVENTIONWELLNESS/SAFELIVING/SUICIDEPREVENTION/Pages/crisislines.aspx>
 - For domestic violence or sexual assault resources, visit:
www.ocadsv.org/find-help or call 1-800-799-SAFE (7233).

Ways to be involved

- Weekly webinars for behavioral health consumers and family members
 - Upcoming topics include update from Child and Family Behavioral Health unit and Updates from SUD / Problem Gambling team
- COVID-19 consumer advisory workgroup for youth, families, and adults with lived experience
 - Work done over email and by in weekly online meetings

Ways to be involved

- Sign up for OCA email updates
 - Visit the OCA webpage at <https://www.oregon.gov/OHA/HSD/BHP/Pages/OCA.aspx> and click on the word “Subscribe” at the top of the page.
- OCA Director office hours
 - Tuesdays from 9am-10am and Thursdays from 4pm-5pm. Join using this link: <https://global.gotomeeting.com/join/405023373> or by calling (872) 240-3212 and entering access code: 405-023-373#.
- Contact the OCA Director
 - Call 971-239-2942 or email brandy.l.hemsley@dhsoha.state.or.us

Telehealth Tips and How-Tos

Jackie Fabric

Behavioral Health Strategy Director
Office of Behavioral Health
Health Systems Division

Donny Jardine

Medicaid Manager
Health Systems Division

What is telehealth?

- Telehealth (also called “telemedicine) replaces in-person visits so you can get the care you need during this time
- Your health care providers can provide care to you using telephone or video platforms
- Telehealth services can be delivered to a person in any private space
- Services available by telehealth include intakes, assessments, therapy, group therapy, medication management, psychiatric evaluations, team meetings with family, Medication Assisted Therapy and crisis services

Telehealth Expansion In Response to COVID-19

- OHA took immediate steps to increase access to telehealth services whenever possible and when medically or clinically appropriate.
- OHA and DCBS have worked together to ensure that coverage for telehealth includes individuals covered by commercial insurance.
- Every payer may have different rules, including Places of Service, modifiers, and allowed services
- OHA continues to evaluate additional steps that can be taken to increase access to telehealth.

Our Goal: To make sure that Oregonians continue to have access to physical, oral and behavioral health services.

Telemedicine visits are *encouraged* for all services that can *reasonably approximate* an in-person visit, not just those relating to a COVID-19 diagnosis

Oregon Health Plan & Telehealth

- During the COVID-19 response, the Oregon Health Plan (OHP) is expanding coverage for the delivery of physical, behavioral and oral health services using telemedicine platforms, effective January 1, 2020
- OHP Coverage should generally be consistent among Fee-For-Service (FFS) and Coordinated Care Organizations (CCOs)

Oregon Health Plan & Telehealth

- Prior Authorization criteria for fee-for-services are not changing except where rules are being updated
- CCOs have been directed to reimburse telemedicine services on par with in-person services
- Billing rules (place of service, modifiers) may vary by CCO
- Reimbursement rates will vary

Consent, HIPAA, and 42 CFR Part 2

- Your privacy remains important!
- Your provider should get your consent or approval before providing services
 - Verbal consent to receive services is acceptable during COVID-19 emergency
- Your provider should document the consent in your patient record
- Your provider may also mail you documents to sign and return, or obtain consent using a patient portal
- Electronic signatures are OK

More about Privacy and Security

- While some have had concerns about privacy (Zoom bombing), most people are reporting positive experiences
- Your provider should confirm with you that they are in a closed, private space
- If you have questions or concerns, talk to your provider
- You can request a telephone (voice) appointment if you're uncomfortable with video

Spoken and sign language interpretation requirements

- Telehealth visits must meet requirements related to language access, interpreter, and translation services
- Your care provider is expected to:
 - Use qualified and certified health care interpreters
 - Adhere to the standard practices for choosing and working with telephonic interpreters
 - Verify that the quality for all video remote interpretation services comply with ASL VRI requirements

Tips for a Successful Appointment

- A few days before your appointment
 - Find a private location
 - Check your equipment
 - Organize billing details
 - Plan for the conversation

Adapted from “How to Prepare For a Video Appointment With Your Mental Health Clinician,” from [SMIAdvisor.org](https://www.smiadvisor.org)

Tips for a Successful Appointment

- On the day of your appointment
 - Charge your device
 - Make sure your meeting space is quiet and private
 - Find our login link and password, if needed
 - Have the phone number for your provider handy
 - Make sure you have your notes, reading glasses, a glass of water, a pen and paper, or anything else you might need during the appointment

Adapted from “How to Prepare For a Video Appointment With Your Mental Health Clinician,” from SMIAuthority.org

Live Questions

- Type your question into the chat box, or use the “raise hand” button if you’d like to ask a question using your microphone.
- If we’re unable to answer your question today, we will follow up with an answer after this webinar
- A summary of all questions and answers will be emailed to participants later in the week

For comments or additional questions:

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971-239-2942

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