

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-03-28 | SUBJECT TO CHANGE

Category	Question	Answer
Administration Contracting and Payment Issues	What are the performance requirements for our contracts during this period?	Providers are encouraged to do telehealth services wherever possible including Zoom groups and/or individual sessions, provided clients have the technology to participate through telehealth.
Administration Contracting and Payment Issues	Will service providers be paid in advance for the rest of year?	BHA, GCH, and HPO are working to expedite payments, and service providers are asked to track allocations spent specifically for COVID-19 response within current contract allocations. GCH/HPO: Communications were sent out regarding payments for specific HPO programs and we encourage you to follow up with your assigned Program Specialist or submit a new query to BHHSURG if you have further questions.
Administration Contracting and Payment Issues	But if only audio is available, that can be also billed as face to face? Will the state be contacting federal agencies and insurance providers to recommend exceptions to the video requirement for telehealth services for those currently experiencing homelessness?	This question depends on the payer. For example, Medicaid still requires both video and audio. See most updated 1135 waiver https://www.medicaid.gov/state-resource-center/disaster-response-toolkit/federal-disaster-resources/?entry=54064 For BHA providers – performance requirements are waived for the duration of the governor's proclamation unless related to critical care or access. For HPO/GCH: HPO will allow the option of providing homeless outreach and case management for applicable services telephonically for regularly scheduled appointments, check ins, and follow up services. For households without access to a phone, homeless outreach providers are to set up drop-in centers near identified encampments and partner with other government agencies to assist with administering services.
Administration Contracting and Payment Issues	Regarding TBRA programs, will annual recertification dates/paperwork be relaxed?	We will seek guidance on your question. Thank you for your patience.

Administration Contracting and Payment Issues	Can we submit email questions regarding contractors of Developmental Disabilities Division? Or should we submit that to DDD directly?	Please use this form to submit your questions to ensure that all relevant parties receive them: https://bhhsurg.hawaii.gov
Administration Contracting and Payment Issues	Will ADAD receive extra money to cover extra length of stay in residential?	Our number 1 priority is to maintain continuity of care for our clients. ADAD asks providers to behave within reason and check with all payers.
Administration Contracting and Payment Issues	Will DDD allow flexibility for service requirements? Can community learning or ADH services be provided in a licensed home or family home as long as the numbers don't exceed the group recommendations?	DDD submitted an application for Appendix K which is used during emergencies to allow flexibility within the 1915 (c) waiver requirements. Further guidance regarding the changes and flexibility is being conducted through webinar trainings for providers by the DDD.
Administration Contracting and Payment Issues	Can staffing ratios of programs be reduced at this time if needed, without penalty?	During this time, staffing ratios required by the contract may be reduced without penalty and adjusted to maintain continuity of care. Providers shall submit documentation of this temporary reduction and their plan to ensure continuity of care.
Continuity of Coverage	Would unaccompanied minors be admitted to Kaaahi?	At this time – no. The situation is ever changing, and these options are being explored to the fullest extent. BHH is exploring alternate sites for minors
Continuity of Coverage	Can you provide guidance on doing the safety assessment for families referred to the Voluntary Case Management and Family Strengthening program?	Guidance to both staff and VCM/FSS providers are being finalized and will be distributed accordingly.

<p>Continuity of Coverage</p>	<p>So many of the COVID-19 instructions relate to hygiene and social interaction, which may be more of a challenge for our loved ones suffering from mental illness. I'm also not sure if anosognosia, the lack of insight regarding recognition of one's own mental illness, can also pertain to an inability to recognize symptoms of physical illnesses, such as COVID-19. What is being done for the mentally ill that don't recognize that they have a mental illness?</p>	<p>This is exactly why we support the notion that all behavioral health and homelessness services are essential during this crisis. We will continue to explore ways that we can support individuals on this level and request the support of all providers and stakeholders to indicate individual cases of concern to the appropriate funder/oversight entity – or to submit information in a communication form on the website: BHHSURG.Hawaii.gov</p>
<p>Continuity of Coverage</p>	<p>Will shelters continue to take in new move in off their CES list?</p>	<p>We need to ensure a balance of continuity of service while meeting safety for staff and clients. Further guidance may be issued later. HPO/GCH: We are currently reviewing strategies to maximize social distancing based on the CDC guidelines and will be addressing programs on a shelter by shelter basis. If you have specific questions, please follow up directly with your assigned Program Specialist or submit a new query through the BHHSURG website if you have further questions.</p>
<p>Continuity of Coverage</p>	<p>Does anyone have guidance on best practices for having face-to-face meetings with clients (how to have a case management meeting while also practicing social distancing).</p>	<p>Please refer to the guidance document on https://bhhsurg.hawaii.gov as well as guidance from the CDC.</p>
<p>Continuity of Coverage</p>	<p>Regarding medical CLS-I services, would this be considered essential? i.e. dialysis support</p>	<p>Healthcare workers providing services to the general community and our most vulnerable populations are considered essential workers and should continue to provide medical support. Please refer to Governor Ige's Third Supplementary Proclamation A. Work in essential businesses or operations #17. Home-based care and services. Home-based care for adults, seniors, children, and/or people with developmental disabilities, intellectual disabilities, substance use disorders, and/or mental illness, including caregivers such as nannies who may travel to the child's home to provide care, and other in-home services including meal delivery.</p>

Continuity of Coverage	Any special directives for OP treatment?	If your client has connectivity, you may offer them a telehealth service. If not, you may ask them to come in if they are asymptomatic and ask them to maintain social distancing guidelines. Refer to this guidance document: https://bhhsurg.hawaii.gov
Continuity of Coverage	If patients needs residential services, from outer islands are they able to fly?	Currently, our guidance is that all travel should be generally avoided unless for medical emergency. Interisland travel for purposes like residential services is on a case by case basis at this time with your payor.
Continuity of Coverage	For CLS clients who live in a foster setting - if the foster family does not want them going out, do we just provide services at the residence? If the foster family refuses that?	Offer telehealth services if they have connectivity. If they do not have connectivity Please refer to the face to face guidance on the website. If the family refuses any services document the file and report this to the appropriate funder. For more guidance: https://bhhsurg.hawaii.gov
Continuity of Coverage	Re: Policy. Will enforcements be stopped and park bathrooms be kept open?	DLNR opened all bathrooms 24/7 at state small boat harbors and boat launches effective 3/25/20 and include this link to news release: https://dlnr.hawaii.gov/blog/2020/03/25/nr20-039/ . DLNR state parks reopened bathrooms at Sand Island State Recreational Area, Aiea Bay State Recreation Area and Kealakekua Bay State Historical Park on 3/27/20.
Continuity of Coverage	Will the Honolulu Mayor accept/follow the guidance about stopping sweeps?	We want to support all counties and provide input where necessary. With the new CDC guidance on encampments, stakeholders are encouraged to communicate with this guidance and partner with the city and state to find the most appropriate balance and solutions applicable. We want to support all counties as best as they can in making decisions.

Continuity of Coverage	What about high risk youth who test positive in a CBR? Will you guys be working on having a facility for them to stay at, almost like the Kaaahi facility?	We are developing guidance on facilities for referral for confirmed cases. Please also refer to guidance on the website: https://bhhsurg.hawaii.gov
Continuity of Coverage	If the Kaaahi facility is meant to be for confirmed COVID cases, what about those people who are awaiting test results or very vulnerable because of their chronic illnesses?	The Kaaahi facility is meant for isolation and quarantine for individuals who meet a specific criteria. 1) Symptomatic 2) Unsheltered 3) Medically fragile 4) Has been tested and awaiting results; or 5) Has been tested and is positive. Please refer to guidance on the website: https://bhhsurg.hawaii.gov
Other Topics	Where is the best place to get information regarding employee supports at this time since many of them are losing hours- especially the fee for service providers.	First- if employees are losing hours-please encourage them to work with the state unemployment office. Second, any providers who are providing services under BHA contracts, are encouraged to do them via telehealth as much as possible and bill them as if they were face to face. Additional and more detailed guidance can be found at bhhsurg.hawaii.gov for specific divisions and payors. We will continue to work on clarification and updating guidance on the site. Thank you for your patience.
Other Topics	Will these interim guidelines be posted to the website?	Interim Guidance for 2020-03-23 PDF: https://health.hawaii.gov/camhd/files/2020/03/BHHSURG-INTERIM-GUIDANCE-2020-03-23-v2.pdf
Other Topics	Can the website have an active list of available food banks (hours and address) from non-profit sector? Unless anyone on here know where I can find an active comprehensive list.	Thank you for your suggestion. In the meantime, you may consider this resource which may be useful to you. However, please note that this resource is crowd sourced and has not been vetted by DOH so we are not liable for the accuracy of this document: https://docs.google.com/document/d/109TuM6aemnurZg91l2vjMVzTW2Ax3dkdNO3PacSnrD4/edit
Other Topics	Do you know anything about the sweep in Waimanalo that's supposed to happen?	The Waimanalo enforcement/sweep that had been scheduled for April 2nd has been suspended

PPE	Will state agencies be able to additional provide funding to provide Personal Protective Equipment (PPE) for those providers in the field now recommend by CDC guidelines (https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/unsheltered-homelessness.html)?	Statewide efforts are underway to assess the overall need and to develop lines of supply and support in this area and to make bulk requests to HIEMA/FEMA for behavioral health and homeless service providers. Also, BHHSURG has put out a Support and Supply Request Form please use this form for requests.
PPE	For Other Provider providing home health care, is there any vendor that can provide supplies to the agency like face mask, gloves, alcohol, sanitizer because a lot of store is all gone. ?	BHHSURG will soon put out a Support and Supply Request Form. Please be on the lookout.
Privacy and Security Protections	Are telephonic sessions are considered HIPAA compliant? I thought we need visual/audio for telehealth purposes :)	(a) Please refer to the interim guidance on privacy waivers during the emergency period: https://health.hawaii.gov/camhd/bhhsurg-covid19-guidance/ (b) MedQUEST requires both visual/audio for reimbursable telehealth purposes. For services paid directly by other state agencies, interim guidance is being developed on telehealth service reimbursability.
Telehealth Services	How can we handle the clients who have no access to IT, phone, etc.?	Please continue to see them in person, if asymptomatic using all recommended distancing guidance as outlined on the website. We encourage all safety precautions to be taken and will work on increasing telehealth options for our most vulnerable populations. Thank you for your patience as agencies develop their interim guidance on purchasing for telehealth services.
Telehealth Services	Will state agencies be able to provide additional funding to provide telecommunication devices to the homeless that meet telehealth requirements?	All state agencies are exploring all possibilities to best support this situation. We are assessing the overall need to develop lines of supply and support in this area and to make bulk requests to HIEMA/FEMA for behavioral health and homeless service providers. Also, BHHSURG has put out a Support and Supply Request Form please use this form for requests. The best way to stay up to date on this issue is to monitor the BHHSURG website.
Telehealth Services	What are the approved platforms for telehealth?	Please visit the Pacific Basin Telehealth Resource Center for advice on telehealth services: http://www.pbtrc.org/telehealth-resources-for-covid-19/

Telehealth Services	For adolescent service providers will skype, facetime, or social media outlets that youth have access to be accepted as appropriate telehealth options as long as we abide by HIPAA and 42CFR regulations.	Although privacy regulations have been temporarily waived under certain circumstances, providers should take all precautions to ensure confidentiality. At the current time, there are no restrictions on technology, although you should advise your client that the security of the call may not be ensured. Please see guidance document: https://health.hawaii.gov/camhd/bhhsurg-covid19-guidance/
Telehealth Services	Do you know if MedQUEST will be paying for any telehealth services?	Yes, please see the interim guidance for MedQUEST including audio and visual requirements. https://health.hawaii.gov/camhd/files/2020/03/BHHSURG-INTERIM-GUIDANCE-2020-03-23-v2.pdf
Telehealth Services	telehealth - still need zoom where we see/hear patient - correct?	Our objective is to continue to engage our clients and ensure continuity of care. All individual agencies as payers are developing temporary flexibilities at this time to allow for this coverage (although MedQUEST at this time remains restricted to requiring both audio and video). Please refer to telehealth guidance on website: https://bhhsurg.hawaii.gov