

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-04-15 | SUBJECT TO CHANGE

<p>Care Delivery during the COVID-19 Outbreak</p>	<p>Are residents at clean and sober home eligible for the Kaaahi Temporary Quarantine and Isolation Center (TQIC)? Are there folks there now? Are TQIC available on the Neighbor Islands? What efforts are being made to help the houseless in East Hawaii?</p>	<p>Yes, if they meet the TQIC eligibility criteria. Admission is determined on a case-by-case basis, based upon availability. See BHHSURG screening tool, screening for behavioral health and risk of experiencing homelessness. There are individuals currently at Kaaahi. We are working very diligently with the counties to identify other TQIC sites for the neighbor islands. An option on the Big Island is currently in progress.</p>
<p>Other Topics</p>	<p>How can we get supplies for the bathroom brigade captains at the various parks? When you say there are captains for each of these parks/areas, do they recruit a certain number of volunteer workers from the encampments to participate in the cleaning/maintenance on a regular basis? Has the recruitment of sponsors been considered?</p>	<p>Initially, supplies were purchased. With media attention, supplies were donated. The operation at each park varies. Usually there are two captains, one for the men's restroom and one for the women's restroom. There is one person who is overall accountable. The goal is to sustain the work of bathroom brigades through the end of June. Seeking sponsors is a great suggestion.</p>
<p>Other Topics</p>	<p>How can outreach providers support the efforts of the bathroom brigades? How do we get in touch with Hui Aloha?</p>	<p>Partnering with outreach providers would be helpful in replicating the bathroom brigade model at other locations. Outreach providers may be able to determine who may be the right persons in the encampment to serve as brigade captains, and to share the costs of posters and supplies for brigade cleaning kits. You may reach James Koshiba at James.Koshiba@gmail.com or through the Hui Aloha.</p>
<p>Telehealth Guidance</p>	<p>During the COVID-19 pandemic, we have our vulnerable population at Habitat in quarantine. We received a message that some of our clients on welfare had to do in-person psychiatric evaluations. This is non-essential travel. We're told that the Department of Human Services needs to authorize our using telemedicine for psychiatric evaluations. Please don't put our vulnerable population at risk unnecessarily. Direct me on how we can use</p>	<p>The Department of Human Services has received a number of questions regarding the use of telehealth for General Assistance (GA) recipients due to the social distancing requirements of the COVID-19 emergency proclamations. Cyrca Inc. (Cyrca) is the DHS contractor that is responsible to have licensed professional staff perform disability evaluations for the GA program, and then have the disability status certified by an appropriate Medical or Psychiatric Board. The Cyrca evaluations are not considered to be medical treatment or therapy. The evaluations are generally conducted by Cyrca contractors in their</p>

	<p>Telemedicine to do our psychiatric evaluations during this pandemic so that we can keep our population safe.</p>	<p>private offices or in a Cyrca clinic. Cyrca is currently considering using telehealth services during the pandemic and is working with DHS to address technical hardware and software requirements to support this. The proposed use of telehealth for GA evaluations is a very narrow application of telehealth. The broadest use of telehealth in DHS is for the provision of medical services to Medicaid recipients. Additional inquiries in regard to expanding the use of telehealth to maximize the provision of medical services should be referred to the DHS Med-QUEST Division. The Center for Medicaid and Medicare Services is actively encouraging States to use telemedicine to address the spread of COVID-19. For questions regarding services through the DHS Med-QUEST Division, including guidance regarding the use of telehealth services, please visit their website.</p>
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