

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-06-04 | SUBJECT TO CHANGE

Other Topics	I hear there are some N95 masks available at Whole Foods. If someone is going to travel or be in contact with tourists, would you suggest they get one mask?	The CDC recommends the use of cloth face coverings when social distancing of 6' cannot be maintained. N95 respirators should be reserved for frontline healthcare workers and first responders, per current CDC guidance. https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html
Other Topics	Aloha and mahalo Toby. How can we connect with our local DOE outreach coordinator on Maui?	Here's link to liaison roster: https://docs.google.com/spreadsheets/d/14bLiX0YVH59fEo_liV825fX2D0S3kiVuKN1W7WisDWO/edit#gid=1131496463

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Other Topics	What does New Zealand do so well with the coronavirus?	New Zealand has the ability to control its borders. It has a sense of community ownership and has done social isolation very well, like Hawaii. Its governance is consistent, unified, and on point.
Other Topics	Senator Baker - as part of the mental health revolution, what can we in the community do to make sure your colleagues making critical decisions next week understand like you do that we must invest in behavioral health, especially during these times?	COVID-19 has shown that we need to invest more in behavioral health, make changes to incarceration, provide services for individuals who are incarcerated and training for employees at correctional facilities, call on the private sector to partner with government, use holistic approaches rather than band-aids.
Other Topics	Aloha and Mahalo Dr. Livaudais! What and how do we integrate community resiliency and prevention in the clinical setting that is so intervention and treatment driven?	Expand population health initiatives through community-based organizations. Start with small steps, training the trainer, checking in with individuals through screening questions, using telehealth.

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Other Topics	Do you mean the original Crisis Line (at AUW I think) will be merged into the CARES services or are there 2 crisis lines for different purposes?	The Hawaii Coordinated Access Resource Entry System (CARES) is the state's new multiple entry point and coordinating center for behavioral health services, including substance use disorder (SUD), mental health, and crisis intervention services. https://health.hawaii.gov/substance-abuse/cares/ The Crisis Line funded by Adult Mental Health Division (AMHD) was integrated into Hawaii CARES. Aloha United Way (AUW) has a confidential toll-free hotline 211 for anyone seeking help, information, and referrals for anything from crisis intervention to job training, educational programs, child care, and more. https://www.auw211.org/Content.aspx?about
Other Topics	Also, for clarification, this is renaming the "Access Line"?	Yes, the Crisis Line was formerly known as the Access Line and has merged into one comprehensive call line, Hawaii CARES.
Other Topics	What are the hours of operation? Who can refer? What are the referral criteria and eligibility for services? Will Crisis Mobile Outreach be folded into CARES?	Hawaii CARES is an around the clock call and referral center for behavioral health-related services using a universal intake process for adults and adolescents.
Other Topics	Is this only referring to ADAD agencies?	Hawaii CARES is currently focused on ADAD agencies and is looking at merging all BHA-contracted agencies into the CARES system.
Other Topics	To the extent that SUD services require prior authorization by a health plan, that health plan is already reviewing the request using standard medical necessity and ASAM LOC criteria. Are you suggesting that Hawaii CARES will be taking over that process for members covered by a QI health plan?	No, CARES is not duplicating or taking over any process for members covered by a QI health plan. The function of reviewing the ASAM LOC criteria is for those members who are initially uninsured or are receiving ADAD coverage for any of their services. CARES perform this function for ADAD-funded providers as well as to ensure consistency in practice among providers. CARES feedback and review is separate from someone utilizing their insurance only and no state funds.

Other Topics	You mentioned a rise in OD's. Can you put this in perspective and is it significant to be of concern as a second wave of COVID-19 may be possible.	Hawaii Health and Harm Reduction Resource Center (HHHRC) has seen an increase in drug overdose deaths. Statewide data from Hawaii State DOH epidemiologist Dan Galanis will be obtained.
Other Topics	Has there been a rise in suicides?	A small increase in suicides and substance use has been seen. This will be addressed at a Task Force later this week.
Other Topics	Do the H3RC re-entry services extend to Neighbor Island releasees?	Yes. Re-entry services are available on Maui from MEO-Maui Economic Opportunity and on the island of Hawaii from Going Home Hawaii. A partner on Kauai is being sought. http://www.meoinc.org/content/5320ba4d5f720/B.E.S.T. Reintegration Program.html https://www.goinghomehawaii.org/

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Other Topics	Does Hui Aloha receive any State or County funding or any private funding?	Hui Aloha does not receive any public funding. A handful of small grants from the Hawaii Community Foundation were received when the Bathroom Brigades were launched. If any community groups wish to establish a Bathroom Brigade in their area, Hui Aloha can help you to set it up with supplies, support, and lessons learned to date. You may contact james.koshiba@gmail.com .
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Telehealth Guidance	These suggestions are based upon the clients having \$ for computers, smart phones, and data to support this. Is there data on how many may not have this access? If not, are there locations individuals can use to maintain continuity for this and for privacy?	The Federal Communications Commission (FCC) Lifeline program provides monthly discounts on phone and broadband service to qualifying low-income consumers. For more information on the program and how to apply, please visit https://www.lifelinesupport.org/ . The National Coalition Against Domestic Violence is one organization that has a free phone program, https://ncadv.org . Cradlepoint may be used to hook up all devices, especially in rural areas.
Telehealth Guidance	Is this website only being used by a private company or is this something that other providers with MH therapists from other agencies could use? Can groups use this? Is it HIPAA compliant?	The website portal may be used by anyone. For more information, please contact JABSOM Prof. Kelly Withy, withy@hawaii.edu . Yes, it is HIPAA compliant.