



**STATE OF HAWAII**  
**DEPARTMENT OF HEALTH**  
CHILD AND ADOLESCENT MENTAL HEALTH DIVISION  
3627 KILAUEA AVENUE, ROOM 101  
HONOLULU, HAWAII 96816

In reply, please refer to:  
File:

May 29, 2020

Dear Providers,

The health and safety of you, our staff and clients are our utmost priority. Thus, the Behavioral Health Administration is closely monitoring the latest developments of COVID-19 and is continuing to identify the best ways to maintain the essential work that we do together.

**We all play a role in preparedness and reducing the possibility of the spread of illness. Thus, the CAMHD is committing to the following:**

- 1. As you know, all Family Guidance Centers have been welcoming visitors by appointment only since Friday March 20, 2020. This will continue until further notice and we will update you as soon as we have more information.** The Behavioral Health Administration has begun conversations on what a return to the physical office plan might look like. At this time, the Department of Health has advised that there are no specific deadlines for us to meet. Most staff are teleworking and can continue to be reached by phone, email or the main Family Guidance Center line. We unfortunately do not have HIPAA complaint drop boxes at all sites, so we humbly ask that you mail or fax necessary documents. Our help desk continues to be operational ([DOH.CAMHD.Provider@doh.hawaii.gov](mailto:DOH.CAMHD.Provider@doh.hawaii.gov) (preferred) or 733-9309).
2. If families are scheduled for a meeting at our office, we will continue to call to remind them of the meeting and ask them to reschedule if they or someone they are with are experiencing flu symptoms (fever, cough or shortness of breath), have been exposed to COVID-19, or have traveled out of the state within the past 14 days. We will assist those callers by rescheduling appointments as soon as possible.
3. Youth will still receive medication refills and telehealth sessions. Please contact your Family Guidance Center or care coordinator for more information.
4. We will share the attached updated COVID-19 client memo (or the associated information) with all clients and families.
5. We will still work to hold all meetings by phone or video conference (e.g., treatment team meetings, community meetings, workgroups).
6. All youth and family travel are limited to admission and discharge from programs (including detention home and Hawaii Youth Correctional Facility) for now. Family visits and home passes that involve air travel will be on hold.

7. We will continue to authorize and encourage therapists to use telehealth (video/audio or audio only) for treatment services. We recently have updated our procedures to allow billing for audio-only treatment sessions (see attached instructions). Medicaid is allowing this on a temporary basis, while we are in the current state of emergency. **Sessions held after March 1, 2020 by telephone are billable.**

**We also wanted to share a few other helpful resources:**

1. Department of Health's issues and advisories for COVID-19: <https://hawaiicovid19.com/>
2. Child and Adolescent Mental Health Division's COVID-19 Updates for Providers: <https://health.hawaii.gov/camhd/covid-19-memos-fags/>
3. Behavioral Health and Homelessness Statewide Unified Response Group resources for providers and staff. Follow the group on social media (@BHHSURG) and sign up for the weekly webinars and newsletters: <https://health.hawaii.gov/bhhsurg/covid19-guidance/>

Information is rapidly evolving, and we remain committed to keeping you up to date on the situation and ensuring quality services for our youth and family clients. If you have questions, please do not hesitate to reach out to Provider Liaison, Carol Evans at [Carol.Evans@doh.hawaii.gov](mailto:Carol.Evans@doh.hawaii.gov) or 808-733-9857.

Thank you for all that you do for our local families! We are so grateful for your flexibility, commitment, sacrifice and collaboration with us. You are truly heroes in this season.

Sincerely,

Scott Shimabukuro, Ph.D., ABPP  
Acting Administrator, Child and Adolescent Mental Health Division  
State of Hawaii, Department of Health