

NH Department of Health and Human Services (DHHS)
 Division for Behavioral Health
 Bureau of Mental Health Services

105 Pleasant St.
 Concord, NH 03301

ProHealth NH Questions

DATE:	June 1, 2020
TO:	ProHealth NH Partnerships
FROM:	Alicia M. L'Esperance, ProHealth Administrator II
SUBJECT:	COVID-19 Emergency Guidance #7, 2020 ProHealth NH Questions

The Bureau of Mental Health Services (BMHS) is working with our provider community to adhere to the guidance outlined by the Centers for Disease Control (CDC), the State's Division of Public Health Services, and our federal and State partners. Although organizations are responsible for daily operations and management of their COVID-19 responses, the following common questions have been raised by providers and therefore guidance is being provided.

In order to track and respond to your questions most efficiently, please send correspondence regarding changes to ProHealth NH policies, processes, or contract requirements to Alicia L'Esperance and Kerri Swenson, with a CC to Julia McNamara, at the email below:

Alicia.LEsperance@dhhs.nh.gov; Kerri.Swenson@dhhs.nh.gov; and
Julia.McNamara@dhhs.nh.gov.

The BMHS extends its sincere gratitude to those working to ensure the health and safety of the individuals and families we serve.

Timeline

COVID-19 Emergency Guidance is in effect during the [State of Emergency as declared in Executive Order 2020-04 and renewed and extended by subsequent Executive Orders](#). The BMHS will provide, modify and extend guidance as needed.

Billing & Financial Questions**Question 1:**

As of March 23, 2020, all ProHealth NH partnerships consolidated physical health services at the federally qualified health center (FQHC) for the duration of COVID-19 pandemic response. Will ProHealth NH pay invoices for physical health services provided at the FQHC to ProHealth NH individuals?

Response:

Yes. The Substance Abuse and Mental Health Services Administration (SAMHSA) approved a change in the co-location of service provision due to the COVID-19 pandemic, which will apply during the State of Emergency in New Hampshire. The BMHS will reimburse ProHealth NH invoices for subcontracted physical health services provided at the FQHC to individuals enrolled in ProHealth NH.

Question 2:

Will ProHealth NH reimburse invoices for staff time spent on the full array of physical and mental health services provided to ProHealth NH individuals, even if the task is not the primary role of the individual?

Response:

Yes. The BMHS will reimburse ProHealth NH invoices for staff time spent providing whole health, physical and mental health services to ProHealth NH individuals provided that ProHealth NH partnerships report reallocation of time on a weekly basis, in writing, to the BMHS. Such report must include changes in staff availability, assignment, location, and ability to meet deliverables. The BMHS will not pay invoices until it has received the applicable weekly reports.

Program & Service Planning Questions**Question 3:**

Do the ProHealth NH behavior change clinicians need to continue to provide the Breathe Well Live Well program?

Response:

Yes. Breathe Well Live Well will continue to be available remotely. Dartmouth-Hitchcock is adapting the intervention to provide incentives for using the web application during remote intervention and has adjusted incentives for abstinence post-intervention.

Question 4:

Will the Healthy Choices Healthy Changes (HCHC) program still roll out as scheduled? Will the health mentors need to be available to provide the HCHC intervention?

Response:

Yes. Healthy Choices Healthy Changes will roll out and continue to be available remotely as scheduled. Dartmouth-Hitchcock is adapting the intervention to provide incentives for using the web application during remote intervention and has adjusted incentives for abstinence post-intervention.

Question 5:

What authorization is required for remote evaluation and remote consent?

Response:

Please see the guidance available at:

<https://www.dhhs.nh.gov/dcbcs/bbh/documents/bmhs-guidance-for-signature-waivers.pdf>; and <https://www.dhhs.nh.gov/ombp/medicaid/documents/telehealth040220.pdf>.

ProHealth NH partnerships may use remote consent procedures for ProHealth NH services and evaluation for the duration of the COVID-19 State of Emergency pursuant to State administrative rule waivers and guidance, federal guidance on regulations such as HIPPA and 42 CFR Part 2 guidance for telehealth services, and IRB protocol revision approval. However, pursuant to interpretation of enforcement by the Center of Excellence for Protected Health Information Related to Mental and Substance Use Disorders (CoE-PHI), electronic signatures are still required for data sharing beyond medical emergencies, such as billing and shared care planning.

Program Reporting Questions**Question 6:**

Will the BMHS extend ProHealth NH's contracted quarterly reporting deadlines?

Response:

Requests for deadline extensions during the COVID-19 State of Emergency must be submitted in writing to the BMHS and will be reviewed and approved by the BMHS on an individual basis.

Question 7:

How will program changes impacting contract compliance be tracked?

Response:

ProHealth NH partnerships must submit, in writing to the BMHS, weekly notice of any program changes such as staffing, program structure, location of services or ability to meet deliverables.

Other Questions

Question 8:

What information and resources are available for providers and families related to COVID-19, treatment and supplies?

Response:

Please refer to the guidance available at:

<https://www.nh.gov/covid19/resources-guidance/healthcare-providers.htm>; and
<https://www.dhhs.nh.gov/dcbcs/bbh/documents/bmhs-guidance-cbh-questions.pdf>.

Resources and supports are available through NAMI NH, including information, links, virtual peer support groups and education classes at: <https://www.naminh.org>. NAMI NH's Information & Resource Line is available at 800-242-6264.

NH Peer Support Agencies continue to provide phone support, virtual peer support groups, chat forums, and offer warm line support services at: <https://www.dhhs.nh.gov/dcbcs/bbh/peer.htm>.

Additional phone and text lines are available for support:

- [Headrest](#) local behavioral health crisis line – call 603-448-4400 for free and confidential support for people affected by substance use and/or mental distress, and those experiencing a crisis, or in need of support. Counselors are available to help callers lower their anxiety and connect to other community resources.
- [National Suicide Prevention Lifeline](#) – call 1-800-273-TALK (8255) for free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.
- [Crisis Text Line](#) – free, 24/7 support for those in crisis. Text HOME to 741741 from anywhere in the US to text with a trained Crisis Counselor.
- [Veterans Crisis Line](#) – veterans and their loved ones can call 1-800-273-8255 and Press 1, [chat online](#), or send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week, 365 days a year. Support for [deaf and hard of hearing](#) individuals is available.
- [Disaster Distress Helpline](#) – call 1-800-985-5990 for a 24/7 national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster.

Please continue to stay informed with the frequent updates about this evolving public health emergency at our DHHS webpage: <https://www.dhhs.nh.gov/dphs/cdcs/2019-ncov.htm>. There may also be current situation updates and technical guidance on the CDC's website at: <https://www.cdc.gov/coronavirus/2019-ncov/index.html> and <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>. Further guidance may be found at the SAMHSA website: <https://www.samhsa.gov/coronavirus>.