



Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202-2943
Phone: (313) 833-2500
www.dwihn.org

FAX: (313) 833-2156
TDD: (800) 630-1044 RR/TDD: (888) 339-5588

To: DWIHN Provider Network
From: Dana Lasenby, CCO, Dr. Margaret Hudson-Collins, Medical Director
cc: Willie Brooks, President/CEO & Eric Doeh, COO/Deputy CEO &
Date: March 19, 2020
RE: DWIHN Provider Clinical Guidance COVID-19: Telehealth & Other Essential Services

Thank all of you for the commitment to ensuring the safety and wellbeing of the people we serve and your staff as well as your flexibility in adapting to the ever-changing landscape of the response to COVID-19.

To that end, DWIHN would like to follow up to reiterate what we know related to the use of Telehealth services. Please ensure that services are performed according to MDHHS approved guidelines and meet DWIHN quality measures already in place.

In our conversation with MDHHS, the leadership team did let us know that all behavioral health services, which can be delivered via telehealth, are expected to be approved retroactive to March 1, 2020, and allowed through September 30, 2020. Information related to codes and modifiers for Telehealth is attached from MDHHS. The Department also indicated that any HIPAA compliant platforms, including telephone calls are allowable. Additional information from MDHHS regarding waiver requirements will be released in the coming days and that information will be made available as soon possible.

We recognize this will result in backdated authorizations (to the aforementioned date), so please document all services provided, ensure that qualified/credentialed personnel are performing services, including verbal consent of the consumer or guardian (if applicable) to ensure you will not be penalized. In light of the new allowances with Telehealth, we ask that you honor any visitor and other restrictions put into place by our direct service providers. They too are trying to take necessary precautions for people and are adapting to these fast-paced changes.

DWIHN is committed to providing information and resources you need to provide the most appropriate care needed during this challenging time. Our clinical team has modified the medical model to guide responses based on the need of individuals seeking behavioral health or mental health care. *

Board of Directors

Bernard Parker, Chairperson
Dora Brown
Kevin McNamara

Dr. Iris Taylor, Vice-Chairperson
Dorothy Burrell
William T. Riley, III

Timothy Killeen, Treasurer
Lynne F. Carter, MD
Kenya Ruth

Ghada Abdallah, RPh, Secretary
Angelo Glenn
Dr. Cynthia Tauieg

Willie E. Brooks, Jr., President and CEO



SERVICE ACCESS STANDARDS		WHO TO CALL	ACCOMMODATIONS
RED	<ul style="list-style-type: none"> Requires immediate attention & individual must be served within 1 hour of the request. Disposition decision re: service delivery must be made within 3 hours of the request for EMERGENCY behavioral health services 	<p>For Providers: COPE 1-844—296-COPE (2673)</p> <p>Persons served: 24 Hour Helpline 1-800-241-4949</p>	Currently DWIHN Model Crisis Team Services are suspended. Our crisis vendor is available to review and consult by telephone.
YELLOW	Individual must be served with within 24 hours of the urgent request for behavioral health services	<p>Persons served: 24 Hour Helpline 1-800-241-4949</p>	Please contact the individual's assigned CRSP for telehealth services and screening to determine if face to face support is appropriate.
GREEN	Individual must be served within 14 days of request for behavioral health services	<p>Persons served: 24 Hour Helpline 1-800-241-4949 Or call the CRSP</p>	At this time only, Essential Face-to-Face services will be provided based on individual need. Others services as defined by MDHHS can be provided using Telehealth*

*****Appendix A - Specialized Residential Services - Service Provider Responsibilities subsection a. "SERVICE PROVIDER agrees that the first proactive measure in the case of a Behavioral Health Crisis that does not involve health and safety issues is to contact AUTHORITY's Crisis Service Vendor in an attempt to divert a full-blown crisis."***

ESSENTIAL FACE-TO-FACE SERVICES - Urgent Psychiatric Evaluations, Complex Case Management that includes Medication Reviews - administration of injectable medication.

Scope of Service Delivery – define parameters within which services can be provided are described in the Michigan Medicaid Provider Manual

- **Who** (professional, paraprofessional, aide supervised by a professional)
- **How** (face-to-face, telephone, group or individual)
- **Where** (community setting, office, individual's home)

The following programs require specific approval from MDHHS and contracted providers of these programs must provide contingency plans when any program standards are modified or discontinued this includes services that are provided via telehealth:

- Assertive Community Treatment Programs (ACT)
- Clubhouse Psychosocial Rehabilitation Programs
- Crisis Residential Programs* (Case by case admissions & discharges)
- Day Program Sites
- Drop-In Programs
- Home-Based Services
- Intensive Crisis Services
- Wraparound