

Special Practitioner Update:

Focus on Telehealth

Dear MHN Practitioner:

The MHN Quality Improvement (QI) Department is pleased to present this special issue of our Practitioner Newsletter. This issue contains pertinent information about telehealth and telephone treatment services, in addition to helpful information about financial support and resources for our providers.

Please take the time to become familiar with the information so we can continue to support you in your efforts to provide our members with the best behavioral health treatment possible.

Regards,
The MHN QI Department

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**You can now reach the MHN
Provider Services Center directly by phone!**

844-966-0298

Monday-Friday, 8am-5pm PT

Now, you can call us directly to:

- Update your contact or practice information
- Update your 'accepting new patients' status
- Tell us if you've retired
- Discuss claims issues
- Get updates on credentialing status

And, you can always reach us at our email address: MHN.ProviderServices@Healthnet.com

TELEHEALTH & TELEPHONE TREATMENT OPTIONS



TELEHEALTH SESSIONS:

Telehealth services are defined as utilizing a “HIPAA compliant” interactive *audio and video telecommunications systems that permit real-time communication between the provider and the member.*

Providers should **call the Provider Customer Service Center: 844-966-0298, M-F 8am- 5pm PST, to obtain an attestation form, which affirms secure and appropriate delivery methods. After the form is submitted providers may begin seeing members via telehealth.**

The Office for Civil Rights (OCR) and US Department of Health and Human Services (HHS) have given some additional guidance proceeding with Telehealth communications*. [For additional detailed information from OCR and HHS, click here.](#)

MHN is temporarily approving telehealth for those who do not already have a telehealth benefit due to the current COVID-19 social distancing recommendations of the CDC. Treatment services are expected to resume via face-to-face modality as soon as deemed appropriate by the health plan in consultation with the appropriate entities.

MHN will also temporarily allow the use of popular, non-HIPAA applications that allow for video chats, including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype. There are existing video applications that are HIPAA compatible and free (i.e., wecounsel.com). Public-facing applications such as Facebook Live, Twitch, TikTok, and similar video communication applications should not be used.

MHN reserves the right to revise this authorization and require services to return to face-to-face modality or HIPAA compliant telehealth applications upon future notification as circumstances change.

Providers should consider carefully whether the member's treatment plan goals and needs can be met through telehealth service delivery.

Qualifying Telehealth Services Included:

- **Outpatient Mental Health Office Visit**
- **Applied Behavioral Analysis (ABA) Services** - During the COVID-19 pandemic the decision has been made to temporarily allow all ABA services to be delivered via telehealth (subject to attestation of compliant delivery).
- **Partial Hospital Programs (PHP) and Intensive Outpatient Programs (IOP)**- MHN will temporarily approve medically necessary requests for telehealth delivery with the following conditions:
 - Hours and Days should match the service requested
 - Approval of the telehealth modality is temporary
 - Signed attestation, which affirms the use of a secure platform approved by MHN Provider Relations department, must be submitted
- **Employee Assistance Program (EAP)** Any EAP provider can choose to submit an attestation for telehealth and begin providing video sessions.

Contracting Instructions for Telehealth Services

- If you are using a **secure platform and want to continue to provide telehealth treatment services after COVID-19, you must submit a signed Telehealth Agreement** in order to be approved for telehealth services.
- If you are using a **secure platform and only wish to provide telehealth treatment services during COVID-19, submitting the signed Telehealth Agreement is optional.**
- If you are using a **non-secure audio-video platform, no attestation is required but you will need to cease providing telehealth services after COVID-19.**

Billing Instructions for Telehealth Services

- Please Bill as usual, but use POS "2" (Telehealth) and "95" as the modifier.

Member Cost Share for Telehealth Services

- For most members, if contracted and billed correctly, for dates of service 3/17/20 to 6/30/20, MHN will waive the member's cost share (co-pay, co-insurance, deductible).
 - *Exceptions:* Members in a Medicare D-SNP plan will not have their cost share waived. Members with secondary coverage through Medicaid/Medi-Cal cannot be billed any member cost share.

Authorization Instructions for Telehealth Services

- Unless services are provided under the Employee Assistance Program (EAP), you do not need an authorization to provide the above telehealth services

- We highly recommend obtaining prior authorization for non-office visit telehealth services like ABA, IOP and PHP. If you do not obtain prior authorization, the services might not be approved as medically necessary during post-service review.
- For EAP, you are still required to obtain a prior authorization. However, with that authorization, you can begin conducting telehealth services sessions until the temporary telephonic session allowance is over.



TELEPHONE SESSIONS:

Telephonic services are defined as therapy or medication management services delivered via telephone (with no video component). During this crisis, telephone sessions will be temporarily permitted.

Services Included:

- Outpatient mental health office visits
- Employee Assistance Program (EAP) sessions

Contracting Instructions for Telephonic Sessions:

- If you are **providing telephone only treatment services, you are not required to submit the Telehealth Agreement but you will need to cease providing telephone sessions after COVID-19.**

Billing Instructions for Telephonic Sessions:

- Please bill as usual, but use "GT" as the modifier

Member Cost Share for Telephone Sessions

- For most members, if contracted and billed correctly, for dates of service 3/17/20 to 6/30/20, MHN will waive the member's cost share (co-pay, co-insurance, deductible).
 - *Exceptions:* Members in a Medicare D-SNP plan will not have their cost share waived. Members with secondary coverage through Medicaid/Medi-Cal cannot be billed any member cost share.

Authorization Instructions for Telephonic Sessions:

- Unless services are provided under the Employee Assistance Program (EAP) plan, you do not need an authorization to provide telephonic sessions
- For EAP, you are still required to obtain a prior authorization. However, with that authorization, you can begin conducting telephone sessions until the temporary telephonic session allowance is over.

ADDITIONAL INFORMATION:

MHN has taken steps to configure our claims processing system to ensure no member cost share (copay, deductible, coinsurance) is applied during this time, where appropriate. Additionally, MHN is generating reports on a daily basis to identify any claims where a member cost share may have been manually applied by an examiner in error. Any claims with cost share applied in error will be adjusted within a week of identification.

If you have further questions, please contact a Provider Relations Representative at mhn.providerservices@healthnet.com or (844) 966-0298.

Behavioral Health Information & Resources for COVID-19: **[Mental Health America](#)** **[National Alliance on Mental Illness](#)**

[For SAMHSA COVID-19 42 CFR Part 2 Guidance, click here.](#)

[For general information about COVID-19, please click here to visit the CDC website.](#)

[For rolling updates on COVID-19, please click here to visit the WHO COVID-19 webpage.](#)

PROVIDER FINANCIAL SUPPORT AND RESOURCES

Centene, the parent company of MHN, has announced the creation of a provider support program to assist its network providers who are seeking benefits from the Small Business Administration (SBA) through the CARES Act. As part of the provider program, the company has launched a dedicated online portal where providers can research benefits they may be eligible for and work directly with experts to apply for them. The company will provide resources to aid providers in grant writing and business loan applications, among other key activities.

The program will help providers apply for various benefits including small business loans, a paycheck protection plan and various grants they may be eligible for. In addition to the online portal, the Company will provide partners with access to webinars and one-on-one consulting with key experts. To support this effort, Centene is working with nationally recognized health care consultants, organizations, state government agencies and former SBA executives to explore additional funds through state offered loans and grants that providers may access.

[If you are an MHN behavioral health provider looking for more information about benefits you may be eligible for, PLEASE CLICK HERE to visit the Centene Provider Financial Support and Resources page for more information.](#)

MAY IS MENTAL HEALTH MONTH: TOOLS 2 THRIVE



Since 1949, Mental Health America and its affiliates across the country have led the observance of **May is Mental Health Month** by reaching millions of people through the media, local events and screenings. They welcome other providers and organizations to join them in spreading the word that mental health is something everyone should care about by using the **May is Mental Health Month** toolkit materials and conducting awareness activities.

While 1 in 5 people will experience a mental illness during their lifetime, everyone faces challenges in life that can impact their mental health. In 2020, the theme of **Tools 2 Thrive** will provide practical tools that everyone can use to improve their mental health and increase resiliency regardless of the situations they are dealing with. We now believe that these tools – even those that may need to be adapted for the short term because of COVID-19 and social distancing – will be more useful than ever.

[**Download the Tools 2 Thrive Toolkit here!**](#)

The next Practitioner Update is scheduled for September 2020

*Sourced: OCR and HHS communications on 03/17/2020 link:

[OCR Announces Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency](#)

[Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency](#)