The Importance of Using Telehealth

In response to COVID-19, the use of telehealth services to continue to meet PHP members’ needs during this crisis is not only permitted but encouraged. The use of telehealth will broaden access to services without the need to travel or risk exposure, potentially delaying exposure. During this time, PHP will pay for telehealth services when appropriate as outlined in the guidance below.

The Centers for Medicare and Medicaid Services (CMS) recently broadened access to telehealth services. The list can be found here.

The Office for People with Developmental Disabilities (OPWDD) released interim guidance about the use of telehealth during the COVID-19 emergency. This guidance can be found here.

For questions related to the use of telehealth at your organization, please contact providerrelations@phpcares.org.

For organizations currently using telehealth services, please inform PHP if the following information is provided:

- For what specialties are telehealth services being provided?
- What hours are the services available?
- Is the service available to current patients or the entire community?

Positive COVID-19 Notifications to PHP Care Manager

OPWDD recently provided notification requirements related to the current COVID-19 pandemic. As with reporting any critical incidents, it is important to ensure that the Care Manager working with the individual is also made aware. PHP requests notification to a member’s Care Manager be made promptly if a member has:

- Tested positive for COVID-19.
- Tested negative for COVID-19.
- Been exposed to someone that tested positive for COVID-19.

Ensuring timely notification will allow the member’s Care Manager to ensure any needed supports and services are in place. If you need to make a notification and are not sure of how to reach the member’s Care Manager, the notification can be sent to the Director overseeing the region in which the member resides. A listing of Regional Directors with their contact information can be found here.

For quality of care or incident issues, please also contact Premila Kumar: pkumar@phpcares.org.

PHP Claim Submission for Day Programs

As outlined by the OPWDD interim billing guidance for day services, PHP is ready to accept and pay claims per instructions below:

Claim Submission for Retainer Day Payments

Retainer day payments are billed as follow:

- Use existing Provider ID for Day Habilitation, Pre-vocational and/or Day Treatment services;
- Use existing rate codes for half and/or full units of Day Habilitation, Supplemental Day Habilitation, 15-minute units of Day Treatment services, and the existing rate code for 15-minute units of community-based Pre-vocational Services;
- Use existing locator code, and
- Use revenue code: “0180 - Leave of Absence.”

Please direct questions to: providerrelations@phpcares.org.

For more information on COVID-19, please visit PHP’s dedicated resource page: https://www.phpcares.org/covid19/