

COVID-19 Daily Update (March 19, 2020)

Listed below are Magellan resources, clinical communications, statewide and national announcements pertaining to COVID-19 and the most current list of our providers that have shared COVID-19 business and service arrangements.

Please note: The list of provider information includes the updates received by 10 a.m. today. On an ongoing basis, we will update this list Monday through Friday during the 1 p.m. published update. Providers should send an email to MBHofPA@MagellanHealth.com with your most current information to share as a resource to our communities. For provider contact and profile information, please go to [Provider Search](#) on our website.

Magellan resources

- [COVID-19 FAQ for Magellan Behavioral Health of Pennsylvania Providers](#)
- [Magellan Healthcare RESTORE[®] Digital CBT](#)
- [Magellan Health Insights Blog](#)

Clinical communications

- Should remote working accommodations due to COVID-19 pose difficulty to transmitting information via facsimile for treatment requests and out of home placements (i.e. RTF and CRR Host Home), Magellan is offering the short-term solution to email treatment packet requests to PAHCRecordRequestsMBHPA@magellanhealth.com.
 - Please note that this mailbox is intended only for transmission of clinical records for processing, when there is no other option for submission. This email address is not intended for external use of provider or county submission of treatment record requests. We thank you for understanding these limitations and hope this accommodation is helpful to continue timely processing of paper packet treatment requests.
 - Until further notice, we are waiving the need for educational records until the schools are open for the packets.

Statewide and national announcements

- [Department of Health \(DOH\) Official Webpage for COVID-19](#)
- [DDAP – Licensing Alert 01-20](#)
- [Magellan Behavioral Health of Pennsylvania – March 17, 2020 Telehealth Guidelines](#)
- [CMS Fact Sheet on Telehealth – March 17, 2020](#)
- [Notice of Enforcement Discretion for Telehealth by Office for Civil Rights \(OCR\)](#)

- [OMHSAS COVID-19 Telehealth Expansion – March 15, 2020](#)
 - [OMHSAS-20-02 – Telehealth Bulletin](#)
 - [Attachment B – Attestation Form to Provide Telehealth](#)
- [Governor Wolf Announces Library of COVID-19 Outreach Materials at PAcast](#)
- [DOH & DHS Provider/Licensing Survey for COVID-19 Preparedness](#)
 - Here are notes shared by RCPA regarding this survey:
 - This is a survey to help the DOH and Department of Human Services (DHS) predict operational and logistical needs for licensed facilities responding to positive cases of COVID-19.
 - The survey is discretionary and not a condition of continued licensing
 - Answers will not serve as an independent basis for the finding of a licensing violation
 - The information will only be used for planning services
 - A third party may help the agencies analyze the data.
 - If you object to the use of this information, please do not answer the survey.

Provider updates during the COVID-19 pandemic

- **Access Services** - Here is a description of how licensed programs in all counties are supporting changes in service delivery to maintain continuity of care.
 - Mobile Psych Rehab (Bucks and Montgomery Counties)/ Justice Related Services – BCM (Montco)/ TIP- BCM (Bucks):
 - Services are being delivered via telephone, video technology, and text to all consumers.
 - BHRS/IBHS
 - Behavioral consultation and mobile therapy sessions have transitioned to video in all counties.
 - TSS/BHT services in homes have been suspended in effected counties.
 - Mobile Crisis (Montgomery County)
 - To reduce the travel in the community, critical mobile intervention only is being provided in the community.
- **Alternative Community Resource Program (ACRP)** – Effective March 16, ACRP will temporarily suspend after school programming and in-school therapy sessions for a minimum of two weeks.
- **Bet-El Counseling Services** – They have currently suspended services at their locations due to the COVID-19 crisis, and the office staff are operating remotely. They will continue to monitor the situation, and will provide an update around Mar. 27.
- **Bradley Center** – They have instituted a no-visitation policy, and are accepting no new admissions as of March 18.
- **Caramenico Counseling Group, LLC** - In response to Montgomery County’s containment order reported on 3/12/20 and Bucks County’s declaration of disaster emergency order issued on 3/13/20, we will work remotely effective 3/13/20 through at least 3/29/20. As well, they will suspend taking new referrals during this time.
- **Child Guidance Resource Centers** – Site-based outpatient therapists and community based staff in Family Based, MST, Truancy and BHRS services have suspended in person contact and are using

telephone/telehealth methods to provide services to clients. They are currently suspending outpatient intakes but will be completing a limited number of CREATE program intakes, and have suspended their CREATE, Elementary Education School, and School Based programs.

- **Clubhouse of Lehigh County** – Is temporarily closed until Mar. 30. Staff will be continuing to provide reach out calls to all members during this time in order to provide resources and support. However, the building will be closed. Lunches will be available to any Clubhouse member from noon until 1 PM daily. They will also be providing additional food on Friday for members to make it through the weekend. Members can arrive at the door and pick up a lunch. They prefer that members call ahead to order a lunch but this is not a necessity to have lunch. They also have the ability to transport lunches for people that cannot make it to the Clubhouse. In order to do this, you will need to call to make arrangements. Please call the front desk and leave a message, 610-433-9910, ext. 201.
- **Colonial Intermediate Unit 20 (CIU20)** - Has issued that all face to face behavioral health services temporarily stop effective March 17, 2020. They no longer have any BSC/MT/TSS providing direct services in an effort to prevent the spread of COVID-19. BSC's will check in with their families and provide as much support indirectly as they can.
- **Community Services Group** – Effective March 18, In-person Partial Hospitalization and Outpatient Services are temporarily suspended. Staff will provide support and individual services to clients in both partial hospital and outpatient via individual tele-health (Google Meet) connections or phone if telehealth is not available. This includes meeting with the prescriber. During this time, they will not be accepting any new referrals to partial. When referrals are made, they will suggest they be referred to outpatient services.
- **Crozer Community Campus** – Have suspended all group therapies as of March 17 to mitigate the risk to patients and staff.
- **Crozer Recovery Center and Methadone Clinic** – Have temporarily stopped the services of running group therapy. Both of the departments will continue to offer individual therapy to their patients as a modified way to continue treatment services. They are asking ICM and CRS staff to screen prior to going into a patient's home, and they will also continue to utilize CRS and ICM services via phone and individually in the community or in their office to add additional support during this time. They continue to accept new patients and will work to meet the needs of the community while ensuring safety for all.
- **Devereux** – This is a list of service delivery updates:
 - Acute Inpatient - No visitation effective Mar. 16 and Non-Essential Medical Appointments temporarily postponed.
 - BHRS/Blended Case Mgmt./Family Based Services/Outpatient/Psychiatric - Services have been moved to telehealth as of Mar. 16.
 - 3800 Residential Programs
 - Action: No Visitation Policy; No Community Outings; No Home Visits; Non-Essential Medical Appointments Postponed.
 - Children now attending Devereux schools on Residential Campuses.

- **Elwyn**
 - Elwyn will temporarily close the TASP programs in Delaware (Media Campus) and Lehigh counties (ARCH site) from today March 16th until March 27th, planning to re-open on March 30th.
 - After making some difficult decisions, Elwyn has suspended admissions to their Natale North and New Beginnings programs in Norristown and their Crisis Residential Program on the Media campus. They will continue to consider referrals to their Adult Residential and ID Residential programs at Natale Media from inpatient facilities only on a case by case basis.
 - Elwyn has temporarily suspended new referrals until further notice. They are moving to telehealth options to provide outpatient and community based services for the near future.
 - The Elwyn Welcome House Psych Rehab Program and New Visions Psychiatric Rehabilitation are closed temporarily until further notice.
- **Explorations BHRS** – Will work remotely for the next two weeks since Governor Wolf has ordered the closure of all educational facilities and our office is located in the MCIU. Nonetheless, all office staff and certainly BHRS front line staff will be working as much as possible as they usually would, providing authorized home services as long as parents agree to it. All office staff will be available via their regular office phone numbers and emails, and we have sent out an email to all our families to this effect.
- **Foundations Behavioral Health** - Until further notice, they are restricting contracted services within Montgomery County.
- **Gaudenzia** - They have developed and are administering a screening tool to all new clients in order to identify those that may be at a higher risk for COVID-19. Staff and clients who are identified at risk will not be admitted into their facilities. Also, they have temporarily suspended visitors to their facilities.
- **Gemma Services** – They will work remotely for the Rosemont Outpatient office, located at 452 S. Roberts Rd., Bryn Mawr, PA. This will be effective March 16th, 2020, through Friday, March 20th, 2020. This may extend further, as they are evaluating the impact on Delaware County. They have a plan in place to ensure that their clients receive telephonic support, given the recent OMHSAS bulletin that was issued on 3/15/20. They will also ensure that all clients will receive access to scripts when needed. They are committed to ensuring that their members avoid any service disruption.
- **Goodwill of the Southern Alleghenies** - Is temporarily closed to adhere to the Governors guidance on closing all non-essential businesses, so there are no site-based Psych Rehab classes. Peer Support is not providing face-to-face visits but they are providing peer support via telephone contact. The closure is for the safety of our consumers, staff and community. This 14 day closure is from 3/17/2020-3/30/2020. Goodwill will reassess the situation and continue to follow applicable directives.
- **Haven House** - Has temporarily suspended onsite PRS services for two weeks, effective March 19. All other services will remain open, including: Outpatient / Psychiatric Services / Nursing (Med management, IPE, Assessments, therapy); Mobile PRS; Wellness Recovery Team; THRIVE; MH/AP.
- **Hispanic American Organization of the Lehigh Valley** – Beginning March 17, 2020, they are suspending their drug and alcohol groups until further notice. This decision will be re-evaluated on a week to week basis.

- **Hoffman Homes RTF** - The following steps will be implemented by Hoffman Homes for Youth beginning March 13, 2020, and will remain in place until they are re-evaluated on April 3, 2020.
 - All therapeutic leaves and day passes are canceled.
 - All on and off campus visits with parents/guardians, family members and outside agencies are canceled.
 - All off campus community outings for the children are canceled.
 - All unnecessary medical appointments, unless ordered by a doctor, are canceled.
 - Admissions to our program are being postponed for the time being.
 - Discharges planned for will occur as planned. Please check into Medical Services to pick up your child and complete the discharge process.
 - We will not be sending children or staff to court hearings. Children and staff will be available by conference call.
 - Visitors are prohibited from campus. Exceptions will be made for contracted staff and emergency personnel.
- **Horizon House** - Administrative offices are open and available for staff in order to support continued services, but staff are being directed to only come in when necessary and to follow all recommendations regarding social distancing and sanitization. Effective March 19, site based programs such as CIRC's will be closed for onsite services but staff will continue to provide support to participants through telehealth. Staff will be working from home and contacting participants by phone.
- **Indian Creek Foundation** – Effective, March 16 and for the next 14 days:
 - Outpatient Clinic, BHRS teams, and Peer Support program will not provide any face to face services.
 - Within our BHRS/ABA program, our BSC's will continue to maintain contact with families and provide in-direct services to ensure child's/families' needs are being met.
 - Within our Peer support program, our peer specialists will maintain contact with their peers via telephone.
 - Therapeutic After School Programming will cease until the community school districts re-open.
 - We are in the process of requesting authorization for telehealth services for our outpatient services.
 - We do have administrative/clinical staff available to field phone calls, and to facilitate crisis care as needed within our outpatient clinic.
- **Institute for Behavior Change, INC** - Institute for Behavior Change, is the administrative entity for: The Network for Behavior Change, Children's Behavioral Health Center, and Firebird Management. These entities have various BHRS/IBHS provide enrollments in Delaware, Montgomery, and Bucks counties. They have implemented the following policies:
 - 1) Effective 03/09/2020, all group meetings and company gatherings were cancelled until further notice.
 - 2) Effective 03/09/2020, our administrative office has been open only to employees who have been designated to manage our emergency operations.
 - 3) Effective 03/12/2020, all TSS services provided in schools within Montgomery County were discontinued until further notice.

- 4) Effective 03/13/2020, we are no longer accepting or processing intakes, referrals, or new requests for services until further notice.
 - 5) Effective 03/13/2020, we are no longer providing face-to-face psychological visits to complete Written Orders until further notice. In order to maintain continuity of care, we are exploring all options at this time.
 - 6) Effective 03/16/2020, all TSS services provided in school throughout our provider area will be discontinued until further notice.
- **KidsPeace** – The following protocols are currently in place:
 - They have suspended all FCTs/visits.
 - They have stopped all large group functions and off-grounds activities at this time.
 - They have stopped all outside visitors to the houses and greatly reduced all points of contact that are not essential.
 - **K/S-MST** - Is implementing Telehealth for Multisystemic Treatment services effective March 16, 2020 in response to best practices to greatly avoid exposure to COVID-19.
 - **Lenape Valley Foundation** –
 - Effective immediately, Lenape Valley Foundation is postponing any community events & meetings that are scheduled to take place at their facilities. This is in effect until further notice.
 - The Issues Impacting Children workshop, *When Worry and Anxiety Affects Daily Life*, that was scheduled for March 26 is cancelled and will be rescheduled.
 - They have limited groups that meet in their buildings. Continuation of group therapy is being monitored on a daily basis. We advise checking with your group leader regarding the current status of your group.
 - Their onsite pharmacy, Genoa, has offered to mail medication or walk out to cars for pick up for consumers that don't have otherwise scheduled appointments. Call the pharmacy directly to arrange for these services: 267-327-4559.
 - **Mental Health Partnerships** - MHP headquarters at 1211 Chestnut St, Philadelphia is temporarily closed to visitors due to the COVID-19 crisis. They have limited administration hours each day to ensure fiscal and IT operations continue. Most of their staff are working remotely for their health and safety. Their main phone number and general email are being monitored and responded to multiple times a day.
 - **PeerNet Program** – Has been temporarily converted to telehealth effective March 18.
 - **Merakey (Delaware and Montgomery Counties)** – Effective March 12, 2020, they suspended their IOP program as a precautionary measure for approximately two weeks, and the OP program is still providing psychiatry, therapy and med services (limited onsite and the rest are telehealth starting March 18). In addition, Merakey has made the decision to operate their Dual Diagnosis Treatment Team exclusively through telehealth effective March 18.
 - **Merakey Outpatient Clinicians and Psychiatry Staff have been informed:**
 - That all services will be performed via telehealth.
 - For the few individuals that are showing up to open access, staff will be available to provide that service with the necessary precautions.
 - Outpatient will continue to operate with a skeleton staff to include department leadership, and two clinical staff to address any urgent needs, especially those individuals referred by an inpatient setting.

- This plan will be in place for 2 weeks after which time we will re-evaluate.
 - Finally, as a result of the clinic moving to telehealth the clinic will be closed on Saturday for the next two weeks as well, at which time they will re-evaluate if there is a need to re-open on Saturdays.
 - **Merakey Broomall PRS Program** – For the PRS Program office located at 620 Park Way Psych Rehabilitation Program located in Broomall, PA, they are currently working remotely. If you have any questions, send an email to: CDickerson@merakey.org or Tracy.Perry@merakey.org.
 - **Merakey Delco FACT** – Is cancelling all group sessions for the time being.
 - **Merakey (Lehigh and Northampton Counties)** - Merakey services in Lehigh and Northampton Counties including: Blended Case Management, Peer Support Services, Wellness Recovery Team, Therapeutic Foster Care/CRR Host Home, Foster Care, and Family Based Mental Health are implementing expanded telehealth options of service delivery, effective March 18.
 - **Mirmont Outpatient Center Broomall** - All MH, SUD groups and OP Psych programming is temporarily moving to virtual effective March 19.
 - **Montgomery County Recovery Community Center** – They are working remotely effective Friday, March 13th – Friday March 27th in accordance with the State and County Directives. They will be available for virtual/telephonic recovery support services and those interested should call Alison Slickers at 610.675.4200 or email aslickers@councilsepa.org. Effective March 13th, their centers in Bucks and Philadelphia Counties will be limiting services to previously scheduled one on one appointments. During this time, groups and walk in services are temporarily postponed. All scheduled training events at the center from March 13, 2020 – March 27, 2020 will also be postponed and rescheduled. They will continue to monitor the State and County recommendations and update this information if and when changes are made. Please use the following contact information for each center and to schedule an appointment.
 - Philadelphia Recovery Community Center: Hank Owens call 215.223.7700 x109 or email howens@councilsepa.org
 - Southern Bucks Recovery Community Center: Alison Dunn call 267-885-8205 or email adunn@councilsepa.org
- As always, the Information Line is a resource that can help answer your questions concerning alcohol, tobacco, and other drugs; and provide information, support, referrals and advocacy. (800) 221-6333 Referral/Information Line 9a-5p M-F. You can also call PA Get Help Now 24/7: 1-800-662-4357(HELP).
- **Muhlenberg Mental Health Clinic** - Will see patients effective March 19 at the LVPG Adult & Pediatric Psychiatry (2710 Schoenersville Road) during the COVID-19 situation. All phone information will be the same.
 - **MusicWorks** – Is temporarily closed from March 17 through March 28, and they will re-evaluate their plans around March 26.
 - **NAMI-Lehigh Valley** – Have postponed education courses and support groups until further notice.
 - **Network of Victim Assistance (NOVA)** – The offices are temporarily closed, as the staff is working remotely. For all updates and contact information, go to www.novabucks.org.
 - **Oasis Community Center** – They have temporarily closed through March 30, and will re-evaluate things at that time. If you have any questions, send an email to rhonda@oasisbethlehem.org.

- **Omni Health Services** – Has temporarily stopped all face to face services, and will transition to telehealth service delivery.
- **P.E.N. Drop In Center** - The Drop In Center is temporarily closed for two weeks beginning Monday, March 16th, and the staff will be working remotely. This closure includes the cancellation of their ‘Time Travelers Ball’. Refunds will be available once the Center reopens. In addition, the Open Art Studio will not resume until mid to late April. Dr. Talbot has also made the decision to postpone the trip to the Baltimore Art Museum until the fall. If you are unable to attend the rescheduled date, your money will be refunded. For any questions on these items or anything else related to the Drop In Center, please send an email to mjoseph@pendropincenter.org.
- **Penndel Mental Health Center** – The 919 Durham Road location will temporarily close to OP clients, effective March 19 due to the COVID-19 crisis. The therapists who provide MH OP treatment at that site will now work remotely from their homes or, if needed, they will work out of our 1517 Durham Road building. 919 Durham Road currently provides Drug & Alcohol OP and IOP services and Mental Health Outpatient Services. 919 Durham Road is also the home base for their Forensic Community Treatment Team, which operates in the community.
- **Penn Foundation** - The following changes will be implemented at the close of business, March 13, 2020 and continue through Friday, March 20, 2020. A decision will be made on Thursday, March 19, 2020, if the suspension of services should be extended.
 - Specifically:
 - Wellspring Clubhouse services will be suspended.
 - Services at Penn Foundation’s Colmar, Montgomery County office, located at 271 N. Bethlehem Pike, will be suspended.
 - Group treatment options will also be suspended for all Penn Foundation programs, including Partial Hospital and Intensive Outpatient programming.
- **Piece of our Puzzle, LLC** - They have put a hold on in-home services to families who meet that criteria until March 30, 2020. And they are offering BCBA services via email, phone and video chat.
- **Preventive Measures** – Has temporarily stopped all face to face services, and will transition to telehealth service delivery.
- **Recovery Partnership** – Offices are open to staff only until March 30. All previously scheduled activities, meetings and appointments have been postponed. Please contact your peer worker via telephone for any support issues you may be experiencing at 610-861-2741.
- **Resources for Human Development** –
 - Lehigh Valley ACT Services – They are increasing the use of phone and conference calling to remain in contact with consumers. They will assess/determine on a daily basis which consumers require a face to face contact and then utilize safe practices in service delivery. Suspended all in house groups for now and will reassess in two weeks. Not doing any face to face contacts in Hospitals/ER’s at this time.
 - Lower Merion Counseling And Mobile Services (LMCMS) – Effective March 17, all staff are working remotely and utilizing telehealth practices to serve their consumers. Onsite groups have been suspended at this time to mitigate risk to both consumers and staff and will be reevaluated in two weeks.
- **SOAR** – Is suspending all groups until further notice.

- **Spectra Support Services, LLC** – Will be working remotely for 2 weeks in response to the COVID-19 outbreak in Delaware County.
- **Valley Youth House** - All Valley Youth House office locations will be closed to staff, clients, and guests between Mar. 16 and Mar. 27, and they have implemented the following important measures below. Please reach out to info@valleyyouthhouse.org with any questions or concerns.
 - All essential Valley Youth House locations will remain open to include:
 - Lehigh Valley Shelter
 - Bucks County Shelter
 - Supervised Independent Living+ (SIL+) Locations
- **Warwick House** - Effective March 13, all off-campus activities are suspended; Home/Day passes suspended; outside visitation not permitted. All Resident-Family sessions and communication is to be done via zoom teleconference. Routine medical and dental appointments are being rescheduled. Admissions scheduled on a case by case basis with additional pre-admission precautionary screening measures and facilitated in the education building.
 - **Maternal Child Consortium** – Effective March 17, all Psychiatry appointments are being held via Telehealth. Telehealth therapy appointments are being offered to all patients. BSC and MT services transitioning to Telehealth (Zoom and telephonic) effective March 16. TSS/RBT services suspended until further notice.
 - **Family Based Program** - Has suspended all in-person sessions effective March 16 and is extending services to all clients/families in Bucks, Montgomery, Lehigh and Northampton Counties via Telehealth using Zoom and Telephonic communication.
- **Woods Services** –
 - They have suspended all resident home visits and non-critical out-of-state medical or other appointments.

In an effort to protect our residents and staff, they are suspending all outside visitation at this time. Their staff will be reaching out to all families/guardians on March 17 to touch base with all. If a family/guardian chooses to take their child home, they are allowing this, but they will not be able to return to Woods until they are authorized.