



# COMMUNITY MENTAL HEALTH

**Mark A. Hackel**  
County Executive

## EXECUTIVE DIRECTIVE

**DATE:** March 13, 2020

**RE:** Covid-19

**To:** MCCMH Staff and Contracted Providers

**FROM:** Dave Pankotai, Chief Executive Officer *DP*

David Pankotai  
Chief Executive Officer

This update addresses the operation of Macomb County Community Mental Health and its providers over the short term in light of the need to prevent the spread of COVID-19 and the Governor's decision to close all schools.

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1. **EXPANSION OF TELEHEALTH:** MDHHS will be issuing, early next week, guidance that will allow all Medicaid, General Fund, and local-funded services that can be provided via telehealth to be provided in that fashion. While additional details will follow as to which services are appropriate for telehealth services that would fit in that category would most likely include: psychiatric services, psychotherapy, 24/7 crisis intervention, homebased, case management/supports coordination, and similar services.

**Please Note:** Details will follow in this area early next week. Due to the current allowable changes specified within MSA 20-09 this is a reminder that there continues to be the need to assure that we are all compliant with the regulatory requirements set forth to maintain the safety and security of all protected health information (PHI) for individuals served. It is imperative in these quickly changing times that we are ever aware and vigilant in these efforts.

2. **CLOSING CONGREGATE SERVICES:** In discussions with MDHHS leadership, they have determined that, given the fact that avoiding crowds and ensuring social distance are key methods for preventing the spread of COVID-19, temporarily closing clubhouses (PSR), drop-in centers, site-based day programming (Skill building), and similar services would be supported by MDHHS. Other services, provided via telehealth, could be/should be provided to support those persons who would normally be served at these congregate settings, during the period in which they are closed.

We are asking our skill building providers to begin notifying people and their families and making plans to temporarily reduce their services. Individual health & safety concerns remain paramount so please contact our offices with individual concerns.



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## ADMINISTRATION

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For our Skill Building providers, we realize this change will result in the need for additional Community Living Support services in some situations. **We are therefore turning off the prior authorization requirement for Community Living Supports (H2015 or H0043 with any modifier) effective Monday, March 16<sup>th</sup> until May 1, 2020.**

Also to assist with this change, Macomb County Community Mental Health is expanding its use of the Zoom platform for video conferencing and will be offering telephone checks on our Clubhouse users. We do ask that Clubhouse staff report to the office in order to plan for the contacts.

3. **ESSENTIAL FACE-TO-FACE SERVICES:** In discussions with MDHHS leadership, Macomb County Community Mental Health, and its providers should work to provide staff physically present with persons served, as best they can, services that must, by their nature, be provided via face-to-face contact. By using telehealth approaches as broadly as possible, the number of essential services that must be provided via face-to-face contact will be reduced to only those for which face-to-face contact is essential.

We will be providing a reporting code for these non-face-to-face services.

4. **RECIPIENT RIGHTS TRAINING:** MCCMH has the capacity to livestream these trainings and will be sharing those links with all providers and they will be posted on our updated website.

5. **OTHER TRAININGS AND MEETINGS:** To accommodate social distancing and staff comfort, we will be expanding our use of the Zoom platform across departments to facilitate the sharing of information without having to be in the same physical location. MCCMH staff will receive additional guidance from their direct supervisors.

This situation is evolving quickly and we are working to keep you informed. Please direct questions, concerns or comments to my attention using COVID-19 in the Subject field.

Thank you for all you do to support people of Macomb County through these times.