



Mental Health Treatment Addendum Pandemic Planning and Response Guidelines

Coronavirus Disease 2019 (COVID-19)

March 20, 2020 Edition

Recommendations on addressing COVID-19 are rapidly changing across the country. This addendum will remain fluid and be updated as necessary.

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The contents of this document are provided for reference and subject to modification by the CSG Virus Response Team at any time. This content should be referenced in combination with the overarching *CSG Pandemic Planning and Response Guidelines*. Decisions are fluid. Staff must keep up-to-date with decisions made (and changed) and follow all guidelines provided. Questions should be directed to supervisors who will address them with the Centers of Excellence, Virus Response Team, and Executive Leadership Team.

OVERVIEW

Community Services Group supports individuals who are vulnerable to respiratory illness due to mental illnesses, intellectual and developmental disabilities, co-morbidities, and the environment of communal living facilitates that can spread respiratory agents. Employees must prepare now, even if COVID-19 has not arrived in the communities where we operate. Through education and the implementation of best practice guidelines, we can already reduce working days lost due to illness and stop or slow the spread of COVID-19 if it arrives at one of our locations. An important thing to keep in perspective is coronaviruses are not uncommon. Our response follows guidance from the CDC, PA Department of Health, and the other agencies and payers involved in our services.

This addendum supports the overarching *CSG Pandemic Planning and Response Guidelines* and should be used in conjunction with that plan. All guidelines will remain in compliance with The Centers for Disease Control and Prevention, the Pennsylvania Department of Health, and CSG policies and procedures.

Signature Capture Change in Policy – Covid-19 Response

In response to the current COVID-19 outbreak and following advice provided by the Center for Disease Control (CDC) and the PA Department of Health (DOH) to minimize risk and exposure and in order to protect both our customers and employees as much as possible, CSG will no longer require clients, family members, guardians and/or other treatment team members to sign documents via pen or electronic touchscreen/stylus. CSG staff will instead log the name of the person verifying services or providing permission or agreement to the document.

OUTPATIENT SERVICES

Outpatient offices will be staffed and open for appointments as arranged by prescribers and clinicians.

- If an individual asks to be seen in person, health screening questions will be asked. Those questions are as follows:
 - Has the individual experienced any international travel within the last 14 days to restricted countries? For updated information on restricted countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.
 - Does the individual exhibit any signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat?
 - Has the individual had contact with someone with or under investigation for COVID-19.
- The measurement of vital signs at medication check appointments have been suspended unless deemed medically necessary.
- Clozaril clinics and those requiring other medications by injection will be in person visits. All individuals will be screened following The Centers for Disease Control and Protection questions.
 - Has the individual experienced any international travel within the last 14 days to restricted countries? For updated information on restricted countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.
 - Does the individual exhibit any signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat?
 - Has the individual had contact with someone with or under investigation for COVID-19.
- All other services will be provided via televideo platforms, or telephonically when televideo is not an option, for those individuals with Medical Assistance, Medicare, county, and private payers that will reimburse such services.
- Outpatient Group programming has been suspended. One-to-one contact will be completed by clinical staff. Each week, staff will reach out to individuals the number of times they would have been seen in the office (e.g. persons in Dialectical Behavior Therapy Groups will be contacted twice weekly).
- Parent-Child Interaction Therapy (PCIT) sessions have been suspended. Clinicians will reach out on a one-to-one basis with each family.
- Clinicians have the option to modify child therapy through the use of telehealth platforms and may expand the time spent with families and caregivers.
- School-based outpatient clinicians will be provided work space in the office and adhere to guidelines of all clinicians.
- For individuals requesting Same Day Access appointments, those persons covered by Medical Assistance, Medicare, county, and private payers that permit televideo will be offered an online link to meet for an assessment. For individuals that walk into the clinic, the same offer for a televideo appointment will be made.
- Every individual seen in person will be asked the health screening questions:
 - Has the individual experienced any international travel within the last 14 days to restricted countries? For updated information on restricted countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.
 - Does the individual exhibit any signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat?
 - Has the individual had contact with someone with or under investigation for COVID-19.

PARTIAL HOSPITALIZATION PROGRAMS

- Partial Hospitalization Program groups have been suspended. Individuals will be contacted by clinicians for one-to-one sessions the number of times they would have attended group on a weekly basis. For example, an individual who was attending three days per week will be contacted three times each week.
- All sessions/contacts will be documented.

CASE MANAGEMENT

- Targeted Case Management (TCM) will continually assess which individuals have medically necessary and other essential appointments. Those appointments will be kept as much as possible. All individuals will be asked appropriate screening questions prior to the appointment.
 - Has the individual experienced any international travel within the last 14 days to restricted countries? For updated information on restricted countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.
 - Does the individual exhibit any signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat?
 - Has the individual had contact with someone with or under investigation for COVID-19.
- TCM will verify with medical providers that appointments are still occurring prior to coordination and providing transportation to such appointments.
- Staff will call ahead for any appointment to alert the provider that the individual is symptom free. If, on arrival at the appointment it is confirmed that the individual is symptomatic, they will cancel the remainder of the appointment and leave the premises.
- TCM will coordinate and/or provide transportation with other support providers for medically necessary appointments for individuals showing no signs of COVID-19.
- Internal guidelines are in place for TCM around those tasks that can be completed independently and with individuals by telephone.
- Face-to-face contacts that occur outside the 14-day and 30-day regulatory window are documented in the person's medical record.

CHILDREN'S SERVICES

- After school programs have been suspended. Staff will make one-to-one contacts with each family according to the number of times the child was scheduled to attend the program. For example, if the child was scheduled five (5) days per week, staff will make five (5) one-to-one contacts each week.
- High Risk Therapeutic Staff Support Services (TSS) will continue if families and staff are healthy and willing to do so. Screening questions should be asked prior to visits.
 - Has the individual experienced any international travel within the last 14 days to restricted countries? For updated information on restricted countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.
 - Does the individual exhibit any signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat?
 - Has the individual had contact with someone with or under investigation for COVID-19.
- Family Based Mental Health Services (FBMHS), Juvenile Firesetter Assessment Consultation Treatment Service (JFACTS), Mobile Therapy (MT), Behavior Specialist Consultation (BSC), Community Residential Rehabilitation – Host Home (CRR-HH) and Adoption Services have suspended face-to-face meetings and are engaging in telehealth services.
- Foster Care will engage to telehealth appointments with the exception of provider home safety checks which must be done in person. Before entering the home staff will ask screening questions.
 - Has the individual experienced any international travel within the last 14 days to restricted countries? For updated information on restricted countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.
 - Does the individual exhibit any signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat?
 - Has the individual had contact with someone with or under investigation for COVID-19.
- Community-based staff have been provided office space to complete telehealth sessions to assure security and HIPAA compliance. Requests to work in places outside the office requires supervisory approval.