



Dear MMBH Provider / EAP Affiliate:

In effort to support community wide efforts to minimize virus exposure risk, increase social distancing when needed, and continue to provide needed health care services MMBH is making the following guidance available to our provider network / EAP at least through April 2020. We will review and extend as needed based on status updates from Mercy leadership and the CDC recommendations:

In support of physical distancing guidelines due to the COVID-19 virus, the following services are allowable through April 2020 (pending review for extension at that time). This is subject to the state laws and regulations which guide your license and scope of practice.

MBH / Insurance Providers:

- Telephonic counseling, therapy, medication management services
- Telemedicine-based services (formal two-way tele video conferencing that is HIPAA compliant)
 - Originating site (where the patient is located) includes home-based services
- ABA direct treatment is approved via Telemedicine based services (formal two-way tele video conferencing). Parent training, protocol modification and supervision activities are approved via telemedicine and/or telephonic
- Standard CPT coding (or EAP counseling invoicing) applies to these services
- Applicable benefit copays, deductibles, coinsurance will apply to all services submitted on a claim form for insurance reimbursement
 - Guidance for our **Medicare Advantage Plans** (Essence and Aetna):
 - ✓ Aetna is allowing telemedicine (two-way HIPAA compliant communication tools) and telephonic treatment services at home.
 - ✓ Essence is allowing telemedicine (two-way HIPAA compliant communication tools) at home. Guidance on telephonic services is pending as of this date.

EAP Affiliates:

- EAP covered counseling visits can occur via telephone
- Telemedicine-based services (formal two-way tele video conferencing that is HIPAA compliant)
 - Originating site (where the patient is located) includes home-based services
- Standard EAP invoicing applies to these services

Use of methods that are not HIPAA secure / protected are not reimbursable at this time (i.e. face time, Facebook, texting, email...).

Please contact us at with any questions:

Insurance inquiries – donna.schmitz@mercy.net

EAP inquires – call 800-413-8008

We appreciate your commitment to the continued delivery of high-quality health care to our membership during this troubling time.

Thank you,

Mercy Managed Behavioral Health & EAP