



RICHARD SANCHEZ
DIRECTOR

LILLY SIMMERING
ASSISTANT DIRECTOR

ANNA PETERS
DIRECTOR
ADMINISTRATIVE SERVICES

MARIA PIRONA, MBA
DIVISION MANAGER
PROCUREMENT & CONTRACT SERVICES

405 W. 5th STREET, SUITE 600
SANTA ANA, CA 92701
(714) 834-5809
FAX: (714) 834-4450
mpirona@ochca.com

ADMINISTRATIVE SERVICES PROCUREMENT & CONTRACT SERVICES

March 20, 2020

TO: Behavioral Health Service Providers

SUBJECT: Novel Coronavirus (COVID-19) Communication

The County of Orange Health Care Agency (HCA) is working to ensure the delivery of essential behavioral health services during this public health crisis. All providers should continue to follow state and federal guidelines and provide services accordingly. HCA is monitoring and engaging with funding sources to identify areas of flexibility and changes in direction to enable providers to meet requirements within these circumstances.

Please note the following as they relate to program operations during this time:

- Telephonic and telehealth services are being recommended by DHCS in response to COVID-19 (see attached revised IN 20-009). HCA has worked with DHCS and our Information Technology team to resolve the issues that prevented our system from billing these services to Medi-Cal. Effective immediately, Medi-Cal telehealth and telephonic services can be provided and submitted through our IRIS system following the guidance attached for both the Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS). Providers are reminded to follow all regulatory guidance related to the provision of telehealth services (including consents, education, HIPAA-compliant telehealth system, and documentation of the mode of service delivery).
- HCA's invoicing and payment policies are not being modified. Payments will be made according to contract type and terms (e.g. actual costs or fee for service).
- Report all operational changes and disruptions to services to your Contract Administrator and to Nicole Garcia immediately at (657) 250-4171 or via email at ngarcia@ochca.com.

Providers are encouraged to monitor the DHCS and other appropriate websites for any policy changes and updates.

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>

http://www.ohealthinfo.com/phs/about/epidasmt/epi/dip/prevention/novel_coronavirus

Sincerely,

A handwritten signature in blue ink, appearing to read 'MPirona'.

Maria Pirona
Division Manager, HCA Procurement & Contract Services