



To: Behavioral Health Treatment Providers
From: IEHP – Provider Relations
Date: April 15, 2020
Subject: Behavioral Health Treatment FAQ

Due to recent concerns regarding COVID-19, IEHP postponed the Quarter 1 BHT training for 2020. However, we continue to be committed to our Provider community and hope to be a support as you continue to serve our Members.

This FAQ serves as supplemental information to address the most frequently asked questions IEHP is receiving currently.

Behavioral Health Treatment FAQ

Q. I am an ABA Provider, may I provide direct, 1:1 service via Telehealth?

A. IEHP has received numerous inquiries regarding this and effective March 25, 2020 you may TEMPORARILY provide all ABA services via telehealth as clinically appropriate until further notice.

Q. How do I let IEHP know the services were done via Telehealth?

A. Please maintain appropriate records and notate as clinically needed on your FBAs/treatment plans. Further, there is no need to submit a separate authorization request as you may use your existing authorizations to conduct services via telehealth. Please bill as appropriate utilizing POS 02 per DHCS billing guidelines.

Q. Does the Member need to consent prior to receiving Telehealth?

A. Per Governor Newsom’s Executive Order N-43-20, the requirement to obtain verbal or written consent and document that consent prior to initiating telehealth services is currently suspended as of April 3rd, 2020.

Q. As an ABA provider, do I need to notify IEHP if a parent is requesting to put services on hold due to COVID-19?

A. IEHP does not require notification when services are placed on hold. As a Provider, it is your responsibility to keep records of all efforts made to provide services. Once a family is ready to resume services, you may use the active authorization on file. If an authorization has expired, you will need to submit an updated treatment plan and request more hours. If a Member has been without ABA services for 3 months or more and you feel they need to be re-assessed, you may request a new Functional Behavioral Assessment.

Q. How do I request more hours for a Member due to COVID-19?

A. Submit a new request via the IEHP portal and attach and updated treatment plan with an updated Assessment (Vineland, ABAS-3, AFLS, or VB-MAPP) requesting more hours.

Q. What if I am unable to complete a Functional Behavioral Assessment in 60-days due to COVID-19?

A. IEHP is TEMPORARILY giving providers 120 days to complete an FBA. If a Member has an active authorization for an FBA that will expire, submit a request via the portal for an extension.

Q. What if I am unable to complete a new assessment before submitting a Coordinator of Care Treatment Plan due to COVID-19?

A. If IEHP receives a treatment plan with an expired assessment (Vineland, ABAS-3, AFLS, or VB-MAPP), a 30-day authorization for all hours requested will be issued to allow the provider enough time to complete the assessment. An updated treatment plan should be submitted with a current assessment to grant the provider a full 6-month authorization. Providers may use the TEMPORARY telehealth benefit to completed assessments and submit requests on time.

Q. Do I need to submit a correction for an existing authorization if I would like to add S5111 (Group Parent Training) to a Member’s treatment plan?

A. There is no need to request an addendum to an existing authorization to add S5111. You may use active authorization to provide parent training utilizing H0032 with or without (HO or HP) as group meetings are prohibited during COVID-19.

Q. What HCPCs codes may I use when billing for services?

A. Please see a brief description of IEHP’s current codes.

HCPC Codes	Outpatient Service Description
H0031	Used to conduct your FBA 40 units/10 hours Social Skills FBA 20 units/5 hours
H2019	Direct 1:1 Therapy 15-minute code
H0032	Program Supervision by Bachelor’s (with 12 units towards a masters) or Master’s non-certified Person
H0032-HO	Program Supervision by BCBA/LMFT/LCSW
H0032-HP	Program Supervision by BCBA-D/Ph.D
S5111	Group Parent Training by BCBA/BCaBA, or MA (Group of 3-12)
H2014	Social Skills Training at Home or in a Group (3-12)

Thank you for your time and patience. If you have further questions regarding this FAQs, please reach out to the Manager of Maternal and Children Services, Heather Waters, LCSW: waters-h@iehp.org

As a reminder, all communications sent by IEHP can also be found on our Provider portal at:
www.iehp.org > For Providers > Plan Updates > Correspondence **or**
www.iehp.org > For Providers > Plan Updates > Coronavirus (COVID-19) Advisory.

If you have any other questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.