



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Bureau for Behavioral Health

Commissioner's Office

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Bill J. Crouch
Cabinet Secretary

Christina R. Mullins
Commissioner

MEMORANDUM

DATE: March 16, 2020
TO: Bureau for Behavioral Health Grantees
FROM: Christina R. Mullins, Commissioner
SUBJECT: Clarification on BBH Coronavirus Disease 2019 Guidance

Since the memorandum the West Virginia Bureau for Behavioral Health (BBH) sent earlier today, some providers have posed questions about the use of telehealth for services funded through the West Virginia Bureau for Medical Services (BMS). In that regard, providers shall follow guidance from BMS on all Medicaid-billable services, including, but not limited to, Assertive Community Treatment (ACT), Crisis Stabilization Units, Bureau for Behavioral Health-funded Charity Care, and residential care.

For BBH grant-funded community-based services, such as Community Engagement Specialists, Children's Mental Health Wraparound, and Children's Mobile Crisis Response, the BBH is permitting its Grantees to conduct these services using telehealth or telephonic processes when appropriate. BBH Grantees must use clinical judgment to determine whether it is appropriate to perform crisis or emergency services by telehealth or telephonically. Any services provided by BBH Grantees through telehealth or by telephone must be secure, and care must be taken to protect an individual's privacy rights.

BBH regrets any confusion the previous memorandum may have caused. BBH will monitor the COVID-19 pandemic and update its position based upon the recommendations of the state and federal health care officials.

For updates on COVID-19, visit coronavirus.wv.gov, www.cdc.gov/COVID19, or call DHHR's COVID-19 information hotline 24/7, toll-free at 1-800-887-4304.

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