

# COVID-19 Update (April 3, 2020)

Listed below are Magellan resources, clinical communications, statewide and national announcements pertaining to COVID-19, and the most current list of our providers that have shared COVID-19 business and service arrangements.

Please note: The list of provider information includes the updates received by 5 p.m. on the preceding business day. On an ongoing basis, we will update this list on Monday, Wednesday and Friday at approximately 1 p.m. Providers should send an email to [MBHofPA@MagellanHealth.com](mailto:MBHofPA@MagellanHealth.com) with your most current information to share as a resource to our communities. For provider contact and profile information, please go to [Provider Search](#) on our website.

## Magellan resources

- [COVID-19 FAQ from Magellan Behavioral Health of Pennsylvania – April 2 edition](#)
- [COVID-19 Telehealth Memo from Magellan Behavioral Health of Pennsylvania – April 2 edition](#)
  - Please see the updated guidelines on pages 3 & 4 stating that telehealth plans are no longer required during the COVID-19 pandemic.
- [Member resources \(including many local food banks\) on MagellanofPA.com](#)
- [Recording of Magellan Behavioral Health of Pennsylvania Provider Forum on March 25](#)
- [Magellan Healthcare RESTORE® Digital CBT](#)
- [Magellan Health Insights Blog](#)

## Clinical communications

- Due to the unfortunate increase in positive COVID-19 cases across our state, please remember to review PA Code, Title 28, Chapter 27. Magellan requires an [Incident Reporting Form](#) to be submitted by providers for positive COVID-19 members at your location(s). This can be accomplished through submission of this form or a notification letter to Magellan sent via email to: [PAHCRecordRequestsMBHPA@magellanhealth.com](mailto:PAHCRecordRequestsMBHPA@magellanhealth.com).
- Should remote working accommodations due to COVID-19 pose difficulty to transmitting information via facsimile for treatment requests and out of home placements (i.e. RTF and CRR Host Home), Magellan is offering the short-term solution to email treatment packet requests to [PAHCRecordRequestsMBHPA@magellanhealth.com](mailto:PAHCRecordRequestsMBHPA@magellanhealth.com).
  - Please note that this mailbox is intended only for transmission of clinical records for processing, when there is no other option for submission. This email address is not intended for external use of provider or county submission of treatment record requests. We thank you for understanding these limitations and hope this

accommodation is helpful to continue timely processing of paper packet treatment requests.

- Until further notice, we are waiving the need for educational records until the schools are open for the packets.

## Statewide and national announcements

- [Department of Health \(DOH\) Official Webpage for COVID-19](#)
  - [Health Care Coalition \(HCC\) General Information](#)
  - [PPE Guidance for COVID-19](#)
- [Department of Human Services \(DHS\) Official Webpage for COVID-19](#)
  - **COVID-19 Statewide Support & Referral Helpline: 855-284-2494 (TTY:724-631-5600)**
  - [DHS Stakeholder Update – April 1](#)
  - [ODP Announcement 20-035 – April 2](#)
  - [OMHSAS – March 25 FAQ](#)
  - [OMHSAS – Visitation Guidelines – March 31](#)
- [Stay At Home Order For All 67 Counties Through April 30](#)
- [Pennsylvania Section 1135 Waiver Approval by CMS – March 27](#)
- [Major Disaster Declaration Approved – March 31](#)
- [Early Refill Availability for Prescriptions for Medicaid Recipients](#)
- [DHS Statement to BH Stakeholders on Mar. 20 re Essential-Life Sustaining](#)
- [Commonwealth of Pennsylvania Critical Medical Supplies Procurement Portal](#)
- [DDAP – Licensing Alert 01-20](#)
- [DDAP – Licensing Alert 02-20](#)
- [DDAP – Licensing Alert 03-20](#)
- [DDAP – Flex Bed Clarification](#)
  - [DDAP Request Form for Flex Beds](#)
- [CMS Update on March 30 – Flexibilities to Fight COVID-19](#)
- [CMS Fact Sheet on Telehealth – March 17, 2020](#)
- [Notice of Enforcement Discretion for Telehealth by Office for Civil Rights \(OCR\)](#)
- [OMHSAS COVID-19 Telehealth Expansion – March 15, 2020](#)
  - [OMHSAS-20-02 – Telehealth Bulletin](#)
  - [Attachment B – Attestation Form to Provide Telehealth](#)
- [Governor Wolf Announces Library of COVID-19 Outreach Materials at PAcast](#)
- [SAMHSA Guidance – COVID-19 Public Health Emergency Response and 42 CFR Part 2](#)
- [NAMI – COVID-19 Updated Guide](#)

## Provider updates during the COVID-19 pandemic

- **ABA Support Services** – Effective March 16, they have temporarily transitioned all services to telehealth. They will continue to provide telehealth services until further guidance and direction is provided by the CDC/DHS/and OMHSAS.
- **Access Services** - Here is a description of how licensed programs in all counties are supporting changes in service delivery to maintain continuity of care.

- Mobile Psych Rehab (Bucks and Montgomery Counties)/ Justice Related Services – BCM (Montco)/ TIP- BCM (Bucks):
  - Services are being delivered via telephone and video technology.
- BHRS/IBHS
  - Behavioral consultation and mobile therapy sessions have transitioned to video in all counties.
  - TSS/BHT services in homes have been suspended in effected counties.
- Mobile Crisis (Montgomery County)
  - To reduce the travel in the community, critical mobile intervention only is being provided in the community.
- **Adelphoi MST – Cambria County**- Effective March 16, MST is being delivered via telehealth. Referrals are being accepted and services are open for new youth and families. On-call services via telehealth are still being offered.
- **Alternative Community Resource Program (ACRP)** – Effective March 16, ACRP will temporarily suspend after school programming and in-school therapy sessions until at least April 30.
- **Behavior Analysis & Therapy Partners (BATP)** – Effective March 16, they have implemented BHRS/ABA services via telehealth. All services (including BSC, MT, and TSS/RBT) can be delivered via telehealth. Services can continue in the home as agreed upon by the families.
- **Belmont Behavioral Hospital** – They are suspending Inpatient and Outpatient Electroconvulsive Therapy (ECT) services. Tentative re-opening is scheduled for April 13.
- **Bet-El Counseling Services** – Their offices are temporarily closed until April 30. All services are being provided through Telehealth. Clients are instructed to leave a message to be reached by their therapist. Clients that are set up for med checks in the next three weeks will have prescriptions called in for them, if they are due.
- **Bethanna** – They are providing services via telehealth. They are accepting new referrals. The offices are open and available for in-person appointments as needed.
- **Bradley Center** – They have instituted a no-visitation policy and are accepting no new admissions as of March 18.
- **Bucks County Drug & Alcohol Commission** – Effective March 24, they will be conducting all business on a remote basis, Monday through Friday, 8:30 a.m. – 4:30 p.m.
- **Bucks County Emergency Management** - The Bucks County Emergency Management Agency has their Emergency Operations Center (EOC) open to assist county entities during this crisis. They are currently receiving an overwhelming amount of resource requests that are not entirely filled out or specific to their immediate needs. They are also prioritizing deployment of resources when/if they become available to those services directly involved in the response and mitigation of COVID-19 who are overwhelmed and running out or are out of supplies. They recognize the need for protecting all agencies that could be impacted and are working to help everyone in need. Please understand that they are attempting to secure supplies at the local, state, and federal levels and they need exact quantities of each item requested when emailing them with a request. Additionally, please describe what these resources will be utilized for. They do not have any expected delivery dates or lead times for the orders we are working on at all levels, so please be understanding of the supply chain demand that is affecting local through federal governments in procuring these needed resources. Also, understand that submitting a request to Bucks County EOC

as an “unmet need” means that your purchasing department of your agency CAN NOT find the items you are requesting, and you are understanding that these items are in need and that costs of the requester may be incurred or associated with this request. IF YOU HAVE ALREADY REQUESTED RESOURCES THROUGH YOUR MUNICIPAL EMERGENCY MANAGEMENT AGENCY OR DIRECTLY TO BUCKS COUNTY EOC, PLEASE DISREGARD UNLESS YOU HAVE ADDITIONAL REQUESTS. When considering what supplies you need, please consider the following based on CDC guidance: (1) Non-medical contact personnel can maintain a 6-10 foot distancing from persons with at least a surgical mask in place. (2) Medical Personnel (HOSPITAL, URGENT CARE, & FIRST RESPONDERS) will be the ones most needing N95s and other PPE for “hands-on” close care of infected persons. If you have any questions, they will be available to assist during EOC Operational hours by phone at 215-340-8700. PLEASE SEND ALL RESOURCE REQUESTS AND DISASTER DECLARATIONS TO: EMAIL: [BucksEMA@buckscounty.org](mailto:BucksEMA@buckscounty.org) or FAX: 215-957-0765.

- **Caramenico Counseling Group, LLC** – The office is temporarily closed until at least April 30. Their clinicians are providing telehealth services to existing clients and these services will be extended past this date if needed. They are currently accepting new clients for telehealth services. Clients are asked to visit their [website](#) to submit a request to start counseling services or email their request for services to directly to Jennifer Caramenico, MA, LPC [info@caramenicocounseling.com](mailto:info@caramenicocounseling.com).
- **Carelink STAR Partial Hospital Program**- Effective March 16, clients that do not live in the hospital have been asked to remain at their residences until further notice.
  - Group and individual therapy are continued on premise for residents.
  - Therapists are reaching out via phone or email to communicate with clients and provide medication management services where applicable.
  - Until further notice, referral appointments and intakes have been put on hold.
- **Cedar Point**- Patients may call and schedule appointments for telehealth.
- **Central Behavioral Health** – Effective March 17, appointments are available via telehealth or telephone.
  - Staff is available at Norristown and Abington locations for any members that walk in.
  - The intake department is open and taking new referrals.
  - Their Lab and Injections are still taking place at the 1100 Powell Street location.
  - An Administrative Case Manager is available on-site and via telephone to link members to community resources and supports.
- **Chester County Intermediate Unit (CCIU)** – All CCIU’s BHRS offices are temporarily closed, and all case managers, case specialists, behavioral specialist consultants (BSC) and mobile therapists (MT) are working remotely. All families have been informed.
- **Child and Family Focus** - Effective March 16, all services have temporarily transitioned to a telehealth model. All programs are still open for intake including Outpatient Psychiatric Clinic. Individuals requiring injections for medication management will be seen in the office. However, if the patient is experiencing any type of COVID-19 symptoms alternate plans will be made. Case Management departments are checking with families daily in regards to basic needs being met. All clients and families receiving services through Child and Family Focus have been notified and updated.
- **Child Guidance Resource Centers** – Site-based outpatient therapists and community based staff in Family Based, MST, Truancy and BHRS services have suspended in person contact and are using

telephone/telehealth methods to provide services to clients. They are currently suspending outpatient intakes but will be completing a limited number of CREATE program intakes, and have suspended their CREATE, Elementary Education School, and School Based programs.

- **Children's Home of Reading** - CHOR Youth & Family Services instituted the following precautions as of March 11 for 3800 Residential Programs:
  - Visitation suspended, including on campus, off campus, and community visits
  - Community outings suspended
  - Non-essential medical appointments postponed
  - Residential educational services suspended, including both on-grounds and community educational settings
  - Staff temperatures being taken upon arrival for essential work duties
- **CleanSlate Outpatient Addiction Medicine** – They have temporarily suspended walk-in assessments.
- **Clubhouse of Lehigh County** – Is temporarily closed until April 30. Staff will be continuing to provide reach out calls to all members during this time in order to provide resources and support. However, the building will be closed. Lunches will be available to any Clubhouse member from noon until 1 PM daily. They will also be providing additional food on Friday for members to make it through the weekend. Members can arrive at the door and pick up a lunch. They prefer that members call ahead to order a lunch, but this is not a necessity. They also have the ability to transport lunches for people that cannot make it to the Clubhouse. In order to do this, you will need to call to make arrangements. Please call the front desk and leave a message, 610-433-9910, ext. 201.
- **Colonial Intermediate Unit 20 (CIU20)** - Has decided that all face to face behavioral health services will temporarily stop effective March 17. They no longer have any BSC/MT/TSS providing direct services in an effort to prevent the spread of COVID-19. BSC's will check in with their families and provide as much support indirectly as they can.
- **Community Action Agency of Delaware County (CAADC)** - CAADC offices are available for limited emergency services by appointment only. Their homeless shelters are open but are restricted to current residents. They have currently suspended taking applications for their Volunteer Income Tax Assistance (VITA) program. For any emergencies, please call (610) 874-8451.
- **Community Guidance Center** – Their Clarion and Northern Cambria offices are temporarily closed until further notice. Members from those offices are being seen at the other offices.
  - The operating hours at the Indiana, Dubois, Clearfield, and Punxsutawney offices are 8:00 a.m. to 4:00 p.m.
  - Face-to-face, telehealth, and telephone services are available.
- **Community Services Group** – Effective March 18, In-person Partial Hospitalization and Outpatient Services are temporarily suspended. Staff will provide support and individual services to clients in both partial hospital and outpatient via individual tele-health (Google Meet) connections or phone if telehealth is not available. This includes meeting with the prescriber. During this time, they will not be accepting any new referrals to partial. When referrals are made, they will suggest they be referred to outpatient services.
- **Crozer Community Campus** – Have suspended all group therapies as of March 17 to mitigate the risk to patients and staff.

- **Crozer Recovery Center and Methadone Clinic** – Have temporarily stopped the services of running group therapy. Both of the departments will continue to offer individual therapy to their patients as a modified way to continue treatment services. They are asking ICM and CRS staff to screen prior to going into a patient’s home, and they will also continue to utilize CRS and ICM services via phone and individually in the community or in their office to add additional support during this time. They continue to accept new patients and will work to meet the needs of the community while ensuring safety for all.
- **Devereux** – This is a list of service delivery updates:
  - Acute Inpatient - No visitation effective Mar. 16 and Non-Essential Medical Appointments temporarily postponed.
  - BHRS/Blended Case Mgmt./Family Based Services/Outpatient/Psychiatric - Services have been moved to telehealth as of Mar. 16.
  - 3800 Residential Programs
    - Action: No Visitation Policy; No Community Outings; No Home Visits; Non-Essential Medical Appointments Postponed.
    - Children now attending Devereux schools on Residential Campuses.
- **Elwyn**
  - Elwyn has temporarily closed the TASP programs in Delaware (Media Campus) and Lehigh counties (ARCH site) from March 16 until April 30.
  - After making some difficult decisions, Elwyn has suspended admissions to their Natale North and New Beginnings programs in Norristown and their Crisis Residential Program on the Media campus. They will continue to consider referrals to their Adult Residential and ID Residential programs at Natale Media from inpatient facilities only on a case by case basis.
  - Elwyn has temporarily suspended new referrals until further notice. They have moved to telehealth options to provide outpatient and community based services.
  - The Elwyn Welcome House Psych Rehab Program and New Visions Psychiatric Rehabilitation are closed temporarily until further notice.
- **Ethos Treatment** – All three locations are closed for in-person sessions. They are providing evaluations, individual sessions, family sessions, and intensive outpatient groups via telehealth. They are accepting new referrals.
- **Explorations BHRS** – Will work remotely through at least April 30 since Governor Wolf has ordered the closure of all educational facilities and our office is located in the MCIU. Nonetheless, all office staff and certainly BHRS front line staff will be working as much as possible as they usually would, providing authorized home services as long as parents agree to it. All office staff will be available via their regular office phone numbers and emails, and we have sent out an email to all our families to this effect.
- **Family Behavioral Resources** – TSS, Crossroads and Endeavor, and group therapies have been suspended effective immediately. All other service lines remain open for tele-health services.
- **Family Service Association of Bucks County** – See the updated Service Status document [here](#). Right now, this document is effective March 19 – April 3.
- **Firetree, Ltd** – They have implemented increased screening protocol through their Intake Department. All in-person visitation hours are suspended indefinitely and they are working towards a “virtual visit” solution. Outside meetings (including 12-step) are suspended.



- The following programs are operating with restrictions including capped inpatient numbers to allow for designated quarantine area within the facility: Conewago Place Non-Hospital Inpatient, Conewago Snyder Non-Hospital Inpatient, Conewago Indiana Non-Hospital Inpatient, Conewago Pottsville Non-Hospital Inpatient.
- Conewago Pottsville Non-Hospital Detox has temporarily suspended operations.
- **Foundations Behavioral Health** - Until further notice, they are restricting BHRS services within Montgomery County.
- **GateHouse** – The most current update is [here](#).
- **Gaudenzia** - They have developed and are administering a screening tool to all new clients in order to identify those that may be at a higher risk for COVID-19. Staff and clients who are identified at risk will not be admitted into their facilities. Also, they have temporarily suspended visitors to their facilities. They remain open for 24/7 face-to-face assessments.
- **Gemma Services** – They will work remotely on a temporary basis for the Rosemont Outpatient office, located at 452 S. Roberts Rd., Bryn Mawr, PA. They have a plan in place to ensure that their clients receive telephonic support, given the recent OMHSAS bulletin that was issued on March 15. They will also ensure that all clients will receive access to scripts when needed. They are committed to ensuring that their members avoid any service disruption.
- **Glenn R. Koch and Associates, LLC** –
  - Outpatient mental health has moved to telehealth platforms. New clients are welcome.
  - Drug & Alcohol: IOP and General services (individual and group) have been moved to telehealth. Assessments are being completed in office on an appointment basis.
  - BHRS/IBHS: BSC/MT/TSS/RBT have moved to telehealth when appropriate. FBAs and Assessments can be completed using telehealth.
- **Good Friends Male Halfway House** - Good Friends Male HWH continues to take admissions. Will only do phone interviews and no in-person interviews.
- **Goodwill of the Southern Alleghenies** - Is temporarily closed to adhere to the Governors guidance on closing all non-essential businesses, so there are no site-based Psych Rehab classes. Peer Support is not providing face-to-face visits, but they are providing peer support via telephone contact. Their main phone number (814-536-3536) is checked regularly, clients can leave a message, and someone will return their call.
- **Haven House** - Has temporarily suspended onsite PRS services until further notice, effective March 19. All other services will remain open, including: Outpatient / Psychiatric Services / Nursing (Med management, IPE, Assessments, therapy); Mobile PRS; Wellness Recovery Team; THRIVE; MH/AP.
- **Harwood House** – They will be conducting all interviews by telephone. Clients will have 12-step meetings in house. There are no outside meetings during this time. Admissions will be scheduled.
- **Hispanic American Organization of the Lehigh Valley** – Starting April 2, they will re-open with minimal staff in protective gear to provide evaluations, intake, detox, and residential placements.
- **Hoffman Homes RTF** - The following steps will be implemented by Hoffman Homes for Youth beginning March 13, until further notice.
  - All therapeutic leaves and day passes are canceled.
  - All on and off campus visits with parents/guardians, family members and outside agencies are canceled.
  - All off campus community outings for the children are canceled.

- All unnecessary medical appointments, unless ordered by a doctor, are canceled.
- Admissions to our program are being postponed for the time being.
- Discharges planned for will occur as planned. Please check into Medical Services to pick up your child and complete the discharge process.
- We will not be sending children or staff to court hearings. Children and staff will be available by conference call.
- Visitors are prohibited from campus. Exceptions will be made for contracted staff and emergency personnel.
- **Holcomb Behavioral Health Systems** - Offices continue to be open with limited staffing. Supervisors and clinical support staff will be available to answer questions, schedule appointments, and assist with varying needs. This plan will be in effect for the next two weeks and will be re-evaluated again at that time.
  - Outpatient— Effective March 19, all clients receiving medication management services will be seen through telehealth services. Effective March 20, they will be providing telehealth services to all MBH clients. Clients with commercial insurance have the option of coming to the office for services or telehealth services. New referrals are being accepted. Please call the Central Intake Department at 1-800-258-8860.
  - Case Management—Case Managers are providing services remotely and over the phone. They are meeting clients in homes or the community on a case by case basis after a Covid-19 screening is completed. They continue to provide on-call services as needed. New referrals are being accepted.
  - IBHS—Behavior Consultants and Mobile Therapists have moved to telehealth services. BHT's continue to provide services in the home if families are willing to let them in the home.
  - School Based Outpatient Programs—Telehealth services are being offered to children receiving outpatient services in the Perkiomen Valley and Souderton School Districts to clients with both MBH and Commercial Insurance.
  - Family Based Services—Clinicians have been providing services over the phone to clients and families since the emergency shutdown on March 12. Effective March 20, clinicians will also be offering telehealth services to clients and their families. New referrals are being accepted.
  - All CRR's, Personal Care Homes, Three Person Residences – Will remain fully staffed but the no-visitor policy will remain in effect until further notice. New referrals are being accepted.
  - Substance Use Assessments Program – Will provide video conferencing assessments to clients as referrals are received. New referrals are being accepted.
- **Horizon House** - Administrative offices are open and available for staff in order to support continued services, but staff are being directed to only come in when necessary and to follow all recommendations regarding social distancing and sanitization. Effective March 19, site based programs such as CIRC's will be closed for onsite services but staff will continue to provide support to participants through telehealth. Staff will be working from home and contacting participants by phone.
- **Indian Creek Foundation** – Effective, March 16 and until at least April 7:
  - Outpatient Clinic, BHRS teams, and Peer Support program will not provide any face to face services.



- BHRS/ABA programs transitioned to video conferencing for BCS and MT; TSS/RBT services in home have been suspended.
- Within our Peer support program, our peer specialists will maintain contact with their peers via telephone.
- Therapeutic After School Programming will cease until the community school districts re-open.
- We are in the process of requesting authorization for telehealth services for our outpatient services.
- We do have administrative/clinical staff available to field phone calls, and to facilitate crisis care as needed within our outpatient clinic.
- **Institute for Behavior Change, INC** - Institute for Behavior Change, is the administrative entity for: The Network for Behavior Change, Children’s Behavioral Health Center, and Firebird Management. These entities have various BHRS/IBHS provide enrollments in Delaware, Montgomery, and Bucks counties. They have implemented the following policies:
  - 1) Effective March 9, all group meetings and company gatherings were cancelled until further notice.
  - 2) Effective March 9, their administrative office has been open only to employees who have been designated to manage our emergency operations.
  - 3) Effective March 12, all TSS services provided in schools within Montgomery County were discontinued until further notice.
  - 4) Effective March 13, they are no longer accepting or processing intakes, referrals, or new requests for services until further notice.
  - 5) Effective March 13, they are no longer providing face-to-face psychological visits to complete Written Orders until further notice. In order to maintain continuity of care, we are exploring all options at this time.
  - 6) Effective March 16, all TSS services provided in school throughout our provider area will be discontinued until further notice.
- **Keenan House** – Effective April 2, they have implemented a facility quarantine which means no new admissions or discharges for the next two weeks.
- **Key Recovery Outpatient Services** – Effective March 23, their services will transition to telehealth. This includes level of care assessments for clients seeking treatment. Individuals seeking new level of care assessments are instructed to contact their office by calling 484-490-1060 between 9:00 am and 3:00 pm Monday through Thursday. The agency is now closed on Fridays until further notice. Outside these hours, please contact the Keystone Center at 610-876-9000.
- **KidsPeace** – The following protocols are currently in place:
  - They have suspended all FCTs/visits.
  - They have stopped all large group functions and off-grounds activities at this time.
  - They have stopped all outside visitors to the houses and greatly reduced all points of contact that are not essential.
  - The Autism After School Therapeutic Program in Bethlehem is temporarily closed as of March 23.
  - All KidsPeace outpatient locations in Lehigh and Monroe County will continue to offer free walk-in mental health assessments by clinically trained professionals – no appointment needed. The assessments allow for fast evaluation of mental health condition and if needed

crisis intervention – relieving the pressure on hospitals and emergency rooms as they prepare for a surge in COVID-19 cases. KidsPeace is committed to providing walk-in assessments at these offices as long as they are open during the emergency. The service is available during business hours at these locations:

- Allentown (two locations)
  - 801 E Green Street (across from Dieruff High School) 610-799-8910
  - 451 W Chew Street, Suite #105 (St. Luke’s Sacred Heart Hospital Campus) 610-776-5465
  - Bethlehem (one location)
  - KidsPeace Broadway Campus Family Center (1620 Broadway, Bethlehem) 610-799-8600
  - Monroe County (one location)
  - 1151 Pocono Boulevard, Suite #2, Mt Pocono, PA 570-243-8787
- ***K/S-MST*** - Is implementing Telehealth for Multisystemic Treatment services effective March 16 in response to best practices to greatly avoid exposure to COVID-19.
  - ***Lehigh Valley ACT Services*** – They have primarily moved to phone and conference calling to remain in contact with members. Face-to-face contact is used only when needed. In-house groups have been temporarily suspended. There are no face-to-face contacts in hospitals or ER’s at this time.
  - ***Lehigh Valley Drug and Alcohol Intake Unit*** - The Intake Unit will continue to meet the needs of the clients in need of D&A assessments and provide Recovery Support Services using telehealth services during the Covid-19 crisis:
    - Walk-in assessments were temporarily discontinued on March 23. However, D&A evaluations may be scheduled by calling 610-923-0394 and are being conducted via telehealth.
    - While CRSs have discontinued in-person meetings with individuals, services have continued via telehealth and telephone. All CRS staff are currently available to have remote meetings with individuals, and new referrals are being accepted. Similarly, Case Management services are available remotely and new referrals are being accepted.
    - Recovery Centers (Bethlehem Recovery Center, Change on Main, and Change on Third) are closed from March 16 until further notice. The staff will continue to assist community members via phone and social media, provide information about available resources, and guide clients to recovery supports and other resources during this time.
  - ***Lenape Valley Foundation*** –
    - Effective immediately, Lenape Valley Foundation is postponing any community events & meetings that are scheduled to take place at their facilities. This is in effect until further notice.
    - They have limited groups that meet in their buildings. Continuation of group therapy is being monitored on a daily basis. They advise checking with your group leader regarding the current status of your group.
    - Their onsite pharmacy, Genoa, has offered to mail medication or walk out to cars for pick up for consumers that don’t have otherwise scheduled appointments. Call the pharmacy directly to arrange for these services: 267-327-4559.
    - As of March 24, they have closed the 500 N. West Street and 499 Bath Road locations to consumers and are only having staff on-site who absolutely need to be there. The exceptions are the Clozaril clinic and injections.

- **Libertae** – Effective March 18, they are temporarily no longer accepting admissions.
- **Life Guidance** – They are open with minimal staff. Services are being provided via telehealth and face-to-face as needed.
- **Malvern Health** –
  - **Malvern-Pottstown** - Effective March 24, PHP, IOP and OP services are being conducted via telehealth. They are administering face-to-face UDS as clinically appropriate.
  - **Progressions Behavioral Health Services, Inc.** – Effective March 24 until further notice: Outpatient Psychiatric Clinic programs have moved to telehealth services and are accepting new patients. Behavioral Health Rehabilitation Services have moved to telehealth. Services may continue in home/community settings as mutually agreed upon by families and staff. New admissions are welcome.
- **Mental Health Partnerships** - MHP headquarters at 1211 Chestnut St, Philadelphia is temporarily closed to visitors due to the COVID-19 crisis. They have limited administration hours each day to ensure fiscal and IT operations continue. Most of their staff are working remotely for their health and safety. Their main phone number and general email are being monitored and responded to multiple times a day.
  - **PeerNet Program** – Has been temporarily converted to telehealth effective March 18.
- **Merakey (Delaware and Montgomery Counties)** – Effective March 12, they suspended their IOP program as a precautionary measure through at least April 7, and the OP program is still providing psychiatry, therapy and med services (limited onsite and the rest are telehealth starting March 18). Merakey has made the decision to operate the majority of their Dual Diagnosis Treatment Team (DDTT) services through telehealth but will continue to offer vital services, face to face (i.e, administration of injectable medication, imperative medical appointments, etc.) as long as it's safe to do so.
- **Merakey Outpatient Clinicians and Psychiatry Staff have been informed:**
  - That all services will be performed via telehealth.
  - For the few individuals that are showing up to open access, staff will be available to provide that service with the necessary precautions.
  - Outpatient will continue to operate with a skeleton staff to include department leadership, and two clinical staff to address any urgent needs, especially those individuals referred by an inpatient setting.
  - This plan will be in place through at least April 7, after which time they will re-evaluate.
  - Finally, as a result of the clinic moving to telehealth the clinic will be closed on Saturdays through April 4, at which time they will re-evaluate if there is a need to re-open on Saturdays.
- **Merakey Broomall PRS Program** – For the PRS Program office located at 620 Park Way Psych Rehabilitation Program located in Broomall, PA, they are currently working remotely. If you have any questions, send an email to: [CDickerson@merakey.org](mailto:CDickerson@merakey.org) or [Tracy.Perry@merakey.org](mailto:Tracy.Perry@merakey.org).
- **Merakey Delco FACT** – Is cancelling all group sessions for the time being.
- **Merakey (Cambria, Lehigh and Northampton Counties)** - Merakey services in Lehigh and Northampton Counties including: Blended Case Management, Peer Support Services, Wellness

Recovery Team, Therapeutic Foster Care/CRR Host Home, Foster Care, and Family Based Mental Health are implementing expanded telehealth options of service delivery, effective March 18.

- **Mercy Fitzgerald Hospital** - Mercy Fitzgerald CCP is currently providing telephonic support for BCM participants starting on March 20. There will be a re-evaluation to determine options at a future time. Mercy Fitzgerald Outpatient medication management will provide tele-medicine to their current outpatient clients starting on March 23. Injections and Clozaril monitoring will continue.
- **Mirmont Outpatient Center Broomall** - All MH, SUD groups and OP Psych programming is temporarily moving to virtual effective March 19.
- **Montgomery County Recovery Community Center** – They are working remotely effective March 13 through at least April 7 in accordance with the State and County Directives. They will be available for virtual/telephonic recovery support services and those interested should call Alison Slickers at 610.675.4200 or email [aslickers@councilsepa.org](mailto:aslickers@councilsepa.org). Effective March 13, their centers in Bucks and Philadelphia Counties will be limiting services to previously scheduled one on one appointments. During this time, groups and walk in services are temporarily postponed. All scheduled training events at the center from March 13 – April 7 will also be postponed and rescheduled. They will continue to monitor the State and County recommendations and update this information if and when changes are made. Please use the following contact information for each center and to schedule an appointment.
  - Philadelphia Recovery Community Center: Hank Owens call 215.223.7700 x109 or email [howens@councilsepa.org](mailto:howens@councilsepa.org)
  - Southern Bucks Recovery Community Center: Alison Dunn call 267-885-8205 or email [adunn@councilsepa.org](mailto:adunn@councilsepa.org)

As always, the Information Line is a resource that can help answer your questions concerning alcohol, tobacco, and other drugs; and provide information, support, referrals and advocacy. (800) 221-6333 Referral/Information Line 9a-5p M-F. You can also call PA Get Help Now 24/7: 1-800-662-4357(HELP).

- **Muhlenberg Mental Health Clinic** - Will see patients effective March 19 at the LVPG Adult & Pediatric Psychiatry (2710 Schoenersville Road) during the COVID-19 situation. All phone information will be the same.
- **MusicWorks** – Effective March 30, they are delivering music therapy sessions via Telehealth and will continue to do so until the end of the pandemic.
- **NAMI-Lehigh Valley** – Have moved their peer and family support groups to Zoom. They have added a check-in group to anyone, regardless of mental health diagnosis. The groups started on March 31 and the schedule is: General Check-in, Tuesdays, 1-2:30 pm; Family Group, Wednesdays, 2-3:30 pm; and Peer Group, Thursdays, 6-7:30 pm. Contact [info@nami-lv.org](mailto:info@nami-lv.org) to join the groups.
- **Network of Victim Assistance (NOVA)** – The offices are temporarily closed, as the staff is working remotely. For all updates and contact information, go to [www.novabucks.org](http://www.novabucks.org).
- **Nulton Diagnostic & Treatment Center**- They are currently open and providing all services.
- **Oasis Community Center** – They have virtual support groups available via Zoom. OASIS Daily Connection is weekdays at 11:00 am, ACA “Trust, Feel, Talk” is Mondays at 7:15 pm, CoDA “Sharing Experience, Strength, & Hope” is Tuesdays at noon, and Al-Anon “Roots of Hope” is Tuesdays at 7:00 pm. For links to the Zoom meetings, e-mail <mailto:info@oasisbethlehem.org>. If you have any questions, send an email to [rhonda@oasisbethlehem.org](mailto:rhonda@oasisbethlehem.org).

- **Omni Health Services** – Has temporarily stopped all face to face services and will transition to telehealth service delivery.
- **Paragon** – They are operating telehealth only services for their ABA and Outpatient Services. Families can continue to reach out to their clinicians throughout this time and access their services through telehealth if needed.
- **Pathways Community Services (The ReDCo Group)** – They are temporarily providing BHRS via telehealth.
- **Peerstar** – Offices are currently open with staff rotating shifts between telework and office days. Referrals are continuing to be accepted and processed. Face to face services are provided after health screening questions. As of March 17, telehealth via video is an option.
- **P.E.N. Drop In Center** - The Drop In Center is temporarily closed through April 30, and the staff will be working remotely. This closure includes the cancellation of their 'Time Travelers Ball'. Refunds will be available once the Center reopens. Dr. Talbot has also made the decision to postpone the trip to the Baltimore Art Museum until the fall. If you are unable to attend the rescheduled date, your money will be refunded. For any questions on these items or anything else related to the Drop In Center, please send an email to [mjoseph@pendropincenter.org](mailto:mjoseph@pendropincenter.org).
- **Penndel Mental Health Center** – The April 1 update is [here](#). The Main Center (1517 Durham Road) will now only be open until 3:00 pm Monday to Friday.
- **Penn Foundation** – Due to emergency staffing needs on their crisis team, they had to expedite their transition of all services to telephonic treatment at their crisis line, 215-257-6551. Effective March 29, all crisis services, including assessments and 302's, moved to telephonic treatment.
  - Additionally, Penn Foundation has implemented Zoom for Healthcare, enabling them to resume their mental health group therapy services and their IOP drug & alcohol groups beginning March 30. As of March 30, the only suspended services include:
    - Wellspring Clubhouse Services
    - Drug & Alcohol Partial Hospital Services
    - Group wellness classes (yoga, mindfulness and tai chi – some videos however are available on Penn Foundation's website for clients and the community)
- **Penn Psychiatric Center**- They are open for appointments during business hours – Monday through Thursday 8:30 am – 8:00 pm and Friday 8:30 am – 5:00 pm.
  - Clients can be seen in person or via telehealth by psychiatrists or therapists.
- **Piece of our Puzzle, LLC** - They have put a hold on in-home services to families who meet that criteria until further notice. And they are offering BCBA services via email, phone and video chat. Supervisors have their own Google classroom portal which any child who is interested can join; they just need their email. The portal will include virtual social skills groups and field trips.
- **Pinebrook Family Answers** – They remain open and all behavioral health services are being done via telehealth. Clients are being contacted by clerical staff or by their primary provider to arrange telehealth services but can contact the appropriate office for more details. For other essential services that are not able to be done remotely, staff members are continuing services face-to-face while following CDC guidelines for social distancing and hygiene practices. If members have not heard from their primary provider or support staff, please call that provider or the respective office at the following numbers: Allentown, 610-432-3919; Bethlehem, 610-814-7154; Easton, 610-551-8151; Wind Gap, 610-863-8151.



- They have expanded their free Warmline services to anyone with emotional and mental health concerns who need someone to listen and care. The Warmline accepts calls between 6:00 a.m. and 2:00 a.m. seven days a week. Call 610-820-8451.
- **PMHCA** - At PMHCA and Youth MOVE PA they understand the toll social isolation can take on our mental health. Connecting online can be a good way to alleviate this issue. PMHCA and Youth MOVE PA will be hosting a series of “**Virtual Drop-In**” zoom meetings to help reduce the sense of social isolation we can experience during this difficult time. These are NOT clinical or therapeutic groups!
  - *The “**Adult Virtual Drop-In**”, is a topic-driven, social gathering hour that is scheduled twice a week. While we are all house bound during this health crisis, let’s take some time for some good old socialization and conversation. We would love to discuss many different topics such as our “favorite things” and our “go to coping skills” with whoever wants to join us. One topic that is off limits is the COVID-19 virus! Meetings will take place using Zoom on Tuesday and Thursday from 1 pm to 2 pm. Meetings will be moderated by Kathy Quick, Jason Riligio, and Samantha Harkins.*  
Meeting ID: 131-337-859, Meeting Link: <https://zoom.us/j/131337859>
  - *Youth MOVE PA is excited to host a “**Youth Virtual Drop-In**” that is all about getting some social interaction, even if we can’t go out and do our normal things like school, sports, going to the game store, or hanging with our friends. We know how stressful it can be when our routine is messed up and it is just as frustrating when everyone is talking about Coronavirus as if there might be impending doom!! We would like to help you feel better about the outside world and the stress it may bring by meeting new people who join this group. We will be talking about ourselves, what we like, and be discussing a specific topic with each other during each meeting. This gives us some distraction from the anxiety that can arise from being stuck inside all the time. Our meetings will be hosted every Monday and Friday from 1pm to 2pm on Zoom. Meetings will be moderated by Zack Karenchak, Tristan Schnoke and Aaron Zimmerman.*  
Meeting ID: 410-999-098, Meeting Link: <https://zoom.us/j/410999098>
  - *The “**CPS Virtual Drop-In**” is designed specifically for Certified Peer Specialists. As Certified Peer Specialists, we are familiar with taking care of others needs over our own, as well as our paychecks depending on our billable hours. In this time of uncertainty, we must take care of our personal wellness, so we can continue to be an inspiration to those we serve, whether by phone or through other technology. This is a statewide support group that can be molded to fit the needs of those attending. We are resilient, we’re Peer Specialists, we are living breathing examples of recovery, and we will get through this together. Join us Mondays from 11:30am – 12:30pm. This meeting will be moderated by Jason Riligio and Kathy Quick. Meeting ID 305-863-445, Meeting Link: <https://zoom.us/j/305863445>*
- **Potential Inc. & Springtime School** -
  - Pairing a Registered Behavior Technician (RBT) with a single family to provide essential services for the duration of the ban on non-essential travel. Both parties must take and pass the CDC’s COVID-19 screening questionnaire.
  - Sanitizing all materials used by RBTs before entering a home. Additionally, Potential’s office is being deep cleaned in preparation for when they can re-open.
  - Program Coordinators are using telehealth to support families and supervise RBTs.



- Until the ban is lifted, their offices will remain closed and all administrative staff are working from home.
- **Preventive Measures** – Has temporarily stopped all face to face services and will transition to telehealth service delivery.
- **Pyramid Halfway House** - No admissions or discharges until further notice.
- **Recovery Partnership** – Offices are open to staff only until at least April 7. Non-employee visitors are prohibited unless deemed medically necessary or required by court order. All previously scheduled activities, meetings and appointments have been postponed. Please contact your peer worker via telephone for any support issues you may be experiencing at 610-861-2741.
  - Daily Virtual Drop-In Center begins April 1 from 2:00-4:00pm. Visit their website at <http://www.recoverypartnership.us>
- **Resources for Human Development** –
  - Lehigh Valley ACT Services – They are increasing the use of phone and conference calling to remain in contact with consumers. They will assess/determine on a daily basis which consumers require a face to face contact and then utilize safe practices in service delivery. Suspended all in house groups for now and will reassess in two weeks. Not doing any face to face contacts in Hospitals/ER's at this time.
  - Lower Merion Counseling And Mobile Services (LMCMS) – Effective March 17, all staff are working remotely and utilizing telehealth practices to serve their consumers. Onsite groups have been suspended at this time to mitigate risk to both consumers and staff and will be reevaluated in two weeks.
  - Rise Above Services – Effective March 23:
    - Will provide services at MCCF via telehealth options. This includes evaluations (PPI, Psych, SO, Level of care assessments, DTC evaluations, BHC evaluations).
    - DUI Evaluations are still occurring at their office. They are working to be able to provide these to clients via telehealth options.
    - PPI Evaluations are still occurring at their office. They are working to be able to provide these to clients via telehealth options.
    - Psych Evaluations are still occurring at their office. They are working to be able to provide these to clients via telehealth options.
    - They are accepting new intakes for treatment clients and are offering intake appointments at their office. They are working to be able to provide these to clients via telehealth options.
    - They will begin offering telehealth therapy options to our treatment clients hopefully beginning on approximately March 25. This will be on an individual basis only.
    - Working through options to provide group treatment through telehealth options.
    - All psychoeducational groups (SAFE, Anger Management, DUI Intervention) have been postponed at this time. They will address the needs of clients seeking services on a case by case basis and identify potential solutions.
    - While they are working to provide services primarily via telehealth, their office will remain open to accommodate individuals who may not be comfortable with or have access to technology. Their office is practicing universal precautions to keep our employees and clients safe.

- Hours of operation may vary based on the in-office service provision and will be updated as necessary on our outgoing voicemail each week.
  - Montgomery County Recovery Center:
    - All group counseling suspended until further notice.
    - Counselors are providing individual counseling via telephone and video.
    - MAT treatment is still being offered to patients Monday to Friday.
    - SAMHSA relaxed take-home guidelines - will allow take-home doses of up to 28 days for patients who are stable and 14 days for patients who less stable but whom OTP believes can safely handle level of take-home medication.
- **Salisbury Behavioral Health** – They have temporarily closed site-based Psychiatric rehabilitation programs in Bethlehem and Allentown, and are offering telehealth services to these individuals if they are interested in maintaining services, where it is appropriate. Individuals in service have been notified as have any residential or family supports if appropriate. As of March 17, visitor restrictions have been implemented at their residential locations including Personal Care homes, CRRs, and Supported Living Programs:
  - no visitation from families, guardians, and outside parties
  - no home visits
  - rescheduled non-essential medical or dental appointments
  - no community activities
  - hold on new admissions
- **SOAR** – Is suspending all groups until further notice.
- **Sound Health Counseling Solutions** – Will go to telehealth on a temporary basis, effective March 24.
- **Spectra Support Services, LLC** – Are working remotely on a temporary basis until at least April 7, in response to the COVID-19 outbreak.
- **St. Luke's University Health Network (Bowmanstown & Eaton Ave locations)** – Large groups and partial programming are temporarily suspended. Clients are receiving daily telehealth visits.
- **Team Counseling Concepts** – BSC and BCBA's have been moved to Telehealth. TSS and RBTs are currently only servicing their most critical cases, if the parents request and allow these services to be provided in-home.
- **Treatment Trends** –
  - Keenan House is still accepting admissions with additional screening protocols.
  - Halfway Home of the Lehigh Valley is still accepting admissions with additional screening protocols.
  - Confront assessments/intakes are available in person and via telehealth. All IOP and OP services will be performed via telehealth.
  - Training Institute has cancelled all trainings until further notice.
- **United Way of Bucks County**- Member agencies can apply for emergency grants through the Bucks County COVID Recovery Fund. The fund is exclusively to serve Bucks County residents who have been negatively impacted by the virus and/or shutdown. Basic needs related to COVID is the priority (food, shelter, transportation, and health-related needs). This fund may not be used for existing operating costs. **To apply for funds, complete the application [here](#).** Applications are reviewed by a small panel of business and non-profit leaders on a rolling basis.

- [PHL COVID-19 Fund](#): Bucks County 501(c)(3) organizations are invited to apply for support. They have advocated for geographic diversity of funding on behalf of Bucks County. This fund may be particularly helpful for those of you who cross county lines. Applications are currently accepted on a rolling basis.
- [Foundations Community Partnerships COVID Response Grants](#): This fund is aimed at the behavioral health needs for children, youth, and families in Bucks County. To apply, you must have received a grant from FCP in the past 7 years. The deadline for Letters of Intent is April 15, 2020.
- **United Way of Greater Lehigh Valley** has created a list of [pantries](#) and [sheltering programs](#) in the Lehigh Valley.
- **Valley Youth House** - All Valley Youth House office locations will be closed to staff, clients, and guests until at least April 7, and they have implemented the following important measures below. Please reach out to [info@valleyyouthhouse.org](mailto:info@valleyyouthhouse.org) with any questions or concerns.
  - All essential Valley Youth House locations will remain open to include:
    - Lehigh Valley Shelter
    - Bucks County Shelter
    - Supervised Independent Living+ (SIL+) locations
- **Valliere & Counseling Associates, Inc.** – Group and individual sessions are being completed with Telehealth through Theraquest. New clients are welcome and information is available on [their website](#).
- **Warwick House** - Warwick Family Based Services continue to extend services to members in all Counties via Telehealth and remain open for new referrals. TSS Services have resumed with a Telehealth TSS Sessions Plan in place.
- **White Deer Run – Allentown** – Telehealth is available for IOP, OP and individual sessions.
- **White Deer Run Halfway House** - Both male & female WDR HWHs are not taking any new admissions at this time, until further notice.
- **Woods Services** –
  - They have suspended all resident home visits and non-critical out-of-state medical or other appointments.
  - In an effort to protect their residents and staff, they are suspending all outside visitation at this time. Their staff reached out to all families/guardians on March 17 to touch base with all. If a family/guardian chooses to take their child home, they are allowing this, but they will not be able to return to Woods until they are authorized.

**[Food banks information \(see the member resources link on page 1\)](#)**