

Reply to: Behavioral Health Administration
P.O. Box 7549
Riverside, CA 92513

March 30, 2020

TO: All Behavioral Health and Substance Abuse Providers,

SUBJECT: RUHS - Behavioral Health COVID-19

Riverside University Health System – Behavioral Health (RUHS-BH) wants to ensure our entire Provider community that we are making every effort to address the mounting challenges we are all facing due to the Coronavirus (COVID-19) Pandemic. With essential services as our priority, RUHS-BH will remain operational and open for business to the best of our ability. Our 24/7 Crisis Response team, CARES call center, and mental health teams will continue at needed capacity. RUHS-BH expects that our Provider partners will continue their critical role in our Mental Health Plan (MHP) of providing services to meet the needs of our clients and the community.

As this public health crisis continues to evolve, we recognize that the agencies serving our most vulnerable individuals are themselves experiencing significant fiscal impacts as a result of service delivery challenges and disruptions. Across our system, the top priority is to support the health and well-being of our communities and those providing the essential services.

Previously, our Quality Improvement (QI) unit sent out information on service delivery changes, including guidance for providing telehealth, NTP, residential, and outpatient services. As a result of questions received, the below information is intended to help answer fiscal questions and concerns. We will continue to provide updates as more information becomes available.

Financial Matters

RUHS-BH plans to provide financial supports for agencies that continue to deliver the services per their contract including the newly revised service models to our vulnerable populations. RUHS-BH will be implementing the following changes for Providers with direct service contracts that are required to invoice based on service volume. Providers required per contract to invoice based on actual cost will continue that established process.

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- **Payment:** Beginning on April 1, 2020, each Provider contracted to invoice based on direct services has the option to submit invoices for payment equal to 1/12th of the current Contract Maximum Amount, or to continue to be paid based on the method identified in the Contract Exhibit C. Providers opting for the 1/12th payment will need to submit an invoice with the 1/12th amount specified. Routine service denials and remaining cost report settlements will continue to be deducted from invoices in accordance with applicable contract terms, QI processes and cost report settlement agreements.
 - **Services:** All services must be entered in compliance with the contract terms.
 - **Invoice:** Must meet all current invoicing requirements, including the submission of a current Provider Integrity Form (PIF) and the PVD 2003 ELMR report.

Rates

Recognizing that prolonged changes in service levels may affect Provider cost per unit (CPU), RUHS-BH will review the Riverside County Maximum Allowable Rates (RCMAR) in conjunction with the cost report settlement process.

Contract Amendments

Behavioral Health will continue to process contract amendments on an as-needed basis. We are not expecting any interruptions in this process. We hope this provides you with additional clarity and safeguards to allow continued access for our communities. Please continue to contact your BH liaison should you have additional questions.

Sincerely,



Amy McCann, MBA
Assistant BH Director for Administration and Finance
Riverside University Health System – Behavioral Health