COVID-19 Update: Submitting Clinical Information and Sending Secure Emails

March 18, 2020

HealthChoices Contracts:
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Community Care appreciates the commitment of all of providers to serve members during this difficult time. Behavioral health services are essential services to our members, and Community Care expects our contracted behavioral health providers to continue to serve members throughout the COVID-19 crisis. Providers are expected to notify Community Care, their local county human service offices and OMHSAS if you anticipate or plan to modify program schedules or admissions to programs due to concerns with COVID-19.

For BHRS, BHRS Waiver Programs, RTF, and CRR Host Home providers, effective immediately, clinical information previously submitted via USPS mail, FedEx, UPS, etc. will now be accepted via fax, secure email, or telephonic review (BHRS/IBHS, BHRS Waiver Programs, CRR-HH, RTF, additional information). Community Care will not accept mail after Wednesday, March 25, 2020. We will work with providers to ensure receipt of information. In an effort to lessen administrative burden, we have reduced the required information to only the plan of care and best practice psychological/psychiatric evaluations for BHRS services and to IBHS orders and assessments for IBHS services.

When submitting clinical information via email, it is critical to include the level of care and member’s county of eligibility in the subject line and include only one email per member per service.

Similarly, when submitting clinical information via fax, it is critical to include only one member and level of care per facsimile.

If providers would like to utilize telephonic reviews for these levels of care, please call the Community Care Provider Line at 1.888.251.2224 and you can be connected to a care manager for assistance.

Utilization management for inpatient, SUD residential, and acute diversion/stabilization will continue to follow the same telephonic process.

Community Care’s secure ePortal remains unchanged.

Correspondence with quality staff at Community Care may also use the email address identified by contract below. Otherwise you may contact your Quality Representative directly or by calling the Community Care Provider Line at 1.888.251.2224. If using the email to submit quality-related information (i.e., SMLs) please put Quality in the subject line and be sure to follow your organization’s secure email protocols.
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Providers electing to email information must send documents to the secure email affiliated with the member’s county of eligibility outlined below.

Providers electing to fax information must send documents to the fax number affiliated with the member’s county of eligibility outlined below.

Please know Community Care will work with providers during this time and we encourage questions and communication so we can offer the best possible service to providers and members.

Required Documents for BHRS/IBHS, BHRS Waiver Programs, CRR-HH, and RTF include:

- Plan of Care
- Best Practice and/or Psychiatric Evaluation
- IBHS-orders and assessments

Note: Other documentation may be submitted if necessary, to support MNG

See page 4 for how to send secure email (reminder: please include the level of care and member’s county of eligibility in the subject line)

Please use the links on the following page. Please note if you are re-typing the email address, there are underscores in the address where you see a space.
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<table>
<thead>
<tr>
<th>Office</th>
<th>Fax/Email Submission</th>
</tr>
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<tbody>
<tr>
<td>Camp Hill</td>
<td>1.866.418.0366</td>
</tr>
<tr>
<td>(Adams, Berks, York Counties)</td>
<td><a href="mailto:CCBH_ICPAB@ccbh.com">CCBH_ICPAB@ccbh.com</a></td>
</tr>
<tr>
<td>Chester</td>
<td>1.888.589.6559</td>
</tr>
<tr>
<td>(Chester County)</td>
<td><a href="mailto:CCBH_ICPChester@ccbh.com">CCBH_ICPChester@ccbh.com</a></td>
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<tr>
<td>Dubois</td>
<td>1.866.294.1142</td>
</tr>
<tr>
<td>(Cameron, Clarion, Clearfield, Elk, Forest, Jefferson, McKean, Potter, Warren Counties)</td>
<td><a href="mailto:CCBH_ICPNC@ccbh.com">CCBH_ICPNC@ccbh.com</a></td>
</tr>
<tr>
<td>Erie</td>
<td>1.855.892.8495</td>
</tr>
<tr>
<td>(Erie County)</td>
<td><a href="mailto:CCBH_ICPErie@ccbh.com">CCBH_ICPErie@ccbh.com</a></td>
</tr>
<tr>
<td>Hollidaysburg</td>
<td>1.855.480.7029</td>
</tr>
<tr>
<td>(Blair County)</td>
<td><a href="mailto:CCBH_ICPBlair@ccbh.com">CCBH_ICPBlair@ccbh.com</a></td>
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<tr>
<td>Moosic</td>
<td>1.866.284.9184</td>
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<tr>
<td>(Lackawanna, Luzerne, Susquehanna, Wyoming Counties)</td>
<td><a href="mailto:CCBH_ICPNE@ccbh.com">CCBH_ICPNE@ccbh.com</a></td>
</tr>
<tr>
<td>Pittsburgh</td>
<td>1.888.251.0087</td>
</tr>
<tr>
<td>(Allegheny County)</td>
<td><a href="mailto:CCBH_ICPAllegheny@ccbh.com">CCBH_ICPAllegheny@ccbh.com</a></td>
</tr>
<tr>
<td>Somerset</td>
<td>1.833.622.3982</td>
</tr>
<tr>
<td>(Bedford, Somerset Counties)</td>
<td><a href="mailto:CCBH_ICPBS@ccbh.com">CCBH_ICPBS@ccbh.com</a></td>
</tr>
<tr>
<td>State College</td>
<td>1.866.562.2406</td>
</tr>
<tr>
<td>(Bradford, Cameron, Centre, Clarion, Clearfield, Columbia, Elk, Forest, Huntingdon, Jefferson, Juniata, McKean, Mifflin, Montour, Northumberland, Potter, Schuylkill, Snyder, Sullivan, Tioga, Union, Warren, Wayne Counties)</td>
<td><a href="mailto:CCBH_ICPNC@ccbh.com">CCBH_ICPNC@ccbh.com</a></td>
</tr>
<tr>
<td>Tobyhanna</td>
<td>1.866.562.2405</td>
</tr>
<tr>
<td>(Carbon, Monroe, Pike Counties)</td>
<td><a href="mailto:CCBH_ICPCMP@ccbh.com">CCBH_ICPCMP@ccbh.com</a></td>
</tr>
<tr>
<td>Williamsport</td>
<td>1.855.345.0901</td>
</tr>
<tr>
<td>(Lycoming, Clinton Counties)</td>
<td><a href="mailto:CCBH_ICPLC@ccbh.com">CCBH_ICPLC@ccbh.com</a></td>
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</table>

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Secure Provider Emails

As a Community Care provider, you’re aware that all patient-related emails are sensitive and confidential. HIPAA compliance is essential in transmitting protected patient information.

Any electronic correspondence that your organization sends to Community Care that contains protected health information (PHI) must be sent in an encrypted format. Facsimile transmissions, by nature are already encrypted. To send encrypted emails, you must follow your organization’s protocols for encrypting your emails. This may be as simple as adjusting the security settings within your email application.

Please also be careful not to include any PHI in the subject line of your email messages. Community Care strongly recommends adding a statement with your email signature indicating that the contents of the email are intended solely for the recipient and should not be forwarded or shared.

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