



STATE OF CONNECTICUT
DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
A Healthcare Service Agency

NED LAMONT
GOVERNOR

MIRIAM E. DELPHIN-RITTMON, Ph.D.
COMMISSIONER

MEMORANDUM

To: DMHAS Private Non-Profit Providers

From: Miriam E. Delphin-Rittmon, Ph.D. *MDR*

Date: March 16, 2020

Subject: DMHAS COVID-19 Provider Update #1

As you are aware, the world is in the midst of a pandemic that continues to have a profound impact on affected areas. It is the highest priority of the Department to work together effectively with all of our providers during this crisis to protect the health and safety of the individuals we serve and the staff who serve them.

As the DMHAS Incident Command Team and I work to identify operational response steps to the pandemic, it is of the utmost importance that we communicate with the private not-for-profit providers on a frequent basis.

Please feel assured that the Department is committed to the on-going operations of our community partners. To that end, we are actively exploring the possibility of an early release of provider 4th quarter payments. If we are able to release these payments prior to April 1st, we will do so. While the Department will still require the submission of your interim Fiscal Report, we will not hold the 4th quarter payment for the receipt and review of this report. Further, payment will be made in full for the 4th quarter. The Department will, within contracted and budgetary allocations, pay for all expenses incurred during this time period, as detailed on the provider's Annual Financial Report at the end of the fiscal year, so long as providers adhere to the requirements detailed below. The Department is also actively working with the Department of Social Services to determine the ability of providers to bill for third-party reimbursement should the venue of service provision be temporarily modified (i.e. if in-home services are approved for temporary provision through Skype/teleconference/etc.), although no determination has been made on this issue at this time.

While more information may be forthcoming, and while our direction to DMHAS providers may evolve in the coming weeks, effective immediately, please be advised of the following regarding the Department's expectation of its service providers:

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Inpatient/Residential Treatment, Outpatient Treatment and Recovery Support Programs:

- All Continuity of Operation Plans (COOP Plans) must be reviewed and updated as necessary;
- [Telehealth for outpatient services](#) has been approved by the Department of Social Services; If a resident becomes symptomatic, the provider must immediately notify the patient's primary care provider for direction on how to proceed; and
- If, as an agency, providers determine that risk factors require a deviation from the standard of service required per contract (i.e. modification of in-home services to mobile teleconferencing, telecommuting where shared space is a contract requirement, suspension of services completely, etc.), the provider must submit a request in writing and obtain approval from Deputy Commissioner Nancy Navarretta at Nancy.Navarretta@ct.gov.

Requests to deviate from contracted standard of service must identify the program(s) impacted, the deviation requested, the anticipated client impact, and the anticipated length of the deviation. The Department will review each request and will respond with its decision as quickly as possible after receipt of the request.

The Department is committed to maintaining a positive and collaborative partnership with our providers during this unprecedented time, balancing the continuity of services for a vulnerable population with the health and safety of all Connecticut residents, including agency staff.

Please make every effort to remain apprised of the State's emergency management response as the situation evolves. Information, resources and guidance on COVID-19 and the State's response is available at ct.gov/coronavirus. Thank you for your on-going support and partnership.