

COVID-19 Overview for Mobile Response Stabilization Services

Summary

This overview describes CYBER Release 1.44.18.0 regarding enhancements made as a result of the Coronavirus, COVID-19. Additions were made to Progress Note Types and Crisis Tracking Form Call Outcome options to identify when telehealth options are used in practice.

New Call Outcomes for the Crisis Tracking Form

New Call Outcome options will be added to the menu of choices in the Crisis Tracking Form used by Mobile Response Providers.

The image shows a screenshot of the 'Enter a New Crisis Form...' window. The form is titled 'CRISIS TRACKING' and contains several fields: Provider (M13 MR, Cape/Atlantic), Youth's Current County (ATLANTIC), Request Type (Standard Dispatch), Dispatch Date (2/5/2019), Dispatch Request Time (12:15 PM), On Scene Date (<M/d/yyyy>), On Scene Time (AM/PM), Delayed Dispatch Reason, Call Number (915324), Call Outcome (highlighted with a red box), Clear Date (<M/d/yyyy>), Clear Time (AM/PM), and Transition Date (<M/d/yyyy>). A dropdown menu is open for the Call Outcome field, listing the following options: REFUSE, STAB, CMSTAB, CANCEL, CRIBED, JFPETIT, OHPETIT, FLOUP, TRANSC, Telehealth A/V STAB, Telehealth A/V CMSTAB, Telehealth AO STAB, Telehealth AO CMSTAB, Telehealth TRANSC, Telehealth LAENF, Other COVID-19, COVIDREF, and COVIDCANCEL. A red arrow points from the red box around the Call Outcome field to the dropdown menu.

The following **Call Outcomes** should be used if the clinician is using videoconferencing applications such as (but not limited to) **Skype** and **Zoom** to **visually observe** the youth during the service:

- **Telehealth A/V STAB: Audio/Visual Response Crisis Stabilized Services** - Intervention completed through telehealth (audio/visual) and family/youth will be receiving only initial 72 hours of services
- **Telehealth A/V CMSTAB: Audio/Visual Response Community Stabilized Services** - Intervention completed through telehealth (**audio/visual**) and family/youth will be receiving up to 8 weeks of stabilization
- **Telehealth AO STAB: Audio Only Response Crisis Stabilized** - Intervention completed through telehealth (**audio**) and family/youth will be receiving only initial 72 hours of services
- **Telehealth AO CMSTAB: Audio Only Response Community Stabilized Services** - Intervention completed through telehealth (**audio**) and family/youth will be receiving up to 8 weeks of stabilization management by MRSS team
- **Telehealth TRANSC: Transfer to Screening** - During a telehealth intervention, the youth was referred for Psychiatric Emergency Services.
- **Telehealth LAENF: Referred to Law Enforcement** - During a telehealth intervention, the youth required referral to law enforcement.
- **Other COVID-19: Other Related Outcomes** - Not covered by other options but related to COVID-19
- **COVIDREF: COVID-Related Intervention Refused** - Family/Caregiver/Guardian declines MRSS services during initial intervention (telehealth or face to face) and references COVID-19 concerns. *** 'No response on site' by family during initial face to face should be captured with regular refused code
- **COVIDCANCEL: COVID-Related Call Canceled** - Request for dispatch cancelled once dispatch arranged; Family references COVID-19 concerns; used after initial call with CSA has been terminated and prior to MRSS dispatch (telehealth or face to face)

If **COVIDREF** or **COVIDCANCEL** are selected in the Call Outcome drop down, the Crisis Tracking form will require the user to enter a Transition Date in order to Submit.

The image shows a screenshot of a web form with the following fields:

- Call Outcome:** A dropdown menu with "COVIDREF" selected. This field is enclosed in a red rectangular box.
- Clear Date:** A date input field with a calendar icon and the number "15".
- Clear Time:** Two input boxes for hours (H) and minutes (M), followed by radio buttons for "AM" and "PM".
- Transition Date:** A date input field with a calendar icon and the number "15". A red arrow points to this field from the right.

Telehealth Progress Notes for Providers

Three new progress note types will be available in CYBER for all providers*. The three added telehealth progress note types are:

Progress Note Notation Types	Definition
Telehealth - Audiovisual	Use this progress note type if a typical face-to-face service is delivered by means of <u>both</u> video and audio technology. This note indicates that a provider interacted with the youth and/or family during service session through visual and auditory communication. <u>Examples:</u> Technology platforms may include videoconferencing applications such as (but not limited to) Skype and Zoom
Telehealth - Audio Only	Use this progress note type if a typical face-to-face service was delivered by means of audio communication only. This note indicates that a provider interacted with the youth and/or family during service session through auditory communication only. <u>Example:</u> Telephonic contact
Telehealth - Support Activity	Use this progress note type to document collateral or other service support activity outside of the actual telehealth service delivery itself. <u>Examples:</u> Text messaging, paperwork dropped off, etc.

*AHH, FSS, OAS and SAB will not be able to view or create these progress notation types.

Instructions on Use of Telehealth Progress Notes:

Providers should continue to utilize their existing progress note types to enter necessary documentation. If the service provided is typically a billable face-to-face service and is provided instead via Telehealth, a second progress note is necessary to verify the method of service delivery. This information is necessary to help CSOC obtain important service delivery information and support current provider service delivery method. Non face-to-face contacts routinely conducted by telephone and other relevant activities should be documented within existing progress note types in line with standard practice.

Example: An MRSS Crisis Intervention Specialist is documenting the outcome of an Initial MRSS dispatch, which occurred via Video Audio Telehealth:

- 1) MRSS Crisis Intervention Specialist would document the outcome of their MRSS dispatch within their Initial Crisis Response progress note as they do in current practice. The elements of this progress note type would not change.
- 2) MRSS Crisis Intervention Specialist would enter a second progress note “Telehealth-Audiovisual” advising that the MRSS dispatch took place on xx-xx-xx via Zoom and to refer to Initial Crisis Response progress note dated xx-xx-xxxx for service details. Entry of duration is not required, and no note subtypes are available for telehealth progress note types.

MRSS Capacity Challenges

If MRSS providers are unable to deliver services in the community or by telephone/technology due to limited staff capacity, the MRSS program director or their designee should immediately contact PerformCare at 1-877-652-7624. Performcare will coordinate dispatch via telehealth with another MRSS Agency in coordination with CSOC as necessary.

References

DCF MRSS Dispatch Guidance <https://www.nj.gov/dcf/news/MRSS-Guidance-COVID19.pdf>

NJ State Information Hub <https://covid19.nj.gov/>

Coronavirus (COVID-19) Information (general) <https://www.nj.gov/dcf/coronavirus.html>

Contracted Providers https://www.nj.gov/dcf/coronavirus_contractedproviders.html

Guidelines for Providers <https://www.nj.gov/dcf/news/200312-DCF.Guidelines.around.COVID-19.Communication.pdf>

Guidance for Providers of Services for Individuals with Intellectual or Developmental Disabilities
https://nj.gov/humanservices/documents/covid/Guidance_CommunityProviders.pdf

Temporary Telehealth Guidelines Newsletter
<https://nj.gov/humanservices/library/slides/Temporary%20Telehealth%20Medicaid%20Newsletter%20FINAL.pdf>

Call (General COVID-19 Questions): 2-1-1 (7am-11pm)

Call (Medical COVID-19 Questions): 1-800-962-1253 (24/7)

Text NJCOVID to 898-211 to receive alerts

Please note that existing training materials that refer to these areas will be reviewed and updated. Additional materials and trainings on the functionality will be forthcoming.

Assistance

If you require assistance or have any issues with this release, please contact PerformCare at **1-877-652-7624**.