

## OMHSAS Stakeholder Meeting

Monday, 11/16/20 from 4:00-5:00pm

### Questions & Answers (Q&A):

#### Submitted by E Bu:

- **Question:** What type of inspections are being done when complaints are received?
  - **Answer:** It depends on the complaint. OMHSAS will continue to conduct onsite investigations of serious incidents and complaints.
- **Question:** Where can inspection reports be found?
  - **Answer:**  
[https://www.humanservices.state.pa.us/HUMAN\\_SERVICE\\_PROVIDER\\_DIRECTORY/](https://www.humanservices.state.pa.us/HUMAN_SERVICE_PROVIDER_DIRECTORY/)

#### Submitted by Sarah Eyster:

- **Question:** Will the licensing update during COVID-19 be released through some type of formal document so that providers can be prepared?
  - **Answer:** Yes. All OMHSAS licensed and approved providers received e-mails regarding the implementation of the provider portal and OMHSAS will continue to send information out through the licensing listserv.

#### Submitted by Kip Hoffman:

- **Question:** How do you change the person reporting COVID cases from your organization?
  - **Answer:** You would email your request to [ra-pwomhsascovid-19@pa.gov](mailto:ra-pwomhsascovid-19@pa.gov).

**Submitted by Steve Kossor:**

- **Question:** When is the next MHPC meeting and where will it be held?
  - **Answer:** It is scheduled for Tuesday, December 15th from 10:00am-2:00pm. The meeting will be held virtually.

**Submitted by Beth Kuhns:**

- **Question:** Are COVID positive tests for clients, staff and caregivers or family members to be reported?
  - **Answer:** OMHSAS licensed and approved providers need to report the number of positive cases of program participants and program staff as well as any deaths of program participants or program staff.

**Submitted by Amanda Pfister:**

- **Question:** Many providers are concerned about when telehealth services will no longer be an option. Is it correct to assume that telehealth options will continue to be available to providers during at least the first quarter of 2021?
  - **Answer:** We continue to work with the federal government to keep telehealth options in place. The Centers for Medicare and Medicaid Services (CMS) is the authority that regulates telehealth and we continue to advocate the importance of telehealth availability. OMHSAS will release information if the current status should change.

**Submitted by Mike Quinn:**

- **Question:** Is there any funding support for the integration of Trauma Informed approaches?
  - **Answer:** There is no funding designated at this time. The Pennsylvania Department of Human Services (DHS) is currently developing criteria and definitions that will assist in determining potential costs to providers. DHS is working to provide cost free trauma training to providers to offset potential costs.

**Submitted by Lynn Santilli Connor:**

- **Question:** Is the reporting portal for COVID only for residential providers of for community based as well
  - **Answer:** The portal is for all OMHSAS licensed and approved providers. Licensed providers are those that receive a Certificate of Compliance (license) while approved providers include Targeted Case Management providers (ICM, RC and BCM) as well as Child Residential Treatment Facility providers.

**Submitted by Corinne Thomas:**

- **Question:** Is there a way for counties to view the COVID reports submitted to the portal? Prior to the portal, we were carbon copied with the paper form and are missing that level of detail in reporting.
  - **Answer:** No. There is currently no way for counties to view reports submitted to the portal.

**Submitted by Lloyd Wertz:**

- **Question:** In the beginning when the two monthly meetings were noted, there was no mention of Consumer nor Advocates or Family Participation. Will they be welcomed on either or both of those Webinars?
  - **Answer:** Consumers, family members and advocates are welcome to join this meeting, if the content is of interest to them. The invitation was sent to out to the listservs for any interested parties to join in. Please feel free to share our listserv information with anyone who may be interested in receiving future meeting notifications.

**Submitted by Elspeth Williams:**

- **Question:** What is the value of the COVID reporting database, especially for facilities that run outpatient type programs?
  - **Answer:** There are many reasons we require all providers to report COVID data. Among them is so that OMHSAS and the Department of Human Services (Department) can see the impact COVID is having on providers. It allows us to target outreach to providers to provide technical assistance, link them to resources, etc. It also informs policy decisions made by OMHSAS and the Department.