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COVID-19 RESOURCES

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COVID-19 RESOURCES

Below are selected resources to help stakeholders understand changes to practice and payment systems in the COVID-19 pandemic. This is a quickly changing environment, so please check back frequently for new information. Please let us know if this is helpful, and if additional resources are needed.

These links were last reviewed on April 23, 2020.

State of NH Orders, Guidance, and Resources		
Guidance/Resource	**Details/Abstract**	**Link**
Governor's Declaration of a State of Emergency and Emergency Orders		
New Hampshire Emergency Orders - 2020	Executive Order 2020-04 declaring a state of emergency due to COVID-19 and subsequent emergency orders	https://www.governor.nh.gov/news-and-media/emergency-orders-2020
DHHS COVID19 Resources for Providers	DHHS information and resources for providers	https://www.nh.gov/covid19/resources-guidance/healthcare-providers.htm
COVID-19 Resources		
211 NH	Serving as the information and referral helpline for any COVID-19 related questions and concerns	**Call** 211 or **Text** GUWHELPS to 41444
NH COVID-19 Resources	New Hampshire guidance, information, statistics and alerts	https://www.nh.gov/covid19/
NH Public Health Alerts, NH DHHS Division of Public Health	NH DHHS public health alerts regarding COVID-19 distributed by the NH Health Alert Network	https://www.dhhs.nh.gov/dphs/cdcs/alerts/han.htm
NH Telehealth Guidance		
Governor Sununu's Emergency Order #8 – 3/18/20	Temporary requirement that all payers (commercial, RSA 5-B and Medicaid MCO) allow and pay for all modes of telehealth, including audio-only	https://www.governor.nh.gov/sites/g/files/ehbemt336/files/documents/emergency-order-8.pdf
Governor Sununu's Emergency Order #15 – 3/23/20	Temporary authorization for out of state medical providers to provide medically necessary services and provide services through telehealth	https://www.governor.nh.gov/sites/g/files/ehbemt336/files/documents/emergency-order-15.pdf

State of NH Orders, Guidance, and Resources, cont.

Guidance/Resource	Details/Abstract	Link
NH Telehealth Guidance, cont.		
NH Office of Professional Licensure Guidance on Telehealth – 3/19/20	OPLC waiver of any provision of a practice act or administrative rule that limits or places parameters on the provision of telehealth services in conflict with Emergency Order #8.	https://www.oplc.nh.gov/covid-19/documents/guidance-on-telehealth.pdf https://www.oplc.nh.gov/covid-19/index.htm
NH Medicaid Telehealth Informational Bulletin	NH DHHS Medicaid Bulletin with answers to questions around telehealth service implementation for Medicaid	https://www.dhhs.nh.gov/ombp/medicaid/documents/telehealth040220.pdf
NH Medicaid COVID-19 Special Notices		
NH DHHS Notices Specific to the Medicaid Program	DHHS and CMS communications related to waivers, telehealth, and other Medicaid programmatic activities	https://www.dhhs.nh.gov/ombp/medicaid/covid19.htm
NH DHHS Administrative Protocols	DHHS and CMS communications related to administrative protocols for the Medicaid program	https://www.dhhs.nh.gov/ombp/medicaid/documents/covid-admin-protocols.pdf
NH Division for Children, Youth, and Families		
Family Wellbeing Guide	Supporting Child and Family Wellbeing during the COVID-19 Emergency	https://www.dhhs.nh.gov/dcyf/documents/family-wellbeing-during-covid-19.pdf
Family Support Warm Line	DHHS and Waypoint have partnered together to create the Family Support Warm Line which is a no-cost, confidential phone support line focused on promoting family resiliency.	Call 1-800-640-6486 https://waypointnh.org/programs/the-family-support-warm-line
COVID-19 Long Term Care Stabilization Program		
Governor Sununu's Emergency Order #31 – 04/16/2020	Temporary stabilization funding to incentivize front line, direct care workers to remain or rejoin this critical workforce during the COVID-19 Emergency	https://www.governor.nh.gov/sites/g/files/ehbemt336/files/documents/emergency-order-31.pdf

Telehealth and Privacy: HIPAA and 42CFR Part 2

Guidance/Resource	Details/Abstract	Link
Telehealth and Privacy		
US DHHS Notification on HIPAA and Telehealth	Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency, waiving certain HIPAA provisions. *We are empowering medical providers to serve patients wherever they are during this national public health emergency. We are especially concerned about reaching those most at risk, including older persons and persons with disabilities.* – Roger Severino, OCR Director.	https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html
US DHHS HIPAA and Telehealth FAQs (undated)	FAQs on Telehealth and HIPAA during the COVID-19 nationwide public health emergency	https://www.hhs.gov/sites/default/files/telehealth-faqs-508.pdf
SAMHSA 42 CFR Part 2 Guidance – 3/19/20	Guidance for SUD providers on 42 CFR Part 2 compliance during emergencies when providing telehealth services	https://www.samhsa.gov/sites/default/files/covid-19-42-cfr-part-2-guidance-03192020.pdf
NH DHHS/BDAS COVID-19 Emergency Guidance #1 Substance Use Disorder Treatment Programs	Q&A Guidance for Providers including safety, protocols, confidentiality and procedures	https://www.dhhs.nh.gov/dcbcs/bdas/documents/bdas-guidance-qa.pdf

Telehealth Billing and Payment Guidance

Guidance/Resource	Details/Abstract	Link
Telehealth and Commercial Insurance		
New Hampshire Insurance Department FAQs for consumers (undated)	Frequently Asked Questions about Health Insurance Coverage and the Novel Coronavirus 2019 – question 3	https://www.nh.gov/insurance/consumers/health-insurance-coronavirus-faq.htm
AHIP Summary of Health Insurance Providers Response to Coronavirus	Summary of what is covered by various payers.	https://www.ahip.org/health-insurance-providers-respond-to-coronavirus-covid-19/
Telehealth and Medicare		
CMS Fact Sheet on Medicare Telemedicine – 3/17/20	Medicare Telemedicine Health Care Provider Fact Sheet: Medicare coverage and payment of virtual services	https://www.samhsa.gov/sites/default/files/medicare-telemedicine-health-care-fact-sheet.pdf
CMS emergency updates re: COVID19	Find updated guidance on COVID-19 for Medicare providers including billing and coding guidance.	https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page
Center for Connected Health Policy, Telehealth Coverage Policies in the Time of COVID-19 – last updated 3/23/20	Summary of what is covered by various public and private payers with the information that has been released	https://www.cchpca.org/resources/covid-19-telehealth-coverage-policies?utm_source=Telehealth+Enthusiasts&utm_campaign=e9dfb9c33f-EMAIL_CAMPAIGN_2020_03_20_01_02&utm_medium=email&utm_term=0_ae00b0e89a-e9dfb9c33f-353229733
CMS Medicare Telemedicine Health Care Provider Fact Sheet 3/17/20	What Medicare providers need to know about telehealth, e-visits and other options during COVID-19 pandemic.	https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet
Medicare and COVID-19 Telehealth	COVID-19 information for beneficiaries, including information on telehealth and related services	https://www.medicare.gov/medicare-coronavirus#500

Telehealth Billing and Payment Guidance, cont.

Guidance/Resource	Details/Abstract	Link
Telehealth and Medicare, cont.		
Medicare Telehealth Coverage	General information for beneficiaries regarding telehealth services.	https://www.medicare.gov/coverage/telehealth
RHC and FQHC Guidance During COVID-19 Emergency	CMS changes to the RHC and FQHC requirements and payments to assure that RHC and FQHC patients have access to the services they need during the pandemic.	https://www.cms.gov/files/document/se20016.pdf
Telehealth and Medicaid		
New Hampshire Medicaid Telehealth Fact Sheet during COVID-19 State of Emergency Declaration – 3/18/20	"This guidance is being issued in light of the State of Emergency, and the Governor's March 18, 2020 Emergency Order #8 temporarily expanding telehealth services during the COVID-19 State of Emergency Declaration. This expansion and guidance is only in effect for the duration of the State of Emergency."	https://www.dhhs.nh.gov/ombp/medicaid/documents/telehealth-covid19.pdf ** See also Medicaid prescription renewal rules during COVID-19 state of emergency below. 3/24/20
NH Medicaid Telehealth Informational Bulletin	NH DHHS Medicaid Bulletin with answers to questions around telehealth service implementation for Medicaid	https://www.dhhs.nh.gov/ombp/medicaid/documents/telehealth040220.pdf
Telehealth and Billing/Coding Guidance		
AMA COVID19 Coding Guidance	Guidance from American Medical Association on new COVID19 CPT codes.	https://www.ama-assn.org/practice-management/cpt/covid-19-coding-and-guidance
CMS- Medicare	Different providers have different guidance links for billing. See generally The Medicare Telemedicine Provider Fact Sheet	https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet

Telehealth Billing and Payment Guidance, cont.

Guidance/Resource	Details/Abstract	Link
Telehealth and Billing/Coding Guidance, cont.		
NH Medical Society Guidance for Telehealth	COVID-19 Telehealth/ Telemedicine Reimbursement Guide	https://files.constantcontact.com/ce920c6e201/3fdea67c-0b3c-422e-b1c6-ce3dd8a5dbcd.pdf
	Private Carrier Telehealth Coding Guide	https://files.constantcontact.com/ce920c6e201/ed891561-b5d4-41ea-81f1-9349a8052290.pdf
NH Telehealth Guidance		
Governor Sununu's Emergency Order #8 – 3/18/20	Temporary requirement that all payers (commercial, RSA 5-B and Medicaid MCO) allow and pay for all modes of telehealth, including audio-only	https://www.governor.nh.gov/sites/g/files/ehbemt336/files/documents/emergency-order-8.pdf
Governor Sununu's Emergency Order #15 – 3/23/20	Temporary authorization for out of state medical providers to provide medically necessary services and provide services through telehealth	https://www.governor.nh.gov/sites/g/files/ehbemt336/files/documents/emergency-order-15.pdf
NH Office of Professional Licensure Guidance on Telehealth – 3/19/20	OPLC waiver of any provision of a practice act or administrative rule that limits or places parameters on the provision of telehealth services in conflict with Emergency Order #8.	https://www.oplc.nh.gov/covid-19/documents/guidance-on-telehealth.pdf https://www.oplc.nh.gov/covid-19/index.htm
Telehealth and LTC Nursing Homes		
Long-term care nursing homes telehealth and telemedicine tool kit	Guidance for nursing homes use of telehealth and telemedicine	https://www.cms.gov/files/document/covid-19-nursing-home-telehealth-toolkit.pdf

SUD and MAT Resources

Guidance/Resource	Details/Abstract	Link
COVID-19 SUD-Related Guidance and Opioid Treatment Program Guidance		
SAMHSA Guidance related to mental health and SUD patients– 3/20/20	Considerations for the care and treatment of mental and substance use disorders in the COVID -19 crisis	https://www.samhsa.gov/sites/default/files/considerations-care-treatment-mental-substance-use-disorders-covid19.pdf
SAMHSA Guidance related to outpatient treatment settings (undated)	Considerations for outpatient mental health and SUD treatment settings	https://www.samhsa.gov/sites/default/files/considerations-outpatient-mental-substance-use-disorder-treatment-settings.pdf
National Institute on Drug Abuse Blog Post – updated 4/6/20	COVID-19: Potential Implications for Individuals with Substance Use Disorders	https://www.drugabuse.gov/about-nida/noras-blog/2020/03/covid-19-potential-implications-individuals-substance-use-disorders
Addiction Technology Transfer Centers Cooperative list of online and telephone support groups	Resources for treatment providers and peer support specialists looking for online and telephone support. Both 12 Step and none 12 Step-based online support groups are identified. This is not an exhaustive list but the links are active. NONE of these sites are associated with specific treatment/recovery centers and do not require individuals to register first to access online group support services.	Online Support Groups Online and Telephone Support Groups
SAMHSA Opioid Treatment Program Guidance – 3/20/20	SAMHSA: Care and Treatment of mental health and SUD patients during crisis	https://www.samhsa.gov/sites/default/files/considerations-care-treatment-mental-substance-use-disorders-covid19.pdf

SUD and MAT Resources, cont.

Guidance/Resource	Details/Abstract	Link
COVID-19 SUD-Related Guidance and Opioid Treatment Program Guidance, cont.		
NH DHHS/BDAS COVID-19 Emergency Guidance #1 Substance Use Disorder Treatment Programs	Q&A Guidance for Providers including safety, protocols, confidentiality and procedures	https://www.dhhs.nh.gov/dcbcs/bdas/documents/bdas-guidance-qa.pdf
Telehealth and MAT		
US Dept of Justice Diversion Control Division COVID-19 information page (undated)	During the US HHS designation of a public health emergency, DEA-registered practitioners in all areas of the United States may issue prescriptions for all schedule II-V controlled substances to patients for whom they have not conducted an in-person medical evaluation if certain conditions are met.	https://www.deadiversion.usdoj.gov/coronavirus.html

Client/Patient Non-Medical Assistance Resources

Guidance/Resource	Details/Abstract	Link
Housing		
CDC Guidance for homeless service providers (undated)	Guidance re COVID19 for Housing and Homeless Shelter Service Providers	https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/plan-prepare-respond.html
Governor Sununu's Emergency Order #3 – 3/17/20	Prohibiting termination of utility services	https://www.governor.nh.gov/sites/g/files/ehbemt336/files/documents/emergency-order-3.pdf
Governor Sununu's Emergency Order #4 – 3/17/20	Prohibiting eviction proceedings	https://www.governor.nh.gov/sites/g/files/ehbemt336/files/documents/emergency-order-4.pdf
NH Legal Assistance/Legal Action and Referral Center (LARC)	Support for individuals experiencing housing eviction	https://nhlegalaid.org/about/legal-advice-and-referral-center **Phone Number:** 800-639-5290 (9 AM - 1 PM, M-F)
Unemployment		
Governor Sununu's Executive Order #5 – 3/17/20	Allowing immediate access to unemployment benefits for individuals whose work has been terminated or suspended due to COVID-19 emergency.	https://www.governor.nh.gov/sites/g/files/ehbemt336/files/documents/emergency-order-5.pdf
NH Department of Employment Security – help with unemployment	"Due to COVID-19, all claims and questions should be directed to nhes.nh.gov or call the Unemployment Assistance Hotline at 603-271-7700."	https://www.nhes.nh.gov/
Volunteer Health Care workers	NH Responds has been activated (program through the ESU) to encourage retired medical and allied health professionals to volunteer if needed.	https://www.nhresponds.org/
US DOL: Federal Family Medical Leave Act and sick leave policies during COVID-19	Expanding access to FMLA and sick leave during pandemic.	https://www.dol.gov/agencies/whd/fmla/pandemic

Client/Patient Non-Medical Assistance Resources, cont.		
Guidance/Resource	**Details/Abstract**	**Link**
Benefit Programs		
Temporary Eligibility for NH Programs	Highlighting key program and eligibility changes for benefits available to NH	https://www.dhhs.nh.gov/dfa/covid19-changes.htm

Long-term Care and Aging Resources

Guidance/Resource	Details/Abstract	Link
Guidance from Selected Federal Agencies & National Associations		
Administration on Community Living	Provides information for older adults and adults with disabilities and Information for the Aging and Disability Networks (Older Americans Act Disaster Relief; Senior Nutrition Program; State Long-Term Care Ombudsman Program; Other Older Americans Act Programs). ACL has a link to a document providing guidance to recipients of ACL funding.	https://acl.gov/COVID-19
Council of Non-profits	Resources for nonprofits to prepare and respond	https://www.councilofnonprofits.org/nonprofits-and-coronavirus-covid-19
Hospital Elder Life Program (HELP)	HELP is a comprehensive patient-care program for older people in the hospital. This specific resource is for providers to related to the intersection of COVID-19 and delirium.	https://www.hospitalelderlifeprogram.org/for-clinicians/covid19-resources
The John A. Harford Foundation	COVID-19 Resources for Older Adults, Family Caregivers and Health Care Providers	https://www.johnahartford.org/dissemination-center/view/coronavirus-disease-covid-19-resources-for-older-adults-family-caregivers-and-health-care-providers
Local and Regional Resources		
Tri-State Learning Collaborative on Aging Information and Resources	A compilation of information, best practices, resources and tools for older adults, aging service providers, aging in place communities, and other networks.	https://agefriendly.community/covid-19_resources/

Long-term Care and Aging Resources, cont.

Guidance/Resource	Details/Abstract	Link
Local and Regional Resources, cont.		
NH Center for Nonprofits	Resources for non-profits to navigate the implications of the COVID-19 pandemic. One-on-one help is available. Your organization does not need to be a NH Center for Nonprofit member to receive one-on-one help! Visit the link to complete the brief form to be linked with an expert.	https://www.nhnonprofits.org/page/coronavirus-covid-19-resources-nonprofits
COVID-19 Guidance for Home and Community Based Care	Provides guidance and updates from the Division of Community Based Supports and Services	https://www.dhhs.nh.gov/dcbcs/covid-guidance.htm
LTC Nursing Home Resources		
Long-term care nursing homes telehealth and telemedicine tool kit	Guidance for nursing homes use of telehealth and telemedicine	https://www.cms.gov/files/document/covid-19-nursing-home-telehealth-toolkit.pdf
National Consumer Voice	Filled with information and resources to support and inform Ombudsman programs across the country, NORC has created a fact sheet for residents and families regarding COVID-19.	https://theconsumervoice.org/uploads/files/general/covid-19-consumer-fact-sheet.pdf
Justice in Aging: Fighting Senior Poverty Through Law	Resources and advocacy actions supporting older adults' financial security and safety	https://www.justiceinaging.org/covid-19-resources-for-advocates/
COVID-19 Long Term Care Stabilization Program		
COVID-19 Long Term Care Stabilization Program	Program to provide temporary stabilization funding to incentivize front line, direct care workers to remain or rejoin this critical workforce during the COVID-19 Emergency	https://www.nhes.nh.gov/services/employers/longtermcare.htm

Data Tracking for COVID Impact and Costs

Guidance/Resource	Details/Abstract	Link
Cases and Deaths from COVID		
NH DHHS Tracking of COVID-19	Data about confirmed cases, hospitalizations, tests, and other metrics by county (and possibly towns)	https://www.nh.gov/covid19.
Centers for Disease Control and Prevention COVID-19 Case Information	Data and information about confirmed cases and source of exposure by state	https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html
World Health Organization COVID-19 Reporting	Situation reports which include data and information about cases and deaths from COVID, including an interactive map	https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/ https://experience.arcgis.com/experience/685d0ace521648f8a5beeeee1b9125cd
Johns Hopkins University Center for Systems Science and Engineering (CSSE)	Data and map of confirmed cases, deaths and number of recovered	https://gisanddata.maps.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd402994234 67b48e9ecf6
Selected Forecasts of Coronavirus Impacts	CDC has developed a curated list of partners that have developed forecasts of COVID-19 deaths. Many forecasting tools include the impact of social distancing.	https://www.cdc.gov/coronavirus/2019-ncov/covid-data/forecasting-us.html#state-forecasts
Treatment and Workforce Needs		
Peterson-KFF Health System Tracker Telehealth Services Coverage	Report and trends in coverage of telehealth by large plans	https://www.healthsystemtracker.org/brief/coverage-and-utilization-of-telemedicine-services-by-enrollees-in-large-employer-plans/ https://www.healthsystemtracker.org/brief/how-health-costs-might-change-with-covid-19/ (added 4/24)
PHI, Workforce Data Center	Data and projections of direct care workforce including trends in wages and employment statistics by state	https://phinational.org/policy-research/workforce-data-center/

Data Tracking for COVID Impact and Costs

Guidance/Resource	Details/Abstract	Link
Treatment and Workforce Needs, cont.		
Health Resources and Service Administration	Data on the supply, need and demand of healthcare workforce	https://bhw.hrsa.gov/health-workforce-analysis/data
Institute for Health Metrics and Evaluation, University of Washington	Projections of hospital resource use, including hospital beds, ICU beds and ventilators for COVID-19	https://covid19.healthdata.org/projections
Estimates of Cost of Treatment		
Peterson-KFF Health System Tracker Potential Costs of Coronavirus Treatment	Report and estimates of cost of treatment	https://www.healthsystemtracker.org/brief/potential-costs-of-coronavirus-treatment-for-people-with-employer-coverage/
Report and range of estimates of cost of treatment	Wakely Consulting Group treatment cost estimates	https://www.ahip.org/wp-content/uploads/AHIP-COVID-19-Modeling.pdf