



## NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

KODY H. KINSLEY • Deputy Secretary for Behavioral Health and Intellectual/Developmental Disabilities

DAVE RICHARD • Deputy Secretary for NC Medicaid

### LME-MCO Joint Communication Bulletin # JCB358

Date: March 26, 2020

To: Local Management Entities-Managed Care Organizations (LME/MCOs)

From: Renee Rader, Assistant Director for Policy and Programs, DMH/DD/SAS  
Deb Goda, Behavioral Health Unit Manager, NC Medicaid

Subject: Department of Health and Human Services COVID-19 Service Guidance for State Funded Behavioral Health Services

The North Carolina Department of Health and Human Services (NC DHHS) is actively working on service specific guidance in response to the COVID-19 virus. The North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMHDDSAS) is coordinating with the North Carolina Division of Health Benefits (DHB) to support flexibility in service delivery to support the continuation of quality, medically necessary services and supports for behavioral health consumers and stabilize and sustain provider networks.

**Retroactive to March 10, 2020, LME/MCOs may apply the same flexibilities to state-funded behavioral health services as those allowed under the NC Medicaid behavioral health flexibilities to the extent that funding is available.** This includes telephonic and telehealth options, along with clinical service flexibilities, consistent with [guidance provided by NC Medicaid for the COVID-19 crisis](#) as well as [communication bulletins from NC Medicaid and DMHDDSAS](#). LME/MCOs are encouraged to check these sites regularly.

We are collecting specific feedback from provider groups, LME/MCOs and other key stakeholders to inform these policy decisions through the following email: [BHIDD.COVID.Qs@dhhs.nc.gov](mailto:BHIDD.COVID.Qs@dhhs.nc.gov). As policy decisions are made, we will issue general as well as service specific guidance.

DHHS supports providers coordinating with their LME/MCO to determine what accommodations can be made to ensure there is no interruption in service access and delivery while this official guidance is being developed.

#### NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

##### NC MEDICAID • DIVISION OF HEALTH BENEFITS

LOCATION: 1985 Umstead Drive, Kirby Building, Raleigh, NC 27603  
MAILING ADDRESS: 2501 Mail Service Center, Raleigh, NC 27699-2001  
www.ncdhhs.gov • TEL: 919-855-4100 • FAX: 919-715-9451

##### DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES

MAILING ADDRESS: 3001 Mail Service Center, Raleigh, NC 27699-3001  
www.ncdhhs.gov • TEL: 919-733-7011 • FAX: 919-508-0951

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

If you have any questions, please contact Renee Rader at 919-715-2027 or e-mail [renee.rader@dhhs.nc.gov](mailto:renee.rader@dhhs.nc.gov).

Previous bulletins can be accessed at:

[www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins](http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins)

cc Kody Kinsley, Behavioral Health & I/DD  
Helen Wolstenholme, DSOHF  
Dave Richard, NC Medicaid  
Jay Ludlam, NC Medicaid  
NC Medicaid Leadership Team  
DMH/DD/SAS Leadership Team

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**NC MEDICAID • DIVISION OF HEALTH BENEFITS**

LOCATION: 1985 Umstead Drive, Kirby Building, Raleigh, NC 27603  
MAILING ADDRESS: 2501 Mail Service Center, Raleigh, NC 27699-2001  
[www.ncdhhs.gov](http://www.ncdhhs.gov) • TEL: 919-855-4100 • FAX: 919-715-9451

**DIVISION OF MENTAL HEALTH, DEVELOPMENTAL  
DISABILITIES AND SUBSTANCE ABUSE SERVICES**

MAILING ADDRESS: 3001 Mail Service Center, Raleigh, NC 27699-3001  
[www.ncdhhs.gov](http://www.ncdhhs.gov) • TEL: 919-733-7011 • FAX: 919-508-0951

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER