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Sarah N. Stroud, CEO

## Memorandum

**To:** All Medicaid Children Service Providers  
**From:** Kelli Carson, Chief of Clinical Operations  
**Date:** March 25, 2020  
**Subject:** EPSDT Service Guidance for Children Mental Health Services

The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit provides comprehensive and preventive health care services for children under age 21 who are enrolled in Medicaid. EPSDT ensures that children and adolescents receive appropriate preventive, dental, mental health, and developmental, and specialty services.

Eastpointe is working with the North Carolina Department of Health and Human Services (NC DHHS) on service-specific guidance in response to COVID-19. The North Carolina Division of Health Benefits (DHB) coordinated with the Center for Medicare and Medicaid Services (CMS) and requested waivers that support flexibility in service delivery that both protects the public and ensures our most vulnerable citizens continue receiving support for their Behavioral I/DD needs.

This guidance is in place for the duration of the declared state of emergency or until further notice. Eastpointe may require, at some point in the future, replacement claims to add modifiers to service codes used for billing during this event. All service notes during this time must include the following statement: This service was delivered under EPSDT during the COVID-19 State of Emergency requiring social distancing.

### **Eastpointe is implementing the following changes under EPSDT immediately for children ages 21 and younger who have active authorizations or receive unmanaged visits:**

- Eastpointe has approved all Outpatient services to be billed for services provided under the social distancing mandate via video or telephonic presence.
  - The outpatient treatment provider **MUST** have contact with each child authorized or enrolled for outpatient treatment services. Eastpointe wants to honor social distancing requirements set forth by the state and provide continuity of care for children. Therefore, we strongly recommend providers deliver this service through a telehealth platform up to the number of sessions needed or that are currently authorized for each child.



**Managing Behavioral Healthcare for the Citizens of Bladen, Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, Wayne, and Wilson Counties**

- We also continue to expect the outpatient treatment provider to be the first responder during any crisis for these children and to assist the child and family with strategies to avoid Emergency Department (ED) use during this time, in accordance with the Centers for Disease Control and Prevention's (CDC) recommendations.
  - Eastpointe expects providers who deliver this service under EPSDT to respond to any child that presents to an ED with a rapid response within 24 hours to help the child and family get back home and out of that setting, including weekends, in accordance with CDC recommendations.
- Eastpointe has approved Day treatment to be billed for services provided under the social distancing mandate via video or telephonic presence.
    - Each day, Monday-Friday, of each week the Day Treatment provider MUST have contact with each child authorized for Day Treatment services. Eastpointe wants to honor social distancing requirements set forth by the state and provide continuity of care for children. Therefore, we strongly recommend providers deliver this service through a telehealth platform up to the number of hours that are currently authorized for each child but not less than two hours per day per child. These hours do not have to be consecutive nor delivered as a group.
    - We also expect the day treatment provider to be the first responder during any crisis for these children and to assist the child and family with strategies to avoid ED use during this time, in accordance with CDC recommendations.
    - Eastpointe expects providers who deliver this service under EPSDT to respond to any child that presents to an ED with a rapid response within 24 hours to help the child and family get back home and out of that setting, including weekends, in accordance with CDC recommendations.
    - This approval under EPSDT includes all levels of staff employed in the traditional Day Treatment setting.
- Eastpointe has approved Intensive In-Home to be billed for services provided under the social distancing mandate via video or telephonic presence.
    - Each week Intensive In-Home provider MUST have contact with each child authorized for Intensive In-Home services. Eastpointe wants to honor social distancing requirements set forth by the state and provide continuity of care for children. Therefore, we strongly recommend providers deliver this service through a telehealth platform up to the number of hours that are currently authorized for each child but not less than two hours per week per child. These hours do not have to be consecutive.
    - We also continue to expect the Intensive In-Home provider to be the first responder during any crisis for these children and to assist the child and family with strategies to avoid ED use during this time, in accordance with CDC recommendations.
    - Eastpointe expects providers who deliver this service under EPSDT to respond to any child that presents to an ED with a rapid response within 24 hours to help the child and family get back home and out of that setting, including weekends, in accordance with CDC recommendations.
    - This approval under EPSDT includes all staff employed in the traditional Intensive In-Home team.

- Eastpointe has approved Multi-systemic Therapy (MST) to be billed for services provided under the social distancing mandate via video or telephonic presence.
  - Each week MST provider MUST have contact with each child enrolled/authorized for MST. Eastpointe wants to honor social distancing requirements set forth by the state and provide continuity of care for children. Therefore, we strongly recommend providers deliver this service through a telehealth platform up to the number of hours that are currently authorized for each child but not less than two hours per week per child. These hours do not have to be consecutive.
  - We also expect the MST provider to be the first responder during any crisis for these children and to assist the child and family with strategies to avoid ED use during this time, in accordance with CDC recommendations.
  - Eastpointe expects providers who deliver this service under EPSDT to respond to any child that presents to an ED with a rapid response within 24 hours to help the child and family get back home and out of that setting, including weekends, in accordance with CDC recommendations.
  
- Eastpointe has approved Research Based Behavioral Health Treatment (RBBHT) to be billed for services provided under the social distancing mandate either in the home of the member or via video or telephonic presence.
  - Each week RBBHT provider MUST have contact with each child enrolled/authorized for RBBHT. Eastpointe wants to honor social distancing requirements set forth by the state and provide continuity of care for children. Therefore, we strongly recommend providers deliver this service through a telehealth platform up to the number of hours that are currently authorized for each child but not less than two hours per week per child. These hours do not have to be consecutive.
  - We also expect the RBBHT provider to be the first responder during any crisis for these children and to assist the child and family with strategies to avoid ED use during this time, in accordance with CDC recommendations.
  - Eastpointe expects providers who deliver this service under EPSDT to respond to any child that presents to an ED with a rapid response within 24 hours, to help the child and family get back home and out of that setting, including weekends, in accordance with CDC recommendations.  
This approval under EPSDT includes all levels of staff employed as a provider for RBBHT.
  
- Eastpointe has approved Family Centered Treatment (FCT) to be billed for services provided under the social distancing mandate either in the home of the member or via video or telephonic presence.
  - Each week FCT provider MUST have contact with each child enrolled/authorized for FCT. Eastpointe wants to honor social distancing requirements set forth by the state and provide continuity of care for children. Therefore, we strongly recommend providers deliver this service through a telehealth platform up to the number of hours that are currently authorized for each child but not less than two hours per week per child. These hours do not have to be consecutive.

- We also expect the FCT provider to be the first responder during any crisis for these children and to assist the child and family with strategies to avoid ED use during this time, in accordance with CDC recommendations.
  - Eastpointe expects providers who deliver this service under EPSDT to respond to any child that presents to an ED with a rapid response within 24 hours to help the child and family get back home and out of that setting, including weekends, in accordance with CDC recommendations.
  - This approval under EPSDT includes all staff employed in the traditional FCT team.
- Eastpointe has approved High Fidelity Wrap Around to be billed for services provided under the social distancing mandate either in the home of the member or via video or telephonic presence.
  - Each week High Fidelity Wrap Around provider MUST have contact with each child enrolled/authorized for High Fidelity Wrap Around. Eastpointe wants to honor social distancing requirements set forth by the state provide continuity of care for children. Therefore, we strongly recommend providers deliver this service through a telehealth platform up to the number of hours that are currently authorized for each child but not less than two hours per week per child. These hours do not have to be consecutive.
  - We also expect the High-Fidelity Wrap Around provider to be the first responder during any crisis for these children and to assist the child and family with strategies to avoid ED use during this time, in accordance with CDC recommendations.
  - Eastpointe expects providers who deliver this service under EPSDT to respond to any child that presents to an ED with a rapid response within 24 hours to help the child and family get back home and out of that setting, including weekends, in accordance with CDC recommendations.
  - This approval under EPSDT includes all staff employed as part of High Fidelity Wrap Around.

Please send any questions to your assigned network account representative.