

NOTICE TO DENSO ASSOCIATES

April 9, 2020

Coronavirus concerns are currently a major priority for all of us. BHS is committed to delivering the highest level of service to DENSO associates and your family members.

The non-disruption of services, and the safety and health of our members during this national crisis, are of utmost concern to BHS. Given the ever-changing federal, state and local regulatory guidelines surrounding COVID-19, and their impact on patient access to care, BHS is implementing the following, applicable to members who desire to receive their outpatient care remotely to limit their exposure:

For a the time period of March 1, 2020-June 30, 2020, BHS shall implement temporary coverage of outpatient telepsych (telehealth) services for DENSO Associates and their family members, subject to the conditions detailed below.

CONDITIONS:

The coverage of outpatient telepsych services shall apply to:

1. Those diagnoses/conditions contained in the DSM—V, and which are designated as covered conditions by BHS;
2. Those services which can be provided as safely and effectively by telephone or other virtual electronic means as are provided in-person in an office setting [which services expressly **exclude** partial hospitalization (PHP), intensive outpatient programs (IOP), applied behavior analysis (ABA), psychological testing, et al];
3. Services such as psychotherapy and medication management, which are rendered by licensed behavioral healthcare practitioners, psychologists, or psychiatrists;
4. Continued treatment services provided at the same frequency/intensity as established by the existing treatment plan and rendered directly by the established provider for that patient;
5. Services rendered by providers who have an existing agreement with BHS (in-network, case-specific, referral); and
6. Use of a HIPAA-compliant synchronous technology.

Associates and members who are new to BHS, or who are not already established with a provider, are encouraged to contact BHS **first**, for referral assistance, benefits and eligibility, including EAP benefits. The 5-visit DENSO Employee Assistance Program (EAP) will apply to telepsych services. Once the 5 visits are exhausted, per unique problem, cost sharing applied will follow the applicable DENSO health plan.

Please contact BHS with any questions regarding this temporary expansion of benefits, which include telepsych services. We sincerely hope that this flexibility will be of benefit to you during this public health emergency.

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