

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 June 2, 2020.

| State of NH Orders, Guidance, and Resources | | |
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| 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 G UWHELPS 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. <i>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.</i> – 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/cov-erage/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 Private Carrier Telehealth Coding Guide | https://files.constantcontact.com/ce920c6e201/3fdea67c-0b3c-422e-b1c6-ce3dd8a5dbcd.pdf 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 |

Resources for Telehealth Practice

| Guidance/Resource | Details/Abstract | Link |
|---|---|---|
| Telepractice Resources for Health Care and Community Providers | | |
| Quick Guide to Telepractice Best Practices | Provider handout on telehealth best practices. | https://www.citizenshealthinitiative.org/sites/default/files/meda/pdfs/Telepractice%20Quick%20Guide_0.pdf |
| Tips for a Successful Virtual Visit with Your Health Care Provider | Patient/client handout on preparing for a telehealth visit. | https://www.citizenshealthinitiative.org/sites/default/files/meda/pdfs/Final_Tips%20for%20a%20Successful%20Virtual%20Visit.pdf |
| Tips for Taking an Accurate Blood Pressure at Home | Patient/client handout on taking accurate blood pressure at home. | https://www.citizenshealthinitiative.org/sites/default/files/meda/pdfs/Final_Blood_Pressure_at_Home.pdf |

SUD and MAT Resources

| Guidance/Resource | Details/Abstract | Link |
|---|---|---|
| COVID-19 SUD-Related Guidance and Opioid Treatment Program Guidance | | |
| Eliminating the X-Waiver Requirements for DEA-Registered Physicians Prescribing Buprenorphine – To Be or Not to Be? | Current Status on the X-Waiver and Implications on Prescribing Practices | https://scholars.unh.edu/ihpp/56/ |
| 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 |

SUD and MAT Resources

| Guidance/Resource | Details/Abstract | Link |
|---|--|---|
| COVID-19 SUD-Related Guidance and Opioid Treatment Program Guidance, cont. | | |
| 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 |
| 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.hospitalelderlifeprgram.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 |

COVID Data Resources

| Guidance/Resource | Details/Abstract | Link |
|--|--|---|
| International, National and New Hampshire Specific COVID Data Resources | | |
| IHPP COVID Data Page | IHPP has culminated a list of international, national and New Hampshire specific resources | https://chhs.unh.edu/institute-health-policy-practice/covid-19-data |