



# PROVIDER ALERT

## COVID-19 Information for Crisis Centers

March 18, 2020

**Alert Summary:** This alert provides information for Crisis Centers related to COVID-19, including information on billing for Crisis Response delivered telephonically and Crisis Intervention delivered via telehealth.

Dear Provider,

As part of efforts related to COVID-19 Optum Idaho is providing the following information on face-to-face services in a Crisis Center as well as services delivered telephonically or via telemental health (TMH) by a Crisis Center staff member.

### Face-to-Face Services in a Crisis Center

Crisis Centers continuing to deliver face-to-face services to members should continue billing for Crisis Intervention- Per Diem Rate (\$9485). Crisis Intervention- Per Diem Rate (\$9485) cannot be provided via TMH or telephonically.

### TMH and Telephonic Services delivered by Crisis Center staff

The crisis services listed below can be delivered via TMH or telephonically (as specified in each service listed):

- H0030 Crisis Response (telephonic). Bill with the professional code H0030 and place of service 02; 1 unit=1 call; or
- H2011 Crisis Intervention (TMH). Bill with the professional code H2011-place of service 02 and GT modifier indicating performed with TMH; 1 unit=15 minutes

Additional guidance on TMH and telephonic services is included in [Optum's March 16, 2020 COVID-19 Provider Alert](#) (which was [revised and distributed on March 18, 2020](#)) and [IDHW's March 13, 2020 Information Release](#).

Optum Provider Relations Advocates are available to support you. Their contact information is listed below.

Provider Relations Advocates			
Name	Region(s)	Email	Phone
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Thank you,  
The Optum Idaho Team