

# COVID-19 Resources for Providers

This resource guide was created by the Division of Behavioral Health at the Idaho Department of Health and Welfare. The mission of the Division of Behavioral Health is to provide services of the highest quality by working together to inspire hope, recovery, and resilience in the lives of Idahoans living with behavioral health disorders and their families. The division is the second largest healthcare payer in Idaho and provides healthcare and services to promote an outcome-based, efficient health and human services delivery system.

## Idaho and National Resources

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## Banking

Call your local bank to find out if there are options for services such as:

- Skip a payment
- Small personal or business loans
- Phone payment fee waivers
- Paycheck protection

## Business Guidance (see also Banking)

Free webinars cover the Economic Injury Disaster Loans, Paycheck Protection Program Loans, Employee Leave Tax Credits, and Employee Retention Tax Credits. All these programs and capital options are currently available to Idaho Businesses.

### [Trainings and Webinars](#)

[Idaho Small Business Development Center - COVID 19 Help](#)

[Information for Small Businesses Navigating the COVID-19 Outbreak](#)

[SBA Guidance to COVID-19](#)

[SBA Disaster Loan Assistance](#)

[SBA Export Working Capital Program](#)

[RestoreYourEconomy.org](#)

[Idaho Department of Labor – Coronavirus and Unemployment Insurance](#)

[COVID-19-Related Tax Credits for Required Paid Leave Provided by Small and Midsize Businesses – FAQs](#)

[Small Business Paycheck Protection Program](#)

[Idaho Department of Commerce](#)

## Centers for Disease Control (CDC)

Find resources on the [CDC Website](#).

## Central District Health (CDH)

Guidance for Behavioral health —

<https://cdhd.idaho.gov/pdfs/cd/Coronavirus/Resource%20Docs/Behavioral-Health-COVID.pdf>

Guidance for Domestic Violence Victims —

<https://cdhd.idaho.gov/pdfs/cd/Coronavirus/Resource%20Docs/Domestic-Violence-Victims-COVID.pdf>

Guidance for Law Enforcement —

<https://cdhd.idaho.gov/pdfs/cd/Coronavirus/Resource%20Docs/Law-Enforcement-COVID.pdf>

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Food and Cash Assistance —

<https://cdhd.idaho.gov/pdfs/cd/Coronavirus/Resource%20Docs/Food-Cash-Assistance.pdf>

SNAP — <https://cdhd.idaho.gov/pdfs/cd/Coronavirus/Resource%20Docs/Law-Enforcement-COVID.pdf>

WIC— <https://cdhd.idaho.gov/pdfs/cd/Coronavirus/Resource%20Docs/WIC-Program.pdf>

## COVID-19 Relief Fund

<https://www.unitedwaytv.org/covid-19-response-and-recovery-fund-idaho>

## COVID 19 Idaho Website

<https://coronavirus.idaho.gov/>

## Department of Labor

Employer Resources (scroll to middle of page)

<https://labor.idaho.gov/dnn/COVID-19>

Employee Resources —file an unemployment claim

<https://www2.labor.idaho.gov/ClaimantPortal/Login>

Search for job openings

[https://idahoworks.gov/ada/r/search/jobs?is\\_subsequent\\_search=true&tags=COVID-19+Essential+Job](https://idahoworks.gov/ada/r/search/jobs?is_subsequent_search=true&tags=COVID-19+Essential+Job)

Nearest Labor office

<https://www.labor.idaho.gov/dnn/Local-Office-Directory>

## Guidance for Behavioral Health Care Providers During COVID-19 Pandemic [Return to menu](#)

DBH Clinical Guidance and Resources

<https://healthandwelfare.idaho.gov/Portals/0/Medical/Mental%20Health/COVID19%20DBH%20Clinical%20Guidance%20and%20Resources%20v1.0.pdf>

## Insurance Companies

Please call your insurance company to determine how to get set up for telehealth reimbursement:

- Aetna 1-800- 872-3862
- Allways Health Partners 1-855-444-4647
- Anthem Blue Cross 1-866-461-3585
- Aspire Healthplan 1-855-570-1600
- AvMed 1-800-477-8768 Medicare members 1-800-782-8633
- Blue Cross of Idaho 1-800-274-4018
- Cigna 1-866-912-1687

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- Humana Medicare 1-800-457-4708
- Magellan Health 1-800-788-4005
- Molina Healthcare 1-800-835-2362
- Pacific Source 1-800-688-5008
- Regence BlueCross BlueShield 1-800-253-0838
- SCAN Health Plan 1-800-559-3500
- Sharp 1-800-827-4277
- United Healthcare 1-866-414-1959

### Interstate Telehealth Waivers and Exemptions

Get provider email and send the [Interstate Telehealth Waivers and Exemptions](#)

### Medicaid Info for Providers

- [Medicaid info release around reimbursement](#) (MA20-06)
- [Medicaid info release Telehealth and codes](#) (MA20-07)
- [Medicaid release Telehealth HIPAA Guidance](#) (MA20-13)

### Medicare FAQ for Providers

CMS Waiver 1135 [FAQ](#)

### Optum Info for Providers

There is information on the [OptumIdaho.com homepage](#) on COVID-19, and it links to [member page](#) and [provider page](#) for detailed information for each of those audiences.

[Provider Alerts](#) page of OptumIdaho.com you'll find several Provider Alerts related to COVID-19. Topics covered include:

- Telehealth and telephonic services
- Privacy/confidentiality/security information, including IDHW, HHS and DEA guidance for the COVID-19 pandemic
- Claims information
- Training resources
- Telehealth platform information
- Information on pharmacy, including injectable medication information (the pharmacy information was distributed on behalf of IDHW, as Optum does not manage the pharmacy program)
- Processes to notify Optum of provider office closure/remote information
- Member Access & Crisis Line information

- Information on prescribing controlled substances (per DEA guidance)
- Guidance from the CDC and SAMHSA for healthcare professionals and facilities
- COVID-19 information for Crisis Centers
- COVID-19 information for FQHCs
- Extension of Skills Building/CBRS authorizations expiring on or before April 22, 2020
- Additional state and federal government resources on COVID-19
- Links to Medicaid Information Releases
- Continued Optum Idaho operations

[Optum Telemental Health \(TMH\) release](#)

[Optum Release TMH and controlled substance prescribing](#)

[Optum Release TMH and Crisis Centers](#)

[Optum Release TMH Attestations required](#)

[Optum TMH FAQ](#)

Our 24/7 Member Access and Crisis Line is available to support members and stakeholders working with members 1-855-202-0973 TDD/TTY dial 711. We also welcome any outreach from your team on any member cases that you have any concerns or questions on. Please contact one of your Region 3 Field Care Coordinators (Bevin, Crystal and Darren) or call our clinical line at 1-855-202-0983, Option 1.

Provider Relations Advocates			
Name	Region(s)	Email	Phone
Karen Kopf	1&2	<a href="mailto:karen.kopf@optum.com">karen.kopf@optum.com</a>	208 914 2266
Michelle Barker	3&4	<a href="mailto:michelle.r.barker@optum.com">michelle.r.barker@optum.com</a>	208 914 2447
Jan Jacobs	4&5	<a href="mailto:jan.jacobs@optum.com">jan.jacobs@optum.com</a>	208 914 2227

## Refugee Needs

### Information Translation

COVID: [https://www.rescue.org/announcement/covid-19-info-14-languages?edme=true&fbclid=IwAR2ZcXxumEI48U0FU\\_U1wX\\_a6ksmfFX\\_iQZ3MGGRp4xnGo64ZSPMQ3bfNqE](https://www.rescue.org/announcement/covid-19-info-14-languages?edme=true&fbclid=IwAR2ZcXxumEI48U0FU_U1wX_a6ksmfFX_iQZ3MGGRp4xnGo64ZSPMQ3bfNqE)

State Order: <https://www.facebook.com/IRCboise/photos/pb.1478591585726090.-2207520000../2488497158068856/?type=3&theater>

## Technology Platforms

<b>Telehealth Platforms</b>	Webex Zoom for healthcare Updax Amazon chime GoTo Meeting Spruce healthcare messenger Skype (E3 or E5 business package only) MegaMeeting Telemedicine VSee (free) Doxy.me (free) Bluejeans mobile (used by IDJC) Google Hangouts Meet (G Suite w/BAA) Clocktree
<b>Texting platforms</b>	GoMo Health TigerText Qliqsoft Google hangout (Instant messaging)
<b>Platforms to avoid</b>	Facebook Live Twitch Tik tok IGTV Snapchat Apple facetime Google hangout Facebook video chat Zoom (free) Skype (free)

## Telehealth Resources

[Telehealth Resource Center \(TRC\)](#)

[TRC- Telehealth and Covid-19 video](#)

[Ahima.org Telehealth](#) tool kit

[MHTTC Responding to Covid](#)

[ATA Covid-19 new and resources](#)

[Northwest Regional Telehealth Resource Center](#)

[Southwest Telehealth Resource Center: Covid](#)

[Addition Technology Transfer Center Network](#)

[SAMHSA Covid Resources](#)

[International Society for Mental Health Online](#)

[SAMHSA Tech-based BH therapeutic tools](#)

[Epstein Becker Green Telemental Health Laws \(50 states\)](#)

[HHS HIPAA and Telehealth](#)

[CMS Telehealth tool kit](#)

[Verizon Telehealth Relief](#) (telecommunications services and broadband connectivity, information services, and internet-connected equipment)

## Webinars

Addressing Abuse and Neglect During COVID 19 Webinar: <https://www.zerotothree.org/resources/3348-webinar-series-addressing-abuse-and-neglect-during-covid-19>

