



## THE CENTER

at Sierra Health Foundation

### **Behavioral Health Telehealth Application Questions and Answers**

#### **ELIGIBILITY – WHO CAN APPLY?**

##### **Q: DHCS Licenses and County Contracts**

A: For organizations applying specifically for the “MH Telehealth Activities” component of this funding opportunity, an active county Medi-Cal certification to provide mental health services may serve in place of the DHCS Mental Health license/certification requirement. Providers must still also have a contract or agreement to provide services with the county where telehealth equipment funded through this RFA will be utilized, to be eligible for this funding opportunity.

**Q: Is this funding opportunity only for county partners who qualify not the county itself? Can the county apply for this grant? Are county MHPs/DMC-ODS eligible to apply for the Behavioral Health Telehealth grant or only providers that contract with the county eligible?**

A: County-run mental health or substance-use disorder program sites are eligible to apply.

**Q: It states that eligible entities must have a current contract with the county Behavioral Health Department and currently serve ‘safety net’ clients. We are the County Behavioral Health Department and our SUDT are provided in house, so we do not technically have a contract with the county Behavioral Health Department. Are the actual County Behavioral Health Departments eligible to apply or is it restricted only to outside contracted providers?**

A: The County Behavioral Health Department is an eligible organization.

**Q: As a county-run facility, our understanding was that we were eligible to apply, but we are not sure how to submit the application requirement for this part.**

A: For County entities, please upload a letter on the organization's letterhead stating who you are as a way to meet the requirement for the contract with the County Department of Behavioral Health.

**Q: Can one entity apply for both opportunities?**

A: Yes, if the entity qualifies for both opportunities, it can apply for both MH activities and SUD telehealth activities. Submit a separate application for each opportunity.

**Q: If one entity has several sites that qualify, can all sites apply for the funding? Can we use one application for all sites?**

A: If all sites meet the eligibility requirements, then each site can apply separately. Please submit one application per site/funding opportunity.

**Q: Our agency has both SUD and mental health outpatient programs. I understand that this requires two separate requests. However, each division has multiple different County-funded programs. Does this mean we need a separate request for each County contracted program?**

A: Yes, submit separate applications per program or site. Additionally, submit separate applications for each funding opportunity, Mental Health Telehealth and Substance Use Disorder Telehealth.

**Q: Our agency operates an outpatient MH clinic where we see uninsured and Medi-Cal adults. We are an approved provider in the Beacon Health Strategies network for Napa County. Partnership Health Plan of California is the Medi-Cal benefit administrator and sub-contracts with Beacon. Given we are approved and certified by Beacon, can we submit a copy of that certification to meet the requirement for a DHCS license and/or certification?**

A: No, per the RFA, entities need certifications or licenses from the California Department of Health Care Services. Below is a list of eligible licenses/certifications:

Substance Use Disorder

1. Narcotic Treatment Program (NTP) License
2. Driving Under the Influence (DUI) License
3. Adult Residential Treatment Facilities
4. Alcohol and Drug Certification
5. Intensive Outpatient Certification
6. Partial Hospitalization Certification
7. Adolescent Residential Treatment Facility Certification

8. Drug Medi-Cal Certification
- Mental Health
1. Psychiatric Health Facilities (PHFs)
  2. Mental Health Rehabilitation Centers (MHRCs)
  3. Crisis Stabilization Units (CSUs)
  4. Outpatient Clinics
  5. Short Term Residential Therapeutic Program (STRTP)
  6. Children's Crisis Residential Program (CCRP)
  7. Social Rehabilitation Program (SRP)
  8. Community Treatment Facility (CTF)
  9. Skilled Nursing Facilities with Special Treatment (SNF/STP)

**Q: Would a facility license from the California Department of Public Health meet the licensing requirement?**

A: No, per the RFA, entities need certifications or licenses from the California Department of Health Care Services. See above for list of eligible licenses/certifications.

**Q: Are federally qualified health centers eligible for this grant as long as they meet the requirements?**

A: As per the RFA, eligible entities must be a nonprofit substance use disorder and/or mental health provider licensed and/or certified by DHCS as of July 1, 2020, AND must have a current contract with the county Behavioral Health Department and currently serve 'safety net' clients. If you are a federally qualified nonprofit SUD/MH health provider, then you qualify to apply.

**Q: We have a subcontract through another agency that holds the master contract with the (San Diego County HIV, STD, and Hepatitis Branch) county to provide mental health services to Ryan White clients (low-income and living with HIV). Is this type of contract considered eligible?**

A: Eligible entities must hold a direct contract with its county Behavioral Health Department.

**Q: We have one contract that goes through the County BH Department, but it's an AOD Regional Prevention contract – not a contract to provide BH services.**

A: As long as the entity that is applying holds a current contract with its County Behavioral Health Department to provide treatment for SUD or Mental Health disorders, it is eligible.

**Q: DHCS is currently reviewing our Drug Medi-Cal application, and according to your funding criteria, Drug Medi-Cal certification would make us eligible to apply for this grant. Would we still be able to apply for this grant even though we are not technically Drug Medi-Cal certified?**

A: You would be able to apply for this grant as long as you have one or more of the listed licenses and/or certifications and have a current contract with the County Behavioral Health Department and currently serve 'safety net' clients.

**Q: To confirm, is eligibility restricted to nonprofit organizations? Are there any plans to allow smaller for-profit facilities to participate?**

A: Unfortunately, as the RFA states, this opportunity is only for a nonprofit substance use disorder and/or mental health provider licensed and/or certified by DHCS as of July 1, 2020. For now, there are no plans to open it up for for-profit organizations.

**Q: Can individual contractors apply, or is this intended for counties to apply?**

A: Per the RFA, eligible entities must be a nonprofit substance use disorder and/or mental health provider licensed and/or certified by DHCS as of July 1, 2020 AND must have a current contract with the County Behavioral Health Department and currently serve 'safety net' clients. If your organization has met these requirements, you are eligible to apply for this funding opportunity.

**Q: As a community-based, county-funded drop-in recovery support center that provides recovery supports, SUD and peer counseling services, are we eligible, despite not being a licensed or certified treatment program? We are a nonprofit contracted with Mariposa County to provide services.**

A: Unfortunately, to apply to this opportunity, you need to have been licensed or certified by the Department of Health Care Services for either SUD or MH treatment services.

**Q: If the organization is Medi-Cal certified by the county MH plan through delegated authority (in Los Angeles, this is how it works), would they still qualify?**

A: Yes, this is eligible. If an organization has a consolidated Medi-Cal certification from counties where this is the only choice (we are allowing these since certain providers' only choice is to have this type of certification due to them working through a MHP to provide Medi-Cal services).

**Q: We are not a nonprofit, however, we are licensed as a DUI Program by DHCS. Would you kindly clarify if this would make us eligible?**

A: Unfortunately, as the RFA states, this opportunity is only for nonprofit substance use disorder and/or mental health providers licensed and/or certified by DHCS as of July 1, 2020. For now, there are no plans to open it up for for-profit and private organizations.

**Q: Kaweah Delta Health Care District has no contract with the county; however, KDHCD operates the only mental health care hospital in Tulare County, in addition to doing outpatient care at two rural clinics in Exeter and Lindsay. Based on that information, are we eligible?**

A: As long as the entity that is applying holds a current contract with its County Behavioral Health Department to provide treatment for SUD or Mental Health disorders, it is eligible. Additionally, it must be a nonprofit SUD or MH provider.

**Q: A number of nonprofits in Los Angeles County provide mental telehealth services via funding from Los Angeles County's Department of Mental Health. None have any contracts or certifications with DHCS.**

A: Yes this is eligible – if an organization has a consolidated Medi-Cal certification from counties where this is the only choice (we are allowing these since certain providers' only choice is to have this type of certification due to them working through a MHP to provide Medi-Cal services).

**Q: My organization provides mental health services under agreement with MyHealthLA on behalf of the LA County Department of Health Services. Is this agreement sufficient to ensure our eligibility for the award?**

A: Yes this is eligible – if an organization has a consolidated Medi-Cal certification from counties where this is the only choice (we are allowing these since certain providers' only choice is to have this type of certification due to them working through a MHP to provide Medi-Cal services).

**Q: Are hospitals eligible for this funding opportunity?**

A: No, hospitals are not eligible entities for this funding opportunity.

**Q: Would a hospital be eligible if we had both a contract with the County Behavioral Health Department and are currently a licensed Psychiatric Health Facility?**

A: No, hospitals are not eligible entities for this funding opportunity.

**Q: Are outpatient programs eligible to apply for this opportunity?**

A: Yes, outpatient Substance Use Disorder programs are eligible.

**Q: We are an outpatient mental health provider and a public agency (City of Fremont). Are government agencies eligible?**

A: If they are certified/licensed by DHCS or Alameda County and have a contract or agreement with the county to provide Medi-Cal services, they would be eligible.

**Q: We are an STRTP licensed by the State for MH and as such we provide substance abuse assistance. Are we eligible to apply for both MH and SUD grants?**

A: Unfortunately, per the funding overview, to be eligible for both the MH and SUD funding opportunity, you must hold a DHCS license to conduct services in both areas. A list of eligible DHCS licenses can be found on the funding overview.

**Q: We are a specialty mental health service provider, specifically for children 0-21, with a contract through County Behavioral Health. We have a shorty-doyle certification, provider #39AS; does this make us eligible to receive these funds?**

A: Unfortunately, per the funding overview, entities must be licensed and/or certified by DHCS as of July 1, 2020 (for substance use disorder or mental health telehealth activities). A list of eligible DHCS licenses can be found on the funding overview. However, an active county Medi-Cal certification to provide mental health may serve in place of the DHCS license/certification requirement for the mental health telehealth activities funding opportunity.

**Q: Does each site need to have an individual contract with the County and an individual DHCS license? Or does a contract/license that applies to all physical locations offering mental health services make each of those sites eligible, even though it is technically one organization-wide/umbrella contract/license?**

A: Each individual site applying for this opportunity must hold a DHCS SUD/MH license. For organizations applying specifically for the "MH Telehealth Activities" component of this funding opportunity, an active County Medi-Cal certification to provide mental health services may serve in place of the DHCS Mental Health license/certification requirement. Additionally, each organization/site must demonstrate that they are able to provide services at that location under a County contract (either at the site level or legal entity level as contracted).

**Q: Our agency's outpatient clinics do not contract with DHCS, so are not licensed/certified directly by DHCS. Instead, our clinics contract with county behavioral health departments for Medi-Cal services. Can you please confirm if this will meet the requirement?**

A: Eligible entities do not need to contract with the Department of Health Care Services (DHCS); however, entities must be licensed or certified by DHCS. If entities are not DHCS-licensed, but hold a consolidated Medi-Cal certification from counties where this is the only choice (we are allowing these since certain providers' only choice is to have this type of certification due to them working through a MHP to provide Medi-Cal services), this may replace the required DHCS MH license. However, entities would still need to hold a direct contract with its county's Department of Behavioral Health.

**Q: If an organization has a contract with Partnership HealthPlan of California to provide SUD services – that is not the same as a County contract, correct? The organization is part of the Drug Medi-Cal Organized Delivery System regional model being administered by Partnership HealthPlan of California (PHC) as a managed care provider. PHC has the contract with the County and the applicant organization has a contract with PHC – does this meet the county contract requirement?**

A: PHP is acting for the counties for the DMC-ODS. This provider would get a contract for PHP, which acts for the county, so they qualify. They need to show us their County-issued or DHCS-issued Medi-Cal certification.

#### **USE OF FUNDS – WHAT IS ALLOWABLE?**

**Q: As part of our overall funding request, can we ask for part of the funding to be used to purchase tablet computers for use by our clients? (The clients wouldn't own them, but we would make them available for use by clients so that they can access the tele-health network.)**

A: Unfortunately, we are able to only provide approval of telehealth equipment for use by providers and not clients (under any circumstances). Refer to the RFA page 3 for allowable activities and expenses.

**Q: Would we be allowed to purchase telehealth equipment to check out to client for services? We would establish protocols to ensure equipment is monitored, tracked, returned and used appropriately.**

A: Unfortunately, we are able to only provide approval of telehealth equipment for use by providers and not clients (under any circumstances). Refer to the RFA page 3 for allowable activities and expenses.

**Q: The RFA also states that telehealth equipment can't be purchased for client use. Would this include tablets loaned out to our residential clients who are in isolation due to COVID-19? They would use the devices to access telehealth with one of our therapists who may be in another room or at one of our clinic sites, but unable to meet with the client face-to-face.**

A: Telehealth equipment may be only purchased for use by your organization's clinical, programmatic and administrative staff. The purchase of telehealth equipment for use by clients is not allowable through this funding opportunity. Unfortunately, under no circumstances are we able to loan or fund telehealth equipment for clients.

**Q: The language of the funding is emphasizing the fund not to be used to purchase telehealth equipment, internet subscriptions, or PPE for clients. Is there any other funding for counties or contract providers to fund the purchase of equipment and internet subscription for clients related to telehealth?**

A: We are not aware of any current funding opportunities, through DHCS or The Center, to fund telehealth equipment for clients.

**Q: Can the funds be used for telehealth equipment and PPE purchased before the contract period of September 1, 2020 through June 30, 2021?**

A: You may only apply to receive funding to procure equipment after award through this RFA. Past telehealth equipment purchases are not reimbursable through this funding opportunity.

**Q: Can this funding be used to cover additional front office support to assist in the increased administrative workload in coordinating telehealth appointments?**

A: The funding may only be allocated for telehealth infrastructure and personal protective equipment.

**Q: Can we add Administration for the grant in the budget and for what %? It is usually 10-15%.**

A: No, funding can only be used for provider telehealth development, enhancement and/or expansion for substance use disorder or mental health telehealth activities, depending on the funding opportunity applied for, as well as Personal Protective Equipment. This opportunity is solely for telehealth and PPE equipment and infrastructure.

**Q: Would we be able to use funds to set up mobile WiFi hotspots to address bandwidth issues and internet disparities so clients and staff can better access telehealth sessions?**

A: Unfortunately, we are able to only provide approval of telehealth equipment for use by providers and not clients (under any circumstances). Refer to the RFA page 3 for allowable activities and expenses.

**Q: Are headsets an allowable cost for telehealth equipment? Headsets are integral to telehealth, given issues with privacy on the clinician's side who are often conducting sessions from their home where other individuals also exist but should not be privy to the sessions.**

A: Yes, headsets would be an allowable expense for telehealth equipment.

**Q: Is there wiggle room in allowable expenses? For example, would tablets be allowable?**

A: Tablets may be an allowable expense if you can justify the usage of tablets as telehealth infrastructure. Please see above for justification of headsets.

**Q: Are IT costs and installation fees an allowable cost?**

A: Costs to get telehealth services up and running are allowable. Please include significant details in the budget justification and break down all costs associated with each line item.

**Q: Will the grant pay for a small portion of IT programmer salaried staff time?**

A: While funding is meant only for telehealth infrastructure/equipment, we are allowing organizations to apply those funds to IT support, installation and fees to support the set-up of the telehealth system. Please include significant details in the budget justification and break down all costs associated with each line item.

**Q: Will the grant pay for a signal booster (to increase the Internet/WiFi signal at the rear of our clinic which has cement walls)?**

A: Yes, items to get telehealth up and running are an allowable cost. In the budget justification, please be sure to provide details about what items/equipment will be purchased and for what purpose.

**Q: Under the category of telehealth infrastructure, will the grant pay for clear mobile acrylic guards to provide separation and sound barriers for providers providing telehealth care? The guards allow for maximum functionality in our clinic setting while also allowing for emergency egress.**

A: Yes, this would be an allowable expense under telehealth infrastructure/equipment. In the budget justification, please be sure to provide details about what items/equipment will be purchased and for what purpose.

**Q: Will the grant pay for provider face shields and goggles?**

A: Yes, these would be considered as part of PPE. Please note that PPE is limited to 10% of the total request. In the budget justification, please be sure to provide details about what items/equipment will be purchased and for what purpose.

**Q: Are we limited to using the funds only for the mental health treatment programs described that make us eligible to access these funds, or if we are determined to be an eligible agency, can we use the funds to equip other prevention early intervention programs with PPE?**

A: No, funding can only be used for provider telehealth development, enhancement and/or expansion for substance use disorder or mental health telehealth activities, depending on the funding opportunity applied for, as well as Personal Protective Equipment. This opportunity is solely for telehealth and PPE equipment and infrastructure for SUD and mental health services.

**Q: For PPE, are applicants restricted to 10% of their total request or can they ask for up to \$5,000? Some organizations are asking for small total amounts, of which PPE is a bit of a larger part (for example, total request of \$14,000 but asking for \$2,000 of that for PPE – technically this is more than 10% of the total request, but still under the maximum of \$5,000 if someone was requesting the full \$50,000).**

A: The RFA clearly indicated that it is 10% of the total budget and not of the available funds per application.

**Q: Please confirm that COVID-19 rapid testing kits can be part of PPE (they are to protect incoming clients).**

A: PPE can only be for providers.

**Q: Telehealth equipment and PPE can only be purchased for providers. However, if an organization is creating mobile tele-therapy stations (owned and managed by the organization on site, with all devices used under the supervision of staff) is that allowable?**

A: No equipment for use by clients can be purchased through this funding opportunity.

**Q: An organization is asking to purchase iPhones for use by clients who are quarantining ON SITE (residential facility) so they can still participate in counseling sessions. Is this allowable?**

A: No, this is not allowable.

## OTHER QUESTIONS

**Q: Is the maximum request amount \$50,000 per site? Or \$50,000 limit overall for the agency (even if multiple applications are submitted)?**

A: Sites may request up to \$50,000 under each funding opportunity per site.

**Q: Is the 10% allowance for PPE part of that \$50,000, or above and beyond that \$50,000? In other words, if we apply for \$50,000 for one site, can we apply for an additional \$5,000 above and beyond the \$50,000, for \$5,000 in PPE? Or do we apply for \$50,000 total, with \$5,000 of that being allowable for PPE?**

A: The maximum request amount is \$50,000 in total with \$5,000 out of the total being allowable for PPE.

**Q: Do we need to demonstrate, or would it be advantageous for us to demonstrate, other available funding (match) to be used for the project? In other words, is a match required? And, if so, how much/what %?**

A: There is no match required for this funding opportunity.

**Q: Please provide the definition that you are using for “safety net clients”?**

A: For the purposes of this RFA, we are defining “safety net” as providers serving underinsured and uninsured behavioral health patients.

**Q: The County Department of Behavioral Health would like to inform our providers of the grant funds and were wondering if any providers apply and receive grant funds, would DHCS be able to inform us (the County) of which providers received grant funds and how much was awarded?**

A: DHCS will notify awardees if they have been selected for this grant, along with the total amount allocated. It is the responsibility of awardees to notify any other organizations, as required or necessary.

**Q: How do we check if we are a nonprofit substance use disorder and/or mental health provider licensed and/or certified by DHCS? Our agency is an FQHC that provides these services; however, I am not sure if we are certified.**

A: Per the RFA, eligible entities must be a nonprofit substance use disorder and/or mental health provider licensed and/or certified by DHCS as of July 1, 2020 AND must have a current contract with the county Behavioral Health Department and currently serve ‘safety net’ clients. If you are a federally qualified nonprofit SUD/MH health provider, then you

qualify to apply. You can check if your organization is certified by DHCS if your organization holds one or more of the eligible licenses listed in the RFA.

**Q: How much total funding is available for the entire RFA?**

A: This funding opportunity is made available through unexpended funds for the Substance Abuse Prevention and Treatment Block Grant and Community Mental Health Services Block Grants. DHCS is currently reviewing the total amount available and anticipates a minimum of \$4 million to be allocated for this funding opportunity.

**Q: Where can we find the budget template for this funding opportunity?**

A: The budget template can be found at <https://www.shfcenter.org/news/1240>. Additionally, it is linked [here](#).

**Q: When compiling the budget, there is a column “other funding committed to project.” We are proposing a new, standalone telehealth service. While we do have a robust telehealth SUDs program, all that equipment/software/licenses are dedicated to that endeavor. We don’t co-mingle programs, so do we reflect that we have an existing service, although separate from what we’re proposing, or do we leave that column blank?**

A: That column needs to be filled out only if you have other funding sources for the same particular project that the telehealth support will be used for. The column is useful for other funding scenarios where The Center can see if there are other funding sources and the sustainability of a project after our funding source ends. In this case, since the support is for infrastructure and equipment, it is not as necessary. If you do not have other funds allocated toward this project (for example because it is start-up), please leave this column blank.

**Q: I was wondering about the County Behavioral Health Contract attachment. Are you asking for the Master Agreement with the County? Do you need a copy of the entire document (it’s about 200 pages or so)?**

A: Each applicant must provide proof of a current County contract to provide services. While you may upload the entire contract, you may also upload only the signature page/org. identifying page(s) that demonstrate that such a contract is in place.

**Q: Regarding Provider focused telehealth training, 1) Do we need to have a chosen training vendor at the time of application or is an estimated dollar amount of the training sufficient, and 2) Do you need any information at the time of application about the training program, or can this be provided at reporting time?**

A: You may estimate the dollar amount anticipated for provider telehealth training and finalize if the contract is awarded. Please provide details in the budget justification that will explain this, but also the type of training that will be provided.

**Q: Many of the County contracts submitted expire on 6/30/2020. Do we need to follow-up and confirm there is a current contract in place?**

A: If it meets the criteria during scoring and selection, we do not need to have an updated contract.