

To: TennCare Providers
From: Victor Wu, Chief Medical Officer
Mary Shelton, Director, Behavioral Health Operations
Date: March 25, 2020
Re: **Behavioral Health Psychosocial Rehabilitation Telehealth Services for TennCare Enrollees - Novel COVID-19**

Dear TennCare Behavioral Health Providers,

This is an update to the March 18, 2020 Behavioral Health Telehealth Service Memo to offer guidance on Psychosocial Rehabilitation Services (PSR).

TennCare acknowledges the significant value that Psychosocial Rehabilitation Services provides in its comprehensive approach in working with the whole person (mind, body, and spirit) for the purposes of improving an individuals' functioning, promoting management of behavioral health conditions, and facilitating recovery. Recognizing that individuals with Serious and Persistent Mental Illness (SPMI) receive significant benefits from PSR, especially in this time of social distancing related to COVID-19, TennCare is modifying the previous telehealth guidance to allow the PSR per fifteen minute and PSR per diem codes to be submitted with POS 02. TennCare prefers telehealth options that would permit actual visual connection with the member but will accept telephonic sessions in a member's home. Additional preferences include:

- Taking extra steps at the beginning of the telehealth session to review confidentiality and privacy concerns.
- Utilizing the PSR per 15-minute service, if contracted.
- When the PSR per diem service has to be used, the members should participate in at least three (3) one-hour groups per day on PSR topics related to skills development in the areas of vocational, educational, and interpersonal growth (for example, Illness Management and Recovery, Entitlement/Income Budget Maintenance, Independent Living Skills, Social Skills and Vocational Development) that serve to maximize opportunities for successful community integration. These groups do not have to be consecutive, but can be spaced out during the day.

For additional public health and provider guidance from the TN Department of Health, please visit:
<https://www.tn.gov/health/cedep/ncov.html>

For additional TennCare notices or future guidance from TennCare, please visit:
<https://www.tn.gov/tenncare/information-statistics/tenncare-information-about-coronavirus.html>

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