

March 16, 2020

BPA Health is responding to the behavioral health needs of our members and providers resulting from Corona virus (COVID 19). BPA Health wants to ensure clients' access to care continues as COVID-19 outbreaks are increasing. Fear and anxiety may result in an increase in mental health symptoms and substance use. ***People with preexisting mental health conditions should continue with their treatment plans during this time. Additional information can be found at the [Substance Abuse and Mental Health website](#).***

Telehealth: BPA Health is taking steps to ensure behavioral health services are readily available to members who are quarantined, those taking steps to increase social distancing, and those with child care concerns while schools are closed. We are actively processing provider requests to add telehealth services. If you are not already set up and approved to provide telehealth services we encourage you to consider this service delivery option. Email ProviderRelations@bpahealth.com today for more information.

Business Response Plan: BPA Health has implemented a plan to ensure we are able to continue to provide services to our customers, providers and clients in the current public health environment. If needed, we will transition to working remotely. We encourage providers to also develop and implement plans that make sense for their offices. During this uncertain time, it is BPA Health's desire to:

- Regularly assess credible information and make informed decisions
- Support customers, providers, clients and employees who are experiencing disruption in their lives
- Keep as many people - employees, customers, clients, and the public as healthy and safe as possible

Quarantine and Isolation: Follow [CDC guidelines](#) for quarantine if sick or if you or someone you live with is at high risk. Educate yourselves, your staff and your clients on the steps everyone needs to take to reduce the risk of contracting and spreading COVID-19. Be aware those with serious chronic health conditions such as those below are at higher risk:

- Diabetes
- Heart disease
- Lung disease
- Substance Use Disorders - National Institute on Drug Abuse (NIDA) released information late last week on [potential implications](#) for individuals with substance use disorders

Thank you for all you do!

BPA Health Provider Network Management

