



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

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**LME-MCO Joint Communication Bulletin # JCB358**

Date: March 26, 2020

To: Local Management Entities-Managed Care Organizations (LME/MCOs)

From: Renee Rader, Assistant Director for Policy and Programs, DMH/DD/SAS  
Deb Goda, Behavioral Health Unit Manager, NC Medicaid

Subject: Department of Health and Human Services COVID-19 Service Guidance for State Funded Behavioral Health Services

The North Carolina Department of Health and Human Services (NC DHHS) is actively working on service specific guidance in response to the COVID-19 virus. The North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMHDDSAS) is coordinating with the North Carolina Division of Health Benefits (DHB) to support flexibility in service delivery to support the continuation of quality, medically necessary services and supports for behavioral health consumers and stabilize and sustain provider networks.

**Retroactive to March 10, 2020, LME/MCOs may apply the same flexibilities to state-funded behavioral health services as those allowed under the NC Medicaid behavioral health flexibilities to the extent that funding is available.** This includes telephonic and telehealth options, along with clinical service flexibilities, consistent with [guidance provided by NC Medicaid for the COVID-19 crisis](#) as well as [communication bulletins from NC Medicaid and DMHDDSAS](#). LME/MCOs are encouraged to check these sites regularly.

We are collecting specific feedback from provider groups, LME/MCOs and other key stakeholders to inform these policy decisions through the following email: [BHIDD.COVID.Qs@dhhs.nc.gov](mailto:BHIDD.COVID.Qs@dhhs.nc.gov). As policy decisions are made, we will issue general as well as service specific guidance.

DHHS supports providers coordinating with their LME/MCO to determine what accommodations can be made to ensure there is no interruption in service access and delivery while this official guidance is being developed.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**NC MEDICAID • DIVISION OF HEALTH BENEFITS**

LOCATION: 1985 Umstead Drive, Kirby Building, Raleigh, NC 27603  
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**DIVISION OF MENTAL HEALTH, DEVELOPMENTAL  
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If you have any questions, please contact Renee Rader at 919-715-2027 or e-mail [renee.rader@dhhs.nc.gov](mailto:renee.rader@dhhs.nc.gov).

Previous bulletins can be accessed at:

[www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins](http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins)

cc Kody Kinsley, Behavioral Health & I/DD  
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NC Medicaid Leadership Team  
DMH/DD/SAS Leadership Team

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