



St. Louis County Children's Service Fund COVID-19 Update/Telehealth Guidance

March 16, 2020

Good morning,

Due to escalating closures in the wake of this unprecedented public health emergency, CSF convened an emergency meeting of the board today, March 16, to discuss how to move forward in support of the agencies. Thank you to all who participated in our survey sent last week (March 12) – we were able to present findings and possible solutions to our board today.

According to agency partner feedback, the majority of our funded programs can continue to provide services to some extent by leveraging technology through the use of telehealth units. CSF enabled a suite of telehealth units as a part of last year's billable unit revision. CSF's suite of telehealth units was available during the 2020-2022 core application period and remains available for new unit request if your program(s) do not already have the units approved in your schedule A. **It is important to note that award of telehealth units will not impact the amount of your contracted award.**

For those able to leverage technology immediately, attached is an abbreviated [new unit request form](#) (agency board signature is NOT required, in the interest of time) specific to the COVID-19 crisis. Requests will be considered by CSF staff outside of the typical board meeting structure to expedite the process. The procedure will be as follows:

1. Agency completes and returns form to their assigned Program Officer;
2. CSF program staff will review and confirm that agency already has the non-remote equivalent of the requested telehealth unit;
3. CSF program staff will respond to agency with determination and agency will be able to bill for services provided from **the start date of this process (March 16) through June 30, 2020, at which time CSF's board will reevaluate the situation.**

Currently, CSF is continuing to reimburse for services provided only. We recognize that service delivery may be minimized while families and schools respond to this crisis by practicing social distancing and are considering, with guidance from legal counsel and the board, other measures that may be appropriate to take for the duration of this crisis.

CSF will keep you apprised of further developments, but in the meantime we ask for your consideration as we navigate this unprecedented situation. If you have any questions or concerns, please reach out to CSF directly. Our priority remains the health of children and families throughout the region.

*Best,
Emily*

Emily Koenig
Acting Executive Director
St. Louis County Children's Service Fund



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