

March 2020

# An open letter to our Valued Payors

## Acadia Healthcare Company, Inc.

During this difficult and unprecedented time, our focus is on the safety and health of our patients, staff, and the communities we serve. We want you, our partners, to know that Acadia's commitment to serve your members with quality behavioral healthcare services does not and will not change.

Early in March, Acadia formed a task force of senior leaders to coordinate our response efforts as the COVID-19 pandemic emerged. This team is continually monitoring the virus' impact while providing essential training and guidance to all Acadia employees. We have included with this letter a list of many of the actions taken by Acadia in response to COVID-19.

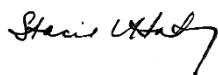
When medically indicated, we are using our virtual contingency plans to allow treatment to continue. With technology, we are connecting patients with loved ones who are unable to visit. Using telephonic sessions and/or telehealth for psychiatric, medical, psychotherapy services, and PHP and IOP we can make necessary adjustments as situations change. The need for virtual modalities changes daily as the number of people and communities affected by COVID-19 grows. Several payors have confirmed support of Acadia's virtual contingency plans. During this crisis, we expect each of our payors to waive without restriction the setting, credentialing, or other administrative requirements that would now act as a barrier to treatment or reimbursement.

Expanding behavioral healthcare via HIPAA-approved channels is critical now. However, just as critical will be our ability to work collaboratively in the future as more unexpected variances occur. With group homes and other step-down options closed, families in quarantine, and shelters and halfway houses full, facilities are reporting difficulty in safely discharging patients. Flexibility and reasonableness on coverage is essential as we work together to safely care for your members.

We take our relationship and contractual obligations seriously. Eligibility verification, authorization request, and claim submission will continue, when required, with the hard work of our dedicated teams. To the extent we are unable to connect for an authorization or receive an untimely response to our request for authorization, we must proceed with patient care. Your willingness to work with us on payment for your members' time with us will only strengthen our partnership during these trying times. The Acadia Healthcare enterprise very much appreciates your support of healthcare providers and our work to ensure behavioral healthcare continues.

Need information or have questions? Please call our corporate office at (615) 861-6000. Want to confirm Acadia-owned facilities? Visit our website at [www.acadiahealthcare.com](http://www.acadiahealthcare.com).

Respectfully,



Stacie L. Harty  
Vice President, Managed Care



John Hollinsworth  
Executive Vice President, Operations

### DELIVER QUALITY

We provide specialty behavioral healthcare to patients now and always.

### REMAIN OPEN

Our doors are open to safely accept patients.

### FOLLOW PROTOCOL

We verify patient eligibility and request authorizations for treatment.



## Promoting Well-Being

Acadia's corporate quality and compliance teams are providing proactive and ongoing support to our facilities. Acadia's response to COVID-19 includes, but is not limited to:

- Commenced infection prevention and control training upon awareness of coronavirus infection in the U.S.
- Created a task force with representation from each service line for weekly calls (more often, if circumstances warrant) to review response to current and proactive needs
- Providing ongoing clinical assistance to facilities and clinics in implementing infection prevention and control procedures with monitoring
- Assigned corporate infection control experts to assist with resource development and field support
- Instructed facilities and clinics to connect with local health department for community-specific guidance
- Compliance department is monitoring CDC updates daily and as released
- Attending CDC webinars as released in order to ensure that appropriate resources are provided
- Revising guidance as needed based on CDC recommendations
- Providing enterprise-wide updates based on CDC recommendations
- Providing webinars that are individualized to service line (acute, residential, and clinics)
- Through assigned field support, providing assistance with infection control plans, policies, and procedures
- Constantly monitoring the drug ordering process and supply to instruct and support the field
- Offering employee health guidance on issues such as staff travel, working from home as appropriate, and infection prevention
- Releasing training on pandemic disaster drills (already a current resource)
- Revising resources and guidance as needed based on updated CDC guidelines
- Developed a comprehensive infectious disease exposure control plan with flowcharts and easy-to-use charts for facility leaders on utilizing guidelines
- Providing expert staffing guidelines on emergency staffing plans as needed
- Intensified focus on geriatric and medically compromised patients
- Revised visitation to protect staff and patients