

- MEMORANDUM -

DATE: April 21, 2020
TO: ACBH Staff and Community Providers
FROM: Kimberly Coady, LCSW, Interim Quality Assurance Administrator
Imo Momoh, MPA, ACBH Deputy Director/Plan Administrator
SUBJECT: **FAQs - Clinical Documentation Updates During the COVID-19 - Revised 4/21/20**

The Quality Assurance office has developed a document providing guidance to some frequently asked questions (FAQs) around clinical documentation during the COVID-19 emergency period. The document provides information on various topics that include but are not limited to:

- Claiming for services provided via text messages
- Update on State Fair Hearing Appeal Process
- Client Release of Information
- Documenting late signatures for claiming purposes
- License renewal waivers
- Claiming for telephone and telehealth services

Click the following link to access the document: [FAQs: Clinical Documentation Updates During COVID-19](#).

If you have any questions, please email: QAOffice@acgov.org.

Thank you for your service to the community.

