




STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
Bureau for Medical Services

Bill J. Crouch
Cabinet Secretary

Cynthia E. Beane
Commissioner

MEMORANDUM

TO: WV Medicaid Providers

FROM: Cynthia Beane, MSW, LCSW 
Commissioner

DATE: March 16, 2020

SUBJECT: ACT Services

Due to the World Health Organization declaring Coronavirus disease (COVID-19) a pandemic, the West Virginia Bureau for Medical Services (BMS) is allowing face-to-face contact requirement(s) under ACT Services be waived until May 31, 2020. BMS will continue to monitor the situation and work closely with our state and federal partners gathering further information and directives and will provide further notification if an extension is received.

“Each member receives an average of two (2) face to face valid ACT activities with a team member per week;”

The ACT Team must ensure that the following activities still take place during this time period:

- The ACT team must still have contacts with the member but may do those through telehealth services or phone calls.
- The ACT team must still deliver medications as scheduled.
- The ACT team must still be available for crisis 24/7.
- The ACT team must still meet as required but may do so through telehealth services or conference phone calls.