



BRAD LITTLE – Governor
DAVE JEPPESEN – Director

IDAHO DEPARTMENT OF HEALTH & WELFARE

MATT WIMMER - Administrator
DIVISION OF MEDICAID
Post Office Box 83720
Boise, Idaho 83720-0009
PHONE: (208) 334-5747
FAX: (208) 364-1811

March 23, 2020

MEDICAID INFORMATION RELEASE MA20-16

To: Medicaid Providers of Adult Developmental Disability Waiver Services

From: Matt Wimmer, Administrator

Subject: Service Delivery Guidance During the COVID-19 Public Health Emergency (**This is an amended IR to remove the time limit of sixty (60) days for direct care staff to complete the fingerprint appointment.*)

The Idaho Department of Health and Welfare continues to monitor and prepare for impacts resulting from the 2019 Novel Coronavirus (COVID-19). We are working with the Governor's Office and other state agencies including the Idaho Office of Emergency Management, local public health districts, and healthcare providers around the state, as well as the Centers for Disease Control and other state governments.

To support participant access to services and reduce administrative barriers for providers, the Bureau of Developmental Disability Services is temporarily implementing the following changes for providers of Adult Developmental Disability Waiver Services, effective immediately and continuing until emergency declarations are lifted:

Recommendation to Limit Group Size in All Service Settings

The President of the United States and the Governor of Idaho have recommended that individuals avoid social gatherings of more than 10 people. **In line with these recommendations, the Idaho Department of Health and Welfare also strongly encourages all providers to limit the number of individuals participating in group services to no more than 10 individuals (including direct care workers).**

Guidance Related to Developmental Disability Agencies (DDAs)

DDAs may, at their discretion, provide developmental therapy in a home, community, or center-based setting regardless of the setting identified on the participant's plan. This includes the provision of developmental therapy in a Certified Family Home in lieu of a community or center-based setting.

When providing developmental therapy in an alternate location:

- The participant's record must include documentation of the alternate service location and confirm the location was changed due to COVID-19; and
- The provider should bill the code(s) and location authorized on the participant's plan, not the alternate location.

Guidance Related to Residential Habilitation Agencies

Residential Habilitation Agencies may, at their discretion, implement the following service changes:

- When staff are unavailable due to COVID-19, residential habilitation agencies may adjust staffing ratios under the following circumstances and guidelines:
 - The adjusted staffing ratio is sufficient to meet each participant's needs and maintain each participant's health and safety;
 - High supported living services must be provided to no more than six (6) participants per qualified direct care worker;
 - Intense supported living services must be provided to no more than two (2) participants per qualified direct care worker, and behavior and critical medical issues must be reviewed by provider before 1:2 staffing ratio is implemented;
 - Each participant's record must include documentation of the adjusted staffing ratio and confirm the adjustment was made due to COVID-19; and
 - The provider should bill the code H2022 for high supported living and H2016 for intense supported living.
- When a participant is receiving School-Based Supported Living Services and their school has closed due to COVID-19, residential habilitation agencies may provide the corresponding non-school-based supported living service to the participant. This change will require prior authorization. Service plan addendums should be submitted to the Information Coordinator. Signed service plan addendums must be obtained within thirty (30) days of submission.
- If a participant, who receives both hourly supported living services and developmental therapy services, is unable to access developmental therapy due to COVID-19, residential habilitation agencies may provide additional hourly supported living services in place of the authorized developmental therapy services. The adjusted services must be within the participant's current budget. This change will require prior authorization. Service plan addendums should be submitted to the Information Coordinator. Signed service plan addendums must be obtained within thirty (30) days of submission.

Guidance Related to Targeted Service Coordinators, Plan Developers, and Support Brokers

Targeted Service Coordinators, Plan Developers, and Support Brokers may, at their discretion, implement the following service changes:

- Person-centered planning services, service coordination, plan monitoring, and crisis supports requiring face-to-face meetings may be conducted via telehealth or teleconferencing.
- Signatures required for the participant's plan of service may be obtained by any of the following methods:
 - By email;
 - By fax; or
 - By phone, provided that the phone authorization is documented in the participant's plan of service and identifies the date and time of the call and those involved in the call. Signed plans of service must be obtained within thirty (30) days of the phone authorization.

Guidance Related to Self-Direction Community Support Workers

Self-direction Community Support Workers may, at their discretion, provide community support services in a home, community, or center-based setting regardless of the setting identified on the participant's plan.

When providing community support services in an alternate location:

- The participant's record must include documentation of the alternate service location and confirm the location was changed due to COVID-19; and
- The provider should bill the code(s) and location authorized on the participant's plan, not the alternate location.

Participant Eligibility for Waiver Services

Participants will not be disenrolled from the waiver if they are not able to receive waiver services during the COVID-19 emergency.

Criminal History Background Checks

Newly hired direct care staff may begin rendering services prior to a completed criminal history background check under the following conditions:

- The Criminal History Background Check application must be submitted prior to rendering services. The application is available at <http://chu.dhw.idaho.gov>.
- The provider must access the [iCourts online system](#) to complete a search of any criminal convictions or outstanding warrants associated with the direct care staff. An attestation that this search was conducted *prior* to the direct care staff rendering care must be included with the employee's file. The attestation template is attached to this information release.
- The provider must advise the Medicaid participant or legal guardian that the direct care staff has not yet completed the Criminal History Background Check to support informed decision-making.

Direct Care Staff Training Requirements

Newly hired direct care staff may begin rendering services prior to completing the training requirements associated with the provider's agency type or service array. Appropriate training as outlined in Idaho Administrative Code (IDAPA), the Medicaid Provider Agreement Additional Terms, or the Skills Matrix (as applicable) must be completed within thirty (30) days of first rendering services. The provider must advise the Medicaid participant or legal guardian that the direct care staff has not yet completed the applicable training to support informed decision-making.

Provider Quality Assurance Surveys

Provider quality assurance surveys will be suspended until further notice. Agencies may contact the regional quality assurance staff if they would like to discuss a desk review during this suspension of compliance activity. Critical incidents and complaints must continue to be submitted to the Department.

MW/krw

Modified Background Check Attestation

Instructions: During the COVID 19 pandemic, modifications have been made to the Criminal History Requirements for all staff delivering service to Medicaid participants on the Developmental Disability (DD) Waiver. This modification is a temporary measure.

Providers are required to conduct a record search on the Idaho Repository site @ icourt.idaho.gov prior to the delivery of any services to Medicaid participants. This form must be completed for all staff for which a records search was conducted and should be kept in the employee file.

All newly hired staff MUST complete the CHU application prior to service delivery and must complete the fingerprint process or Idaho State Police background search, within sixty (60) days of the application. The CHU application is available at chu.dhw.idaho.gov

Today's Date		Agency Name	
Staff Last Name		Staff First Name	
Date of Search		Date of Hire	

Please enter a screenshot of the data generated from the name search