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To: Medicaid Providers of Adult Developmental Disability (DD) Services

From: Matt Wimmer, Administrator

Subject: COVID-19 Adult DD Program Service Delivery Guidance (Update 1)

The Idaho Department of Health and Welfare continues to monitor and prepare for impacts resulting from the 2019 Novel Coronavirus (COVID-19). To support participant access to services and reduce administrative barriers for providers, the Bureau of Developmental Disability Services is temporarily implementing the following additional changes for providers of Adult Developmental Disability Program Services, effective immediately and continuing until emergency declarations are lifted:

Staffing Ratios for Supported Living Residential Habilitation Services

Information Release MA20-16 provided guidance for adjusting Supported Living staffing ratios when staff are unavailable due to the COVID-19 public health emergency. Based upon questions received from providers, the Department would like to provide the following clarifications:

Intense Supported Living (SL) Services

Intense supported living services must be provided to no more than two (2) participants per qualified direct care worker without Department prior approval.

- Groups can be a mix of individuals receiving Intense SL and High SL or Hourly SL. For example, a group could be:
 - Two individuals receiving Intense SL;
 - One individual receiving Intense SL and one individual receiving High SL; or
 - One individual receiving Intense SL and one individual receiving Hourly SL.
- Prior to increasing group size, the agency must review the level of need of each individual in the group and ensure the needed supports can be provided in the group setting.
- The agency should continue to bill the code for the authorized service for each individual in the group.

Groups of three (3) or more involving at least one (1) participant receiving intense supported living services, must be prior authorized by the Department on a case-by-case basis.

High Supported Living (SL) Services

High supported living services must be provided to no more than six (6) participants per qualified direct care worker.

- Groups can be a mix of individuals receiving High SL and Hourly SL.
- Prior to increasing group size, the agency must review the level of need of each individual in the group and ensure needed supports can be provided in a group setting.
- The agency should continue to bill the code for the authorized service for each individual in the group.

Hourly Supported Living (SL) Services

Hourly supported living services must be provided to no more than six (6) participants per qualified direct care worker.

Service Hours on Individual Services or Combinations of Services

As part of its response to the COVID-19 public health emergency, the Department has taken steps to create flexibility in the service delivery system, including the suspension of IDAPA rules setting service hour caps. However, suspension of these rules, DOES NOT automatically lift service hour caps or daily service expenditure limitations for participants.

If an individual needs additional services or service hours as a result of the COVID-19 public health emergency, a service plan addendum must be submitted to the Information Coordinator. This change does not require submission of a health and/or safety form.

The service plan addendum:

- Will be processed on an expedited basis;
- Must explain what supports (paid or unpaid) are no longer available as a result of COVID-19 necessitating an increase in services or hours;
- Must explain how the increased services or service hours will ensure the health and safety of the individual during the COVID-19 emergency; and
- May be authorized by email, fax, or phone.
 - Email and fax authorizations must be submitted with the addendum; and
 - Phone authorizations must be documented on the addendum and include the date and time of the call and the names of the people on the call.
 - A signed addendum must be obtained within thirty (30) days of submission.

When costs exceed an individual's available budget, the budget will be adjusted to ensure the services are funded. These funding increases are temporary through the end of the emergency.

Suspension of Face-to-Face Meetings for Targeted Service Coordination, Plan Development / Monitoring, and Support Broker Activities and

All service coordination, plan development/monitoring, and support broker activities, and should be conducted via telecommunications/telehealth.

- All in-person, face-to-face meetings are to be suspended for the duration of the emergency declaration.
- Support Brokers using telecommunications/telehealth are to bill their hours as normal through the FEA no additional coding or notes are needed.

Home Delivered Meals and PERS

Based on the COVID 19 emergency, requests for home delivered meals and personal emergency response systems for adults with intellectual and developmental disabilities who would not normally be eligible for these services will be considered on a case-by-case basis.

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