



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

April 6, 2020

**MEDICAID INFORMATION RELEASE MA20-23**

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

**From:** Matt Wimmer, Administrator

**Subject:** COVID-19 Adult DD Program Service Delivery Guidance (Update 2)

The Idaho Department of Health and Welfare (Department) 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.

Idaho Governor Brad Little and the Department issued a [Statewide Stay-Home Order](#) on Wednesday, March 25, 2020, for all Idahoans. The order covers the entire state and began immediately. It will last for at least twenty-one (21) days. See Information Release [MA20-18](#) for more information regarding COVID-19 Essential Providers. Additionally, the President of the United States and Governor Little have recommended that individuals avoid social gatherings of more than 10 people. The Department strongly encourages all providers to follow these guidelines as well as any other guidelines issued by the state and federal government.

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

**Increased Communication Between Targeted Service Coordinators/Support Brokers and the Medicaid Participants They Serve**

The Department and BDDS strongly encourage Targeted Service Coordinators (TSC's) and Support Brokers (SB's) to increase communication with participants during the COVID 19 public health emergency. Using telehealth, TSC's and SB's are encouraged to contact their participants regularly to:

- Check on their participants' health and safety;
- Answer any questions their participants may have;

- Communicate relevant information from the Department to their participants; and
- Direct their participants to online sources of information published by the Department, the State, and the federal government.

TSC's are to bill services provided by telehealth using the previously approved codes with a GT modifier. SB's are to bill services provided by telehealth using normal billing methods. No GT modifier is required for SB's.

TSC's may provide crisis assistance if a participant's services coordination benefits have been exhausted for the rolling plan month in which the crisis occurred, and no other means of support is available. In addition to the appropriate uses outlined in IDAPA 16.03.10.721.04, crisis assistance may be used to address unique issues related to the COVID 19 public health emergency.

TSC's and SB's who need assistance or additional resources to address participants' service issues or health and safety risks should contact the Department in the participant's region using the phone numbers listed below.

<b>Region 1</b>	(208) 665-8908
<b>Region 2</b>	(208) 799-4382
<b>Regions 3 &amp; 4</b>	(208) 334-0956 (208) 334-0751 (208) 334-0716
<b>Region 5</b>	(208) 732-1351
<b>Region 6</b>	(208) 239-6270
<b>Region 7</b>	(208) 528-5703

### **Guidance Related to Developmental Disability Agencies (DDA's)**

Information Release [MA20-16](#) authorized DDAs to provide developmental therapy in a home, community, or center-based setting regardless of the setting identified on the participant's plan.

This guidance included the provision of developmental therapy in a Certified Family Home (CFH) in lieu of a community or center-based setting. Before developmental therapy is provided in a CFH:

- The participant must request developmental therapy be provided in the CFH;
- The CFH provider must consent to DDA staff providing services in the CFH; and
- The DDA must consent to provide the services in the CFH.

If the participant, the CFH provider or the DDA does not consent, then developmental therapy must not be provided in the CFH.

Please see Information Release [MA20-16](#) for additional information regarding the provision of developmental therapy in alternate locations.