

ADW-PC-TBI Provider COVID 19 Conference Call
Additional QA
June 12, 2020

Randy Hill first spoke about goals for the BMS Reopening Plan. They are asking CMS to review their proposals and are awaiting their approval prior to releasing the Plan. CMS has said that WV is in line with other states' Plans. It will be a phased-in approach, rather than going back to normal all at once.

The Reopening Plan will cover Background Checks, Staff Training, Member Assessments, Service Planning Meetings, Skilled Nursing, Home Visits, Provider Monitors and Routine Meetings.

Originally, the Reopening Plan was estimated to be in effect from July 1 through September 30. Now, it has been extended through December 31, 2020.

- In Home Visits: Beginning July 1, providers may institute face-to-face meetings with members, but it is not mandatory. Providers have the option based on their high-risk population. Each agency can decide for themselves.
- Training: During COVID 19, training deadlines were suspended through June 30. Beginning July 1, the suspension will be lifted. This does not mean that training must be face-to-face. You can still provide training online, over the phone, etc. but July 1, the suspension is lifted.
 - a) For current employees, any training missed during COVID 19 must be completed by September 30.
 - b) For new hires after July 1, per policy, training must be completed.
- WV CARES: WV CARES originally suspended the fingerprint requirement through June 30. This suspension has now been extended through September 1. Providers are to continue with the prescreening process using the WV CARES system. However, providers are encouraged to utilize locations that are open. IDEMIA customer service is available to address questions or concerns you may have regarding their COVID-19 processes by calling 855-766-7746.

Q: Regarding training – specifically remote training, does this include CPR and First Aid? Will they have to be re-done?

A: Not necessarily. For seasoned staff, they should be fine with online or video training. For a new hire, they would probably require more. Neither ADW nor TBI will require any provider to re-do video training.

Q: When do you anticipate letting RN's and CM's go back into homes? Will this be at the discretion of the provider?

A: Yes. As of July 1. This decision was made in part to align with the Governor's plan to re-open nursing homes to some visitors.

Q: Regarding CPR and First Aid, just to clarify, electronic training will be good through September 30?

A: Electronic training will be good through December 31.

Q: Back to Question 91, we are normally required to submit our Continuing Certification Affidavit by June 30, but now we have until December 31?

A: You can turn it in by June 30, if you wish, but due to COVID 19, the deadline was extended to December 31.

Q: Regarding the Reopening Plan, what measures are in place to prevent providers from litigation if any of their members contract COVID 19 after in-home visits resume?

A: Our Plan does not cover this situation. BMS will check with CMS to see if they can provide any guidance, but if your agency has an attorney, we encourage you to check with them.

Q: So, the state will not address this situation?

A: BMS will check with CMS.

Provider Comment: With sports and other in-home care services, they use a Release of Liability form so that the participant acknowledges the danger of the activity. Perhaps you could use something like that.

Q: Regarding trainings after Reopening, what about the additional training that is required?

A: If any training was due during the COVID 19 suspension, it must be caught up by September 30. Beginning July 1, any training that is due should be completed, keeping in mind that it can still be done virtually.

Q: A Personal Care client went from a Level 2 to Level 1 with a telephone assessment. This person has had a stroke and may not have fully understood the questions and I

believe they should still be Level 2. Do I still need to go through the normal process of requesting a Service Level increase through KEPRO?

A: Yes, that process is the same. You can request the Level of Service increase and submit any additional documentation. Also, this must be done within 14 days, or if it has been longer than that, please contact KEPRO.

Helen Snyder reported on COVID 19 numbers for our programs.

Across all programs there were no additional deaths or positive tests. There is a total of 453 negative tests and 11 positives.

Deaths still stand at five (2 ADW with positive tests, 2 ADW with negative tests but with complications from COVID 19 and one TBI positive test.)

There have been approximately 50 tests done for Personal Care members, all negative.

Next call: June 26, 2020