



**WV ADW Waiver and Personal Care Programs
Policy Clarification Conference Call—COVID-19
March 20, 2020**

Call #: 1.866.619.5581 Conference Access Code: 693 025 544#

ANNOUNCEMENTS

Please be advised that conference calls will be conducted weekly or as needed to provide updates and technical assistance related to the impact of the Coronavirus Disease (COVID-19).

On Friday, March 13, 2020, BMS forwarded memorandums for the ADW and PC programs entitled “COVID 19 Preventative Measures.” As stated in the memorandums, COVID 19 is an ongoing situation and some information in the memorandums have already changed including the directives have been **extended from May 31st to June 30th**.

Additional information on COVID-19, including how to protect yourself and what to do if you think you are sick, can be found at the following link to the Centers for Disease Control and Prevention’s website. <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Attachments:

- ADW COVID 19 Preventative Measures
- PC COVID 19 Preventative Measures
- ADW/PC Conference Call Summary 3.20.20

Questions Submitted for the 3/20/20 Conference Call

All answers below are DRAFT pending call feedback

Q#	Question	Answer	Applicable Program	
Q1	The memorandum dated 3/13/20 indicates that ADW Case managers and PC nurses will not be required to meet face-to-face with members in their homes.” Does this mean that agencies can still conduct face-to-face home visits if they choose?	Effective immediately, home visits are to be conducted via telephone and no face-to-face visits are permitted unless they are required in order for the provider to intervene in an emergency circumstance . Please remember to review crisis plans to ensure they include specific steps to be taken if the paid staff or natural supports are unable to provide support. Case Managers should also determine if members have adequate supplies of food, medications, and other necessities. Case managers are required to complete the monthly contact forms and document that these questions were answered.	ADW	PC
Q2	How are signatures for meetings held via non-face-to-face means to be obtained?	ADW Case Managers and PC nurses will not be required to collect signatures at a later date. The CM and nurse that conduct the meetings are to document on the forms that the individual participated by phone/electronically and verbally agreed to the information discussed.	ADW	PC
Q3	Will individuals on the ADW waitlist continue to be assessed for eligibility?	Yes. As with active members, individuals on the waitlist who are currently being assessed will be evaluated by telephone unless they choose to postpone the assessment.	ADW	
Q4	BMS has indicated that meetings and home visits are to occur via telephone or electronically rather than face-to-face through 5/31/2020. If the weather is nice, can face-to-face meetings be conducted outside?	No. Until more is known about COVID-19 and what its overall impact will be, the only time the ADW Case Manager or PC nurse meets face-to-face with a member is if they must intervene on behalf of the member to protect his/her health and safety.	ADW	PC
Q5	Will the agency be able to continue to get paid in order to pay the staff? Some can only pay them for a short time.	Fortunately, most functions related to claims payments can be managed remotely so BMS does not anticipate any disruption in provider payments.	ADW	PC
Q6	I would just like to clarify the memo from BMS. After the assessment is done over the phone or electronically is it required after the ban has been lifted to do an onsite visit? If so, can the assessment that was done via telephone or electronically be	An assessment that was completed by phone/electronically will be considered valid for the same timeframe as a face-to-face assessment. When the HCBS programs return to normal operations, the ADW CM and PC nurse will not be required to meet face-to-face with the member until the next regularly scheduled meeting—i.e. 6 months from the date of the previous assessment. It will not be necessary to take the assessment that was completed by phone/electronically to the face-to-face meeting to have the document signed by the member.	ADW	PC

	used and just marked with the date of the home visit when the client would sign?			
Q7	We received the memo from the Bureau of Medical services regarding assessments and meetings being done by phone instead of in person by our case management and nursing personnel. Are there any specific guidelines we need to be aware of regarding our homemaker's working in the ADW clients home other than providing safety equipment such as gloves and masks etc.?	<p>Members that have healthy and available natural supports may choose to temporarily halt their ADW Personal Attendant and PC direct care services until the threat of COVID 19 is past. This reduces the risk of infection for both the member and others in the household as well as the agency staff.</p> <p>ADW Personal Attendants and PC direct care workers should follow the guidelines available through the CDC which include proper handwashing and use of gloves and other PPE.</p>	ADW	PC
Q8	Do you plan on allowing providers to postpone annual trainings? The March 13, 2020 memo from Cynthia Beane states that we could do online, Skype, Zoom, etc. for the required trainings. This is not feasible for many of our caregivers; therefore, I am requesting that required annual trainings be postponed for 90 days.	<p>Staff qualification requirements other than being 18 years of age (Initial and annual training including CPR, First Aid, Identifying and Reporting Abuse/Neglect/Exploitation, Confidentiality, etc. and criminal background checks through WV CARES) will be suspended until 7/1/2020. Provider agencies may choose to provide on-line training such as CPR and First Aid in lieu of in-person training. Trainings may also be conducted by telephone/electronic means (Skype/Zoom). If member-specific training is provided electronically, it must be through a secure network to protect the member's confidentiality.</p>	ADW	PC

E-mail questions that you would like to have considered for inclusion on future calls to LuAnn.S.Summers@wv.gov for ADW and Teresa.M.Mcdonough@wv.gov for PC.
Please put **"Policy Clarification"** in the subject line when submitting questions