

WV AD Waiver, Personal Care and TBI Waiver Programs COVID 19 Questions & Answers (Q&A)

Q#	Date	Question	Answer	Applicable Program		
Q1	3/20/2020	The memorandum dated 3/13/20 indicates that Case managers and 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	TBI
Q2	3/20/2020	How are signatures for meetings held via non-face-to-face means to be obtained?	Case Managers and 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	TBI
Q3	3/20/2020	Will individuals applying for the program continue to be assessed for eligibility?	Yes. As with active members’ annual redeterminations of eligibility, individuals applying to the programs will be evaluated by telephone unless they choose to postpone the assessment.	ADW		TBI
Q4	3/20/2020	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 Case Manager or 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. Please note that the BMS directive has been extended through June 30, 2020.	ADW	PC	TBI
Q5	3/20/2020	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	TBI

Q6	3/20/2020	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 used and just marked with the date of the home visit when the client would sign?	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 CM and/or 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	TBI
Q7	3/20/2020	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 staff working in the member's 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 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>Please document in a case note if the member has requested temporarily to halt his/her worker from providing services in the home/community. The CM/nurse should also document on the case note how the member's care will be meet.</p> <p>Agency staff working in the members' homes should follow the guidelines available through the CDC which include proper handwashing and use of gloves and other PPE.</p>	ADW	PC	TBI
Q8	3/20/2020	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; Member Rights; Identifying and Reporting Abuse/Neglect/Exploitation, Treatment Practices & Procedures including Confidentiality, Emergency Care including Crisis and Emergency Planning; Infectious Disease Control; Direct-Care Ethics; and Member-Specific Needs, etc.) and fingerprint criminal background check will be suspended until 7/1/2020. The pre-screening of new employees through the WV CARES system will continue to be required.</p> <p>Provider agencies may choose to provide on-line training such as CPR and First Aid. Trainings may also be conducted by telephone or</p>	ADW	PC	TBI

			electronic means (Skype/Zoom). If member-specific training is provided electronically, it must be through a secure network to protect the member's confidentiality.			
Q9	3/20/2020	Can the member's financial eligibility be extended so that they don't have to go to local DHHR offices during this time?	<p>Per the 3/20/2020 memo to DHHR eligibility staff from Anita Hayes, Director, Medicaid and WVCHIP Member Eligibility Policy, Bureau for Medical Services:</p> <p><i>The West Virginia Bureau for Medical Services (BMS) and WV Children's Health Insurance Program (WVCHIP) are extending the renewal date for all Medicaid and WVCHIP recipients for three months. All disability reevaluations required by the Medical Review Team are also being extended for three months. All Medicaid and WVCHIP clients should remain enrolled in coverage regardless of age or category. This policy goes into effect immediately and will remain in place through May 31, 2020.</i></p> <p>MEDICAID AND WVCHIP RENEWALS</p> <ul style="list-style-type: none"> • <i>Medicaid and WVCHIP eligibility renewals not already completed in March 2020 have been extended to June 2020.</i> • <i>Eligibility renewals due in April 2020 will be extended to July 2020</i> • <i>Eligibility renewals due in May 2020 will be extended to August 2020.</i> 	ADW	PC	TBI

E-mail questions that you would like to have considered for inclusion on future calls to:

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Please put **"Policy Clarification"** in the subject line when submitting questions