

COVID-19 FAQ and Technical Assistance for LTSS

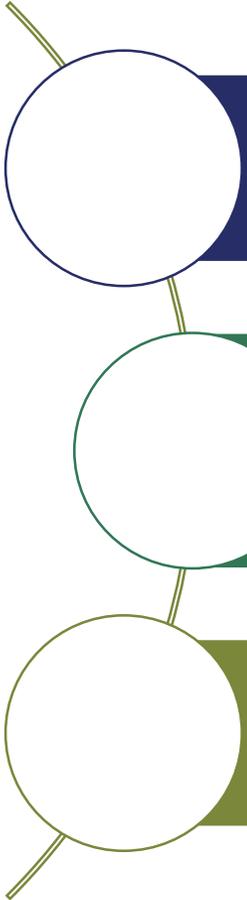
Colorado Department of
Health Care Policy & Financing

July 17, 2020

Overview for Today

- Purpose of COVID-19 FAQ and TA for LTSS Webinars
- Remote Infectious Control Surveys for IRSS
 - Jane Flournoy, Behavioral Health and Community Services Section Manager, CDPHE
- Top Questions and Topics
- Resources

Purpose of COVID-19 FAQ and TA for LTSS Webinars



Continue to offer more real-time opportunities for providers to dive deeper into Department guidance

Respond to more technical and nuanced questions from providers to ensure guidance is clear and adhered to

Take feedback for how we move into the “new normal”



COLORADO

**Department of Public
Health & Environment**

Jane Flournoy
Behavioral Health and Community
Services Section Manager



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Policy & Financing

Remote Infectious Control Surveys for IRSS

- Overview of CDPHE's efforts in review and support of residential facilities
- Rationale for remote infectious control (IC) surveys for Individual Residential Support Services (IRSS)
- Sampling

What to Expect for IRSS IC Surveys

- The IC remote surveys will occur remotely
- A typical remote survey will have two surveyors assigned
- Survey components will include:
 - Entrance interview
 - Client roster
 - Questions for management
 - COVID survey questions
 - Small sample size for PRS record review
 - Technical assistance and resource sharing

Top Questions and Topics

1. Retainer Payments
2. Case Manager(s) Role
3. Monitoring and Face-to Face-Requirements
4. Non-Medical Transportation
5. Day Program Clarification
6. Testing
7. Clarification on Residential Guidance

Retainer Payments

Will the Department need to amend the Appendix K documents with the guardrails required for retainer payments that were detailed in the most recent [FAQ from June 30, 2020](#)?

No. As Colorado was one of the few states who received approval for multiple episodes of retainer payments, CMS will not require that the Department amend the Appendix K to include the new guardrails.

Retainer Payments, cont.

Will the Department be required to get an attestation from each provider as detailed in the FAQ?

No. Obtaining an attestation from providers who received retainer payments will not be mandated by CMS. However, this does not preclude OIG from auditing providers who have received retainer payments. It has been advised that providers who did receive retainer payments keep detailed notes of how these payments were spent.

Retainer Payments, cont.

If a provider has laid off staff, prior to this guidance, will the provider be subject to recoupment of funds?

No. However, if providers did lay off employees and collected retainer payments, the provider will need to be able to demonstrate how those retainer payment funds were used and expended on COVID-19 issues and to serve individuals.

Retainer Payments, cont.

If a provider received additional loans payments in addition to retainer payments, will the provider be subject to recoupment if they exceed the revenue for the last full quarter prior to the Public Health Emergency (PHE)?

No. However, the provider will need to demonstrate, if audited, that these funds were not used for duplicative services, nor did the provider profit off the pandemic.

Retainer Payments, cont.

Is there anything Colorado could do to have the federal government reconsider the three, 30 consecutive days of retainer payments?

Currently, the upper limit of 90 days is firm. However, CMS is very interested in states ideas on rebalancing to create a stronger array of services and supports in the community. There may be funding options if the state has ideas on how to keep individuals in the home and community and out of institutions.

Case Manager(s) Role

What is the Case Manager's role as members begin to return to services?

- Discuss services available with members and make service changes based on member needs.
- As outlined in [OM 20-070](#), providers of certain services must provide information to the member and their family about all risk factors associated with resuming services.
- The information must be documented by the provider in the member's file and the case manager in the state prescribed case management system.

Monitoring and Face-to Face Requirements

How is the Single Entry Point (SEP) Required In-Person Monitoring Visit documented?

- New contracts with SEP case management agencies were executed on 7/1/20
- Requires case manager to complete one in-person monitoring visit per participant certification period, outside of the annual assessment
- Reminder: All Face-to-Face requirements are temporarily suspended per [OM 20-034](#)
- SEPs will follow all guidance in the [SEP Technical Guide](#)
 - Mark “yes” to whether the visit was performed face-to-face in the BUS log note
 - Identify in the log note the method the contact was performed virtually or telephonically due to COVID safety measures

Non-Medical Transportation

Many providers no longer have 15-passenger vans. Can you provide guidance on how many members are allowed in a 12-passenger van?

Providers may transport three (3) members per 12-passenger van. Guidelines for hygiene, cleaning, screening, and social distancing shall apply to vehicles of all sizes per [Operational Memo 20-063: Updated Operational Changes to the HCBS Non-Medical Transportation Benefit for COVID-19](#).

Day Program Clarifications

OM 20-070 states "If a participant or staff begins showing symptoms while in the setting, the setting should cease any further activities, isolate the participant/staff, and sterilize the facility. No resumption of in-person services may occur prior to completion of a 10-day isolation period with at least three (3) days without symptoms. All staff should be required to be tested prior to return with confirmed negative testing." Does this mean we have to shut down anytime anyone has a symptom?

No. This is only for positive or presumptive positive cases. A participant should be isolated (just in case), but an agency does not need shut down until the person is confirmed positive or presumptive positive.

Day Program Clarifications, cont.

Is the 50% of pre-pandemic capacity referenced in OM 20-070 allowed now?
And is that building capacity or based on previous attendance?

- The 50% capacity is based on pre-pandemic capacity. A provider may only resume up to 50% of pre-pandemic capacity when it is locally allowed based the Protect Our Neighbors framework.
- The building or facility being used must not exceed capacity to the point of reducing safe and appropriate social distancing. The setting staff must encourage and maintain proper social distancing, and the provider must ensure there is a minimum of 50 square feet per person in the space for this to be appropriately carried out. The setting staff must also be able to maintain appropriate social distancing while staff and members are in motion, allowing safe passage between people to include during dining and other activities.

Testing in Nursing Facilities

[HHS announcement Tuesday, July 14th](#)

- Rapid point-of-care diagnostic test devices and tests to be distributed to nursing homes in COVID-19 geographic hot spots across the country
 - To be used to test staff and residents within the facility
- Distribution to facilities to begin next week
- Must have the capability to screen and test residents, and test residents on a weekly basis

Residential Care Setting Testing

- New [testing guidance](#) released to assist with understanding Colorado's residential care testing strategy
- Provides detailed instructions to settings that are interested in beginning testing
 - How to prepare and how you know you are ready to begin on-going testing
 - How to access testing supplies

Clarified Residential Guidance

Guidance forthcoming

- Residential settings shall continue to follow all issued guidance by the Colorado Department of Public Health & Environment (CDPHE) and comply with all local and state orders.
- [Protect Our Neighbors](#) means that communities that meet certain criteria have less stringent restrictions than under the Stay-At-Home and Safer-At-Home orders. Under Protect Our Neighbors, communities may permit activities at 50% of pre-pandemic capacity, with at least 6 feet between non-household members, and no more than 500 people in one setting at a time.

Clarified Residential Guidance, cont.

Guidance forthcoming

- Different communities will be at different phases, based on local conditions and capabilities, and the state may change phases as well. All variances by county are updated on CDPHE's website [here](#). Please pay close attention to which phase the state and your community is in and follow guidelines.
- During all phases, residential settings can continue to be vigilant in reducing the risk of exposure to members.

Provider Relief Funds

- On June 9, 2020, the U.S. Department of Health and Human Services (HHS) [announced additional funding](#) (approximately \$15 billion) available through the Provider Relief Fund to eligible Medicaid and Children's Health Insurance Program (CHIP) providers
- More information about eligibility and the application process is available at www.hhs.gov/coronavirus/cares-act-provider-relief-fund/general-information/index.html
- To be eligible for this funding, health care providers must not have received payments from the \$50 billion Provider Relief Fund General Distribution and either have directly billed their state Medicaid/CHIP programs or Medicaid managed care plans for healthcare-related services between January 1, 2018 to May 31, 2020

Examples of providers serving Medicaid and/or CHIP beneficiaries who may be eligible for this funding include:

- Pediatricians
- Obstetrician-Gynecologists
- Dentists
- Opioid Treatment and Behavioral Health Providers
- Assisted Living Facilities
- Other Home and Community-Based Services Providers

[Link: IM 20-024](#)

Provider Relief Funds

Providers must submit their data by July 20, 2020 (likely extended to August 3)

HRSA issued a fact sheet with more information about the fund distribution and application process:

www.hhs.gov/sites/default/files/provider-relief-fund-medicaid-chip-factsheet.pdf

Attestation Portal: <https://cares.linkhealth.com/#/>

CARES
PROVIDER RELIEF FUND

Sign In

Welcome to the CARES Act Provider Relief Fund Payment Attestation Portal.

This portal allows providers to attest to relief fund payments made for healthcare-related expenses or lost revenue attributable to COVID-19.

Overview

Set Up Optum ID

What You Need

Resources and Support

Previous Guidance

Case Management Agencies

Operational Changes

- [OM 20-049](#)
- [OM 20-027](#)
- [OM 20-034](#)
- [OM 20-037](#)
- [OM 20-045](#)

PASRR Changes

- [OM 20-043](#)

Critical Incident Reporting for COVID-19

- [OM 20-044](#)

Level of Care Changes

- [OM 20-053](#)

Transition Coordination

- [OM 20-056](#)

Facilities and PACE

Infection Control And Prevention of COVID-19 in Nursing Homes (CMS)

- [CMS QSO-20-14-NH](#)

Telemedicine in Nursing Facilities

- [OM 20-032](#)

Training & Certification

- [OM 20-038](#)

Rate Increase

- [OM 20-050](#)

Options Counseling

- [OM 20-054](#)

Stimulus Payments

- [OM 20-059](#)

Civil Money Penalty (CMP)

- [IM 20-021](#)

HCBS Providers

HCBS Therapy Services

- [OM 20-020](#)

Guidance for Class B Providers

- [OM 20-023](#)

Changes to Benefits & Services (Table)

- [OM 20-046](#)

Telemedicine

- [Temporary Policy](#)

Residential Guidance

- [OM 20-035](#)

Host Home Inspections

- [OM 20-036](#)

CDASS Sick Time

- [OM 20-047](#)

Changes to Benefits & Services Rates (Table)

- [OM 20-048](#)

Flexibility in Hiring

- [IM 20-019](#)

CC & SCC Clarifications

- [OM 20-060](#)

Additional Provider Relief Funds

- [IM 20-024](#)

Non-Medical Transportation

- [OM 20-063](#)

Retainer Payments Ending

- [OM 20-069](#)

Guidance for Reopening or Expanding Day Programs

- [OM 20-070](#)

All COVID-19 and LTSS related memos and FAQs can be found here:

www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response

Next Steps

All LTSS Provider Webinar
(combining HCBS, CMA, SNF/ICF)

Friday July 24, 2020

2:30-3:30 p.m.

Webinar: <https://cohcpf.adobeconnect.com/rellbhigfdpf/>

Call-In: 1-877-820-7831

Participant Code: 303146#

Resources from Others

- Institute for Community Inclusion (ICI) released a [series of publications](#) on providing day and employment services during the COVID-19 pandemic
- Multicultural Council (MCC) released [COVID-19 Culturally and Linguistically Diverse Resources](#)
- [Video: Supporting Grayson's Family](#), includes key themes that are relevant to home visiting during the COVID-19 pandemic
- [Video: Una visita en el hogar con la familia de Liam \(A Home Visit with Liam's Family\)](#), Ohio occupational therapist Marta Gonzalez delivers an early intervention home visit during the COVID-19 pandemic, illustrating how home visits using video conferencing can continue to support children and their families (in Spanish with English sub-titles)

CDC Guidance for People with IDD

The Centers for Disease Control (CDC) has released COVID-19 guidance, with a primary focus on family members and caregivers who support people with developmental disabilities.

- [Guidance for Direct Service Providers](#)
- [Guidance for Group Homes for Individuals with Disabilities](#)
- [Guidance for Direct Service Providers, Caregivers, Parents, and People with Developmental and Behavioral Disorders](#)
- [People with Developmental and Behavioral Disorders](#)

Here is a link to the CDC website:

www.cdc.gov/coronavirus/2019-ncov/hcp/developmental-behavioral-disorders.html

Stay Engaged

Memos, Webinar Info, and FAQs - Updated Regularly

www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response

Email us

HCPF_HCBS_Questions@state.co.us

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More Information



www.cdc.gov/coronavirus/2019-ncov/



www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page



covid19.colorado.gov



Local Public Health Agencies

www.colorado.gov/cdphe/find-your-local-public-health-agency



www.colorado.gov/hcpf/COVID

Reminder: Personal Protective Equipment

If you or your organization are experiencing a shortage or outage of personal protective equipment (masks, gloves, gowns, etc.) to conduct essential or life saving functions during this crisis, please reach out to your **local emergency manager** or **local public health department**.

[Find Your Local Community Emergency Manager](#)
[Find Your Local Public Health Department](#)

To report issues in
obtaining PPE please
notify:

Sadie Martinez
Access and Functional Needs
Coordinator
Office of Emergency Management
720.610.1691
sadie.martinez@state.co.us

Thank You!