



State of Louisiana
Louisiana Department of Health
Office of Aging and Adult Services

MEMORANDUM

OAAS-SC-20-002

TO: OAAS Support Coordination Agencies

**FROM: Sherlyn Sullivan
OAAS Interim Assistant Secretary**

DATE: March 23, 2020

**SUBJECT: Updated Alternate Contact Guidance Due to Coronavirus Disease
2019 Public Health Emergency**

This memo provides updated guidance regarding alternate contact requirements for Support Coordination Agencies working with Adult Day Health Care (ADHC) Waiver and Community Choices Waiver (CCW) participants. Guidance provided in memorandum OAAS-SC-20-001 dated March 18, 2020 remains in effect with the exception of the guidance provided in this memorandum.

Alternate SC Contact Requirements for Linked but not Certified Participants:

- Currently linked **initial ADHC or CCW offers**, face-to-face assessment and care planning meetings **are suspended in all 9 LDH regions.**

LaSRS Event Tracker:

LDH OAAS will be initiating an event tracker for COVID-19 in LaSRS.

- All participants in all regions must be tracked in the COVID-19 event tracker.
- Contacts with all participants must be made by March 31, 2020 and the outcome entered into LaSRS.
- Should a participant's status change, SCs must update participant information in Event Tracker within 24 hours of notification.

COVID-19 Screening and Documentation:

- Complete critical incident reporting as per procedure (OAAS-MAN-19-002)
 - There has been no change to critical incident reporting for this event.

If you have further questions, please contact your OAAS Regional Office.

cc: Medicaid Program Support and Waivers
OAAS Regional Offices
Statistical Resources Inc. (SRI)