



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

MEMORANDUM

TO: OAAS Support Coordination Agencies **OAAS-SC-20-008**

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

DATE: July 6, 2020

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

This memorandum provides updated guidance regarding alternate contact requirements for Support Coordination Agencies (SCAs) working with Adult Day Health Care (ADHC) Waiver and Community Choices Waiver (CCW) participants. Guidance provided in memorandum OAAS-SC-20-001 dated March 22, 2020 remains in effect with the exception of the guidance provided in this memorandum.

Statewide Alternate SC Contact Requirements for Existing Participants:

- Monthly phone contacts will continue as per policy, including monthly monitoring. The outcome of the monitoring must be documented following current procedures.
- Quarterly face-to-face visits must be conducted through a virtual meeting.
 - If the participant or their natural supports do not have access to virtual technology, the quarterly visit may be conducted over the telephone.
 - The record must include documentation of attempts to meet virtually.
- For participants with a Plan of Care (POC) ending on or after August 1, 2020:
 - The annual Minimum Data Set-Home Care (MDS-HC) Re-assessment and POC meeting(s) must be conducted virtually by a registered assessor/Support Coordinator (SC).
 - Signatures may be obtained verbally.

- If the participant or their natural supports do not have access to virtual technology, the POC meeting may be conducted over the telephone, using the last MDS-HC assessment on file.
 - The record must include documentation of attempts to meet virtually.
- For those **participants whose current level of services are not meeting their needs, (significant change in status) the MDS-HC Re-assessment must be conducted virtually by a registered SC.**
 - If the participant or their natural supports do not have access to virtual technology, the POC Revision meeting may be conducted over the telephone.
 - Signatures may be obtained verbally.
 - The record must include documentation of attempts to meet virtually.
 - In instances where a virtual Re-assessment cannot be conducted, SC may request an increase of services over the participant's RUG Allocation **for a period of 120 calendar days.**
 - Examples of instances where needs are not being met may include, but are not limited to, participants that have experienced serious, life-threatening critical incidents, frequent and serious critical incidents in the last 90-120 calendar days, participants that have experienced a substantial change in status, or participants that have expressed and have evidence of marked difficulty in meeting needs due to insufficient support.
 - SC will conduct a meeting over the telephone to gather information on the person's specific needs and complete a POC Revision, budget and schedule.
 - SC will submit the documents to support the temporary increase to RO.
 - RO will review the request and email the SCA an approval or denial.
 - If approved, the SCA will submit the POC Revision (POC, budget/schedule) with the email approval from RO to increase the CCW services to the CCW maximum for a period of 120 calendar days to SRI.
 - Signatures may be obtained verbally.

Alternate SC Contact Requirements for Linked but not Certified Participants:

- For **initial ADHC Waiver or CCW offers**, the initial MDS-HC Assessment and Plan of Care (POC) meeting(s) must be conducted virtually by a registered assessor/support coordinator (SC).
 - Signatures may be obtained verbally.
 - If the participant or their natural supports do not have access to virtual technology, the SC or Supervisor must notify RO for guidance. This notification must occur within 24 business hours.
 - The record must include documentation of attempts to meet virtually.

COVID-19 Screening and Documentation:

As a part of all contacts with participants, SCs should continue follow up on the participant's health, including changes in physical or mental health, cognition, function, and other clinical signs and COVID-19 symptoms or exposure.

LaSRS Event Tracker:

A COVID-19 event tracker has been created in LaSRS.

- All participants in all regions must be tracked in the COVID-19 event tracker.
- If a participant's status changes, SCs must update participant information in the event tracker within 24 hours of notification, including **indicating that symptoms have been resolved for those that had been identified as COVID-19 positive.**

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

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