



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

**MEMORANDUM**

**OAAS-SC-20-011**

**TO: OAAS Support Coordination Agencies**

**FROM: Fernando Lopez, MHSA, Ph.D.  
OAAS Assistant Secretary**

A handwritten signature in black ink, appearing to read "Fernando Lopez".

**DATE: November 10, 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.

**Initial, Annual or Status Change MDS-HC Assessment and Plan of Care Meetings:**

- Beginning October 12, 2020, all assessment meetings must be conducted virtually, with a third party present and as per Memorandum OAAS-SC-20-007.
- If the participant is not able to successfully participate in a virtual meeting, the Assessment and Plan of Care meeting must be completed face to face, with the participant's permission.
  - Should a participant decline a face to face meeting, and is unable to participate in a virtual meeting, the SCA must contact OAAS Regional Office for guidance.
  - Meetings must be conducted following Personal Protective Equipment (PPE) and social distancing protocols.
  - 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.

**Quarterly Meetings:**

- Quarterly meetings with the participant and their chosen support team must be conducted virtually.
  - If the participant or their natural supports do not have access to virtual technology, the quarterly meeting may be conducted over the telephone.
    - The record must include documentation of attempts to meet virtually.
  - A face to face quarterly meeting is required if ongoing barriers or issues are present. This includes, but is not limited to, multiple critical incident reports in a short period of time, multiple provider changes due to issues, health and safety concerns.
- All Support Coordination Contact Documentation (SCD) forms must use the TeleHealth code of "8" under contacts when a virtual contact is completed.

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

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