



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

**MEMORANDUM**

**OAAS-SC-21-004**

**TO:**

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

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

**DATE: July 23, 2021**

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

This memorandum provides updated guidance regarding contact requirements for Support Coordination Agencies (SCAs) working with Adult Day Health Care (ADHC) Waiver and Community Choices Waiver (CCW) participants.

**Initial, Annual and Status Change MDS-HC Assessments, Plan of Care (POC) Meetings and Quarterly Meetings:**

- Assessment meetings must be conducted either virtually with a third party present and as per Memorandum OAAS-SC-20-007, or in-person.
- Plan of Care (POC) meetings must be conducted either virtually or in-person.
- If the participant is not able to successfully participate in a virtual meeting, the Assessment and POC meeting must be completed in-person, with the participant's permission.
  - Should a participant decline an in-person meeting, and is unable to participate in a virtual meeting, the SCA shall contact OAAS Regional Office for guidance.
- Quarterly meetings with the participant and their chosen support team may be conducted virtually.
  - If the participant or their natural supports do not have access to virtual technology, the quarterly visit may be conducted over the telephone, however, OAAS Regional Office approval must be granted via writing before the telephonic quarterly meeting may occur.

- Requests for telephonic quarterly meetings must include documentation of attempts to meet virtually.
- In-person meetings shall be conducted following social distancing protocols and utilizing personal protective equipment (PPE) per CDC guidelines.
- **An in-person assessment, plan of care and/or 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, as well as concerns as identified by OAAS state or regional offices.**
- All Support Coordination Documentation (SCD) logs shall use the Telehealth code of "8" under contacts when a virtual contact is completed.

In addition to guidelines above, effective the date of this memorandum, an in-person meeting is required:

- When requested by OAAS state or regional offices to ensure the health and safety of a participant.

**Guidance regarding Reassessments when NF LOC previously not met:**

In consultation with LDH Legal, effective the date of this memorandum, waiver participants whose last MDS-HC indicated Nursing Facility Level of Care was not met; however, the waiver case remained open due to CARES Act provisions, **must be reassessed by their support coordinator according to the typical assessment/reassessment procedure. All cases past due require prompt assessment by the support coordinator.**

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

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