



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

MEMORANDUM

OAAS-SC-23-021

DATE: September 29, 2023

TO: Support Coordination Agencies

FROM: Melinda Richard, OAAS Assistant Secretary

A handwritten signature in blue ink that reads "Melinda Richard".

SUBJECT: COVID-19 Telehealth/Virtual Visit Flexibilities Ending 9/30/23

The Centers for Medicare and Medicaid (CMS) approved OAAS to extend some of the Public Health Emergency (PHE) exceptions beyond the 5/11/2023 end date. OAAS extended the flexibility that allowed Support Coordination Agencies (SCAs) to conduct face-to-face requirements telephonically or virtually through 9/30/2023. **Effective 10/1/2023, in order to conduct virtual contacts, specific criteria must be met, including that** Support Coordinators (SCs) must utilize video communication products that are HIPAA compliant. Some HIPAA compliant video communication products may provide a free of charge model but may require SCAs to enter into HIPAA Business Associate Agreements (BAAS) in connection with the provision of their video communication products. Below are some vendors that may provide HIPAA-compliant video communication products:

- Updox;
- Vsee;
- Zoom for healthcare;
- Doxy.me;
- Skype for Business/Microsoft Teams; or
- GoToMeeting.

Effective 10/1/2023, non-public facing communication apps that are not HIPAA compliant will no longer be allowed to conduct virtual contacts/visits, including the following:

- Apple FaceTime;
- Facebook Messenger video chat;
- Google Hangouts video;
- Zoom; or
- Skype.

Effective 10/1/2023, verbal signatures are no longer allowed for any Plan of Care (POC) documents. All team members involved in the POC, including the participant, their representative (if applicable), the Support Coordinator (SC) and all waiver service providers must sign physically; either in person, by fax or by email and scanned securely.

Additional criteria that must be met in order to complete a virtual contact/visit is included in the attached LDH/OAAS policies, procedures and documents.

OAAS will be conducting a virtual training for Support Coordination Agencies to provide guidance on virtual waiver visits/contacts. Please review the attached documents and send any questions to Cheryl.dickerson@la.gov and Ashlee.babin@la.gov by Wednesday, October 4, 2023. Submitted questions will be addressed during the training. The training date, time and Zoom link are forthcoming.

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

Attachments:

Waiver Procedures Manual OAAS-MAN-13-007, Section V-Virtual Visits
Waiver Procedures Manual OAAS-MAN-13-007, Section R-CCW
Waiver Procedures Manual OAAS-MAN-13-007, Section Q-ADHC
Waiver Procedures Manual OAAS-MAN-13-007, Section K-POC
Waiver Procedures Manual OAAS-MAN-13-007, Section H Assessments/Reassessments
OAAS Telehealth/Virtual Contact Policy, OAAS-ADM-23-011