



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
Bureau for Medical Services

Bill J. Crouch
Cabinet Secretary

Cynthia E. Beane
Commissioner

TO: WV Children with Serious Emotional Disorder Waiver (CSEDW) Providers

FROM: Cynthia Beane, MSW, LCSW
Commissioner

DATE: March 24, 2020

SUBJECT: Coronavirus Disease (COVID-19) Precautions

Due to the World Health Organization declaring Coronavirus disease (COVID-19) a pandemic, the West Virginia Bureau for Medical Services (BMS) is allowing for the following preventative measures in the CSEDW program. These measures go into effect immediately and will remain in place through May 31, 2020. Working closely with the Centers for Medicare and Medicaid (CMS), BMS will monitor the impact of the pandemic and notify providers and members of additional precautions or extensions.

Staff Training: Staff qualification requirements other than being 18 years of age (initial and annual training) including CPR; First Aid; Member Rights; Identifying and Reporting Abuse/Neglect/Exploitation; Treatment Practices and Procedures Including Confidentiality, Emergency Care Including Crisis and Emergency Planning; Infectious Disease Control; Trauma Informed Care; and Member-Specific Needs and fingerprint criminal background checks (CIBs) will be suspended until 7/1/2020.

The pre-screening of new employees through the WV CARES system will continue to be required. Please refer to the 3/20/2020 memorandum from the WV Office of Inspector General regarding WV CARES.

Provider agencies may choose to provide online training such as CPR and First Aid in lieu of in-person training. Trainings may also be conducted by telephone or electronic means (Skype/Zoom). If member-specific training is provided electronically, it must be through a secure network to protect the member's confidentiality.

Member Eligibility Assessments: Initial and annual medical eligibility assessments will be conducted electronically or by phone with the member, legal guardian (if applicable) and other respondents. If the assessment is conducted electronically (Skype, Zoom, etc.) it must be through a secure network. If it is not possible to conduct a member's assessment using these means, the Case Manager may request to postpone the assessment. Aetna will work with the Case Manager to authorize services for up to three months past the member's anchor date.

Provider Quality Reviews: Kepro will conduct agency quality reviews remotely rather than sending reviewers to the agencies.

Member Person-Centered Support Service Planning: Initial, annual, quarterly, six month and significant life event meetings may be held electronically or by phone.

Routine Meetings: Quarterly provider meetings; Quality Improvement & Advisory Council (QIA) Meetings and related workgroup meetings; and Contract Management meetings will be conducted by phone or webinar.

In-Home Family Support, In-Home Family Therapy and Mobile Response Services: These services may be provided via telehealth via a secure network. This will allow therapists, support workers and mobile response workers to perform necessary observations remotely utilizing telehealth modality.

Monthly Home Visits: Case Managers will not be required to meet face-to-face with members in their homes. Instead, they will be required to contact the member or legal guardian by phone. It is especially important for the Case Managers to review members' crisis plans to ensure they include specific steps to be taken if the paid staff or natural supports are unable to provide support. Case Managers should also determine if members have adequate supplies of food, medications and other necessities.

Supports for Hospitalized Members: Should a member that lives in a natural family setting or a foster care home be hospitalized due to COVID-19, the member may be authorized to receive In-Home Respite services as needed during the hospitalization.

This is an ongoing situation and BMS will continue to make updates as information becomes available. The Centers for Disease Control and Prevention (CDC) guidance on workforce protections can be found on its website:

<https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

CMS has also issued relevant guidance at the following link:

<https://www.cms.gov/files/document/qso-20-17-all.pdf>

/s/CB