



**WV /DD WAIVER**  
**July 16, 2020**  
**COVID-19 QUESTION/ANSWER LIVE EVENT**  
**The live event can be accessed by using the link below:**

- [https://teams.microsoft.com/join/19%3Ameeting\\_MDESNDk0zMMfzKNS00vYkKw15NzY1NWMA1YwZ1U4Yzdnd4dthread\\_vz07context%7b%22id%22%3a%2854557d0-0201-41ab-b904-b10d9d547331%22%2c%220id%22%3a%2269330915-9955-49a3-8b1-f9098d-ab35%27%2c%22%3a%22broadcastMeeting%22%3a%274](https://teams.microsoft.com/join/19%3Ameeting_MDESNDk0zMMfzKNS00vYkKw15NzY1NWMA1YwZ1U4Yzdnd4dthread_vz07context%7b%22id%22%3a%2854557d0-0201-41ab-b904-b10d9d547331%22%2c%220id%22%3a%2269330915-9955-49a3-8b1-f9098d-ab35%27%2c%22%3a%22broadcastMeeting%22%3a%274)
- Key Points for MS Teams:**
1. Choose either to watch on the Web or Download the App.
  2. Create an account and sign in—you can re-use this account for future calls. You may join anonymously although we will not be able to know who is in the chat.
  3. Sound will be available through your computer—there is no separate call in option.
  4. Attendees must use the chat/Q&A feature to communicate with the presenters.
  5. The link below includes information on how attendees can prepare for MS Team Live Events:  
<https://support.microsoft.com/en-us/office/attend-a-live-event-in-teams-a1c7b989-ebb1-4479-b750-c86c9bc98d84?ui=en-us&rs=en-us&ad=us>

**ANNOUNCEMENTS**

1. Please be advised that conference calls will continue, but occur bi-weekly, to specifically address updates and technical assistance needs related to the impact of the Coronavirus Disease (COVID-19) on the IDDW program. The next call is scheduled to take place at 10am on 7/30/20.
2. Below is a link to Governor Justice's executive order establishing a statewide indoor face covering requirement effective 7/7/2020. Please note that these requirements do apply to all of those working in and/or entering any 24 hour setting including Group Homes and ISS settings of all ratios. Additionally, any member going out into the community is required to comply with this order as noted.  
[https://governor.wv.gov/Documents/2020 Executive Orders/EO 50-20.pdf](https://governor.wv.gov/Documents/2020%20Executive%20Orders/EO%2050-20.pdf)
3. The following items related to the COVID-19 response have been forwarded to the distribution list since the last call: 7/8/20: A link to Governor Justice's most recent executive order effective 7/7/2020. 7/10/20: Reminder that FBHD sites must remain closed through 7/31/2020.
4. Information related to Coronavirus Stimulus (Economic Impact) Payments can be found on BMS' website by going to: <https://dhhr.wv.gov/bms/Pages/Supplemental-Security-Income-SSI-information.aspx>
5. West Virginia DHHR provides data about COVID-19, including cases by county and other statistics. This website can be accessed by going to: <https://dhhr.wv.gov/COVID-19/Pages/default.aspx>
6. Update to the 7/13/2020 email sent to the IDDW Distribution List related to obtaining NPI numbers for workers that do not live in the member's home and bill for certain services. An updated letter is attached.
7. CMS mandated language for retainer payments in updated Appendix K - effective July 1, 2020:  
*The state will allow up to three episodes of up to 30 consecutive days per beneficiary for personal assistance retainer payments. The state assures a retainer payment will not exceed the payment for the relevant service. The state will collect an attestation from the provider acknowledging that retainer payments will be subject to recoupment if inappropriate billing or duplicate payments for services occurred or duplicate uses of available funding streams, as identified in a state or federal audit or any other authorized third party review. The state will require an attestation from the provider that it will not lay off staff and will maintain wages at existing levels. The state will require an attestation from the provider that they had not received funding from any other sources, including but not limited to, unemployment benefits and Small Business Administration loans, that would exceed their revenue for the last full quarter prior to the PHE, or that the retainer payments at the level provided by the state would not result in their revenue exceeding that of the quarter prior to the PHE. If a provider had not already received revenues in excess of the pre-PHE level but receipt of the retainer payment in addition to those prior sources of funding results in the provider exceeding the pre-PHE level, any retainer payment amounts in excess would be recouped. If a provider had already received revenues in excess of the pre-PHE level, retainer payments are not available.*
8. Attached is an updated IDDW Re-Opening Plan that includes further details related to Day Services. Editable copies of the Risk Benefit Discussion Guide and Daily Screening Form are also attached.

Q#	Question	Answer: PLEASE NOTE THAT FINALIZED ANSWERS ARE IN BLUE. ANSWERS PENDING FINALIZATION ARE IN RED.	Date	Category
1	Are day services allowed to be provided at FBHD sites?	No. On 3/13/20, Governor Justice announced that all West Virginia schools are closed until further notice in an effort to minimize infection, and the /DD Waiver program has elected to extend this closure to day-hab facilities. Day programs that have not already elected to close will be required to do so by Monday, 3/23/2020. Retainer payments may be claimed for members with active day service authorizations (Facility-Based Day Habilitation, Job Development, Pre-Vocational Training, Supported Employment) during the time a day program is closed or a member is unable to work due to COVID-19 containment efforts.	3/19/2020 UPDATED 4/9/2020	Day Services
2	The memorandum dated 3/13/20 indicates that "Service Coordinators will not be required to meet face-to-face with members in their homes." Does this mean that agencies can still conduct face-to-face home visits if they choose?	Effective immediately, home visits are to be conducted via telephone and no face-to-face visits are permitted unless they are required in order for the provider to intervene in an emergency circumstance. Please remember to review crisis plans to ensure they include specific steps to be taken if the paid staff or natural supports are unable to provide support. Service Coordinators should also determine if members have adequate supplies of food, medications, and other necessities. An amended DD3 has been developed for use until the restriction on face-to-face visits has been lifted. All items on that DD3 must be completed during the phone contact. A separate service note should not be completed. Because day-hab facilities will be closed, day visits do not need to be conducted.  It will not be necessary to collect signatures at a later date; the amended DD3 allows for the Service Coordinator to identify that contact has been made with the member, direct care provider, and/or legal representative and that the contact occurred by phone or other non-face-to-face means.	3/19/2020	Home Visits
3	The 3/13/20 memorandum states that members who are authorized for day program services will be eligible for additional HBPCS and/or respite services. Will the day hab units be able to be returned unit-for-unit or how will those modifications work?	If a member requires additional respite or PCS units due to closure of day facilities, the Service Coordinator may request or modify PCS or respite units based on member need.	3/19/2020	Day Services
4	How are signatures for meetings held via non-face-to-face means to be obtained?	As with home visits, it will not be required to collect signatures at a later date. The SC who conducts the meeting can simply indicate on the signature page that individuals attended and agreed to the information discussed.	3/19/2020	Signatures
5	Can client-specific training for Family PCS providers and/or respite providers be conducted via telephone for those who do not have access to skype or video call? If so, is conducting the training via telephone billable? Does this also apply to other staff, such as those who work in ISS and Group Homes and bill URPCS or LGHPCS?	Yes, these trainings can be conducted by telephone and can be billed. The practitioner should indicate on the service note that the training was conducted via telephone due to the restriction on face-to-face interaction. Signatures will not need to be obtained at a later date as long as the attendees are identified. This applies to all client-specific training, including that for Positive Behavior Support plans, for all staff who provide direct care services.	3/19/2020	Staff Training
6	Will it be possible to exceed service limits for PCSF, since children are not currently attending school?	Units of PCS Family will not be increased due to school closures; however, BMS recognizes that parents/primary caregivers who work outside the home may require additional childcare. Additional respite and/or Home-Based PCS services may be approved under that circumstance. Because of the combined service limit for PCS Family and Home-Based PCS, this accommodation may require that service limits be exceeded and will be reviewed on a case-by-case basis.  In order to be considered for this accommodation, the addendum must identify that the parent who is the primary caregiver continues to work outside the home and there are no other natural supports available to provide support to the member.  UPDATE 4/2/20: This also applies to PCSF-Personal Options.	3/19/2020 UPDATED 4/2/2020	Service Limits
7	Can Home-Based PCS services and respite services that will be used in place of day hab be started immediately, without an addendum?	Yes. In order to expedite provision of these services, they can begin immediately, without an addendum. Authorizations will be provided when the addendum is uploaded to CareConnection® and the services are requested, but provision should begin right away and is not dependent on the date that the team agreed to services.	3/19/2020	Addendums
8	For members whose only direct care service is FBHD, if they choose not to receive this service, will a DD12 be required to put their services on hold?	Yes, a DD12 should be done under this circumstance. Please note that while the state is dealing with COVID-19, members will not lose their slots on the IDD waiver because they are not receiving services each month.  UPDATE 4/2/20: A DD12 will not be required under this circumstance. For DD12s that have already been submitted for this reason, please contact Josh Ruppert at jruppert@kepro.com to address these individually. Additionally, members who elect to not receive any direct care services do not require a DD12 and will not be placed on hold. Leaving them in active status will allow the agencies to continue to bill for conducting the monthly phone contact that is so important during this time to ensure health and safety.	3/19/2020 UPDATED 4/2/2020	DD12s
9	If a respite or Home-Based PCS staff person cannot work as agreed to by the IDT, can the natural family bill PCSF?	Additional units of PCSF will not be available to accommodate for respite or HBPCS that cannot be provided. As currently allowed, however, if the IDT wishes to increase PCSF units and reduce the number of HBPCS and/or respite units, this is permissible as long as service limits and budget (or dollar amount approved via exceptions process if applicable) are not exceeded. The service limit for combined Direct Care services for those who previously accessed day services only is temporarily increased to 17,520 to accommodate this.  UPDATE 4/23/20: There was a typo in the last sentence; instead of "PCSF" it should read "Direct Care Services". This has been corrected.	3/19/2020 UPDATED 4/23/2020	Service Limits
10	What is the procedure for conducting member assessments?	Member assessments will be conducted by telephone at least through 6/30/20; however, those who wish may postpone their assessment so that it may be conducted face-to-face. For those that are conducted via telephone: 1. KEPRO Service Support Facilitators (SSFs) will provide specific call-in information to SCs in order that telephone assessments can take place. 2. The following forms: DD2, Rights and Responsibilities, Signature Page for Assessment, and the ICAP Signature Page, which are typically completed at assessments, will not require signatures. Rather, the SSF who conducts the assessment will note verbal agreement or disagreement as appropriate and identify that the assessment was completed telephonically due to COVID-19. If the legal representative does not attend, the SC should facilitate completion of the DD2 via electronic means or postal mail. 3. When face-to-face activities resume, SSFs will supply completed ICAP booklets to providers as required. 4. Member handbooks and IDDW reference guides will be mailed or emailed to members/families by the SC if requested. 5. While the SC is typically excused during completion of the DD2, this will not be the case during telephonic assessments. Members will continue to be made aware of their Freedom of Choice with respect to choosing agencies at any time.  For those that are postponed until face-to-face activities resume: 1. So that services can continue without interruption, KEPRO will issue a pro-rated budget. This pro-rated budget will allow the member to access three months of service and will be based on the previous year's budget (or dollar amount approved via exceptions if applicable.) 2. Once face-to-face activities resume and the assessment is completed, the assessment-based budget will be pro-rated for the time remaining in the service year. 3. Exceptions are not allowed for services approved via the pro-rated budget.  Update 7/16/20: Effective 7/1/20, initial and annual assessments may not be postponed. While they are allowed to be conducted in-person, doing so via secure electronic means or via telephone is preferred and encouraged. Members whose assessments were originally postponed, as allowed per the 3/20/20 memo, must be completed by 9/30/20. Assessments may continue to be completed via secure electronic means or by telephone through 12/31/2020.	3/19/2020 UPDATED 7/16/2020	Functional Assessments



35	What is the procedure for members whose slots are on hold/extension? Will DD12s need to be submitted?	Please continue to submit DD12s if a member's slot requires continued hold. IDTs should make every effort to assist members in returning to the home if they are ready, while following precautions to limit infection.	3/26/2020	DD12s
36	If a SC discovers, during the monthly phone contact, that the member's needs for food, shelter, medication, etc. are not being met, what is the procedure to follow?	While additional research may be needed to find resources, the SC can use the same methods he/she would typically use when attempting to secure items for members. The SC should, of course, only come into face-to-face contact when providing assistance in emergency situations.	3/26/2020	Home Visits
37	For day facilities accessing retainer payments, is this billing to take place effective 3/23/20 (the date that BMS directed the facilities to close) or can they be accessed for earlier dates of service if programs closed before that date?	The earliest date that retainer payments can be billed is 3/13/2020.	3/26/2020	Retainer Payments
38	For staff who are temporarily laid off from a day facility and work for the residential facility with another agency, can training certifications be shared?	Yes. Agencies who are willing may certainly do so.	3/26/2020	Staff Training
39	Can day programs offer respite in the facility at this time?	Under the current circumstances, risk of infection is high in larger groups, according to the CDC. For this reason, day facilities are currently closed so this is not permitted.	3/26/2020	Direct Care Services
40	The American Heart Association recommends regulatory bodies allow for an extension of 60 days on the expiration date for CPR and First Aid. Is this something that BMS will consider?	Yes. At this time, too, agencies are allowed to suspend training requirements, including First Aid and CPR until regular activities are resumed.	3/26/2020	Staff Training
41	If LPNs are required due to a shortage of AMAP staff, is a DD9 required?	Yes, the DD9 will need to indicate the reason for the request for authorization.	3/26/2020	AMAP/LPN
42	If LPNs are required due to a shortage of AMAP staff, can budgets be exceeded?	Each request will be reviewed to determine necessity, taking into consideration information on the DD9, including indications that LPN services are needed due to a shortage of AMAP staff. On occasion, it may be necessary to exceed the budget in order to facilitate this. If this is the case, the overage will be approved.	3/26/2020	AMAP/LPN
43	If a member does not already have respite in their approved service array, is an addendum sufficient to add it or is a Critical Juncture IDT meeting needed?	To add respite due to a closure of day service or school, an addendum is sufficient. A Critical Juncture meeting is required to add it for any other purpose.	3/26/2020 UPDATED 4/9/2020	Direct Care Services
44	Will extra BSP units be approved, over budget if needed, to address increased maladaptive behaviors associated with disruption in routine and isolation?	<i>Update 4/9/2020: This applies to HBPCS or other services added for this reason, as well.</i> The process for requesting additional BSP units will not change. If IDTs determine that a member requires additional units due to increased maladaptive behaviors, and the request causes the budget to be exceeded, an exception can be requested.	3/26/2020	Professional Services
45	If a direct care worker is not comfortable working with someone who is infected, how is this to be handled?	Staff who express concern should be provided individual education and all precautions recommended by the CDC and WHO should be followed. Anyone who works with someone who tests positive for COVID-19 must be provided with Personal Protective Equipment (PPE). Ultimately, if a staff person is unable to work with someone due to concerns of infection, that is his/her choice. The agency may elect to staff the person who is infected with someone who is able to perform the duties and move the person who is unable to work with another member.	3/26/2020	Direct Care Services
46	Given that the governor issued the "stay at home" order that only allows people to leave their homes when absolutely necessary, are IDD provider staff considered "essential" and thus allowed to continue to go into their worksites?	Yes, the order specifically identifies "Medicaid Providers" as essential staff, therefore all agency personnel are considered essential and can continue to work. (The executive order can be accessed using the link above in announcement #2.) Agencies may wish to develop a letter or document that indicates the staff person is an essential healthcare worker that can be carried as needed.	3/26/2020	Misc.
47	Will the Healthcare Authority extend deadlines for required end-of-year documentation.	If needed, providers may email Barbara Skeen Skeen at the Healthcare Authority (Barbara.L.Skeen@wv.gov) and request up to a three month extension for submission of the annual financial disclosure documents.	3/26/2020	Misc.
48	Are typed signatures acceptable for SC, BSP, and RN documentation acceptable for staff who are working remotely and do not have access to a scanner?	Yes.	3/26/2020	Professional Services
49	When can addendums and modifications be submitted to KEPRO for services being modified as a result of day program closure? They are currently being rejected for "final directive from BMS."	Clarification has been received regarding retainer payments so providers may submit requests effective 3/26/20.	3/26/2020	Retainer Payments
50	How should agencies handle new referrals who are being released from the waitlist that require 24-hour settings?	Agencies should do their best to continue to handle these as would typically be done, while maintaining the recommended precautions to limit infection. BMS recognizes that it may take longer to get services established; members will not lose slots if services are not accessed within the normally required 180 days. A DD12 should be submitted for any members who are in danger of not receiving a direct care service within the 180 day timeframe.	3/26/2020	Waitlist Study
51	What is the procedure for establishing financial eligibility during the stay at home order?	Per the 3/20/20 memo to DHHR eligibility staff from Anita Hayes, Director, Medicaid and WVCHIP Member Eligibility Policy, Bureau for Medical Services: The West Virginia Bureau for Medical Services (BMS) and WV Children's Health Insurance Program (WVCHIP) are extending the renewal date for all Medicaid and WVCHIP recipients for three months. All disability reevaluations required by the Medical Review Team are also being extended for three months. All Medicaid and WVCHIP clients should remain enrolled in coverage regardless of age or category. This policy goes into effect immediately and will remain in place through May 31, 2020.  <b>MEDICAID AND WVCHIP RENEWALS</b> <ul style="list-style-type: none"> <li>Medicaid and WVCHIP eligibility renewals not already completed in March 2020 have been extended to June 2020.</li> <li>Eligibility renewals due in April 2020 will be extended to July 2020.</li> <li>Eligibility renewals due in May 2020 will be extended to August 2020.</li> </ul>	3/26/2020	Financial Eligibility
52	Is a Person-Centered Support-Home Based worker considered an essential employee if there are natural supports available in the member's home?	All PCS workers are designated as essential but the need to report for work in a natural family setting must be determined on a case-by-case basis. To decrease the risk of exposure to COVID-19, some members/families have requested workers to temporarily not come to the home to provide services. However, some members still require services that available natural supports are unable to provide. Note: If a worker has symptoms of COVID-19 or has recently been exposed to someone with COVID-19, they should not risk infecting the member or others in the member's home. The worker must notify their agency so that other arrangements can be made to meet the member's needs.	3/26/2020	Direct Care Services
53	Can Human Rights Committee (HRC) meetings be held via phone or ZOOM while we are under the COVID-19 precautions?	Per OHFLAC-Yes, during the COVID-19 response this is acceptable.	4/2/2020	Misc.
54	Can a person in a PPL 24 hour site increase the PCS supports during the closure of Day Hab sites?	Yes.	4/2/2020	Direct Care Services
55	Are BSP services that were previously provided for day services eligible for Retainer payments?	No. CMS has approved retainer payments only for Day Services.	4/2/2020	Retainer Payments
56	If agencies are short-staffed, can ISS homes be combined and other ratios, even 1:4 or 1:5, be provided if necessary? How would this be billed?	BMS will research this possibility. If this becomes a necessity due to the COVID-19 response, it's possible that additional codes can be made available.	4/2/2020	Direct Care Services
57	If the agency is not going to exceed the amount of already authorized LPN units but will use some of those units for medication administration, is an updated DD9 required?	Yes, a new DD9 will be required in order to identify that LPN will be used to administer medications due to shortage of AMAP staff.	4/2/2020	LPN/AMAP
58	If NF/JSCP are billing transportation: miles during the stay-at-home order, should the agency refuse to process it?	Agencies should be sure that members and families are aware of the stay-at-home order and its requirements. Whether to process unnecessary billing for transportation will be at the agency's discretion.	4/2/2020	Transportation
59	If a member tests positive for COVID-19, can the budget be exceeded to ensure his/her needs are met?	It may be necessary to exceed an individual budget under these circumstances, particularly for those who live in ISS/GH. When requesting additional units or reconfiguring ratios, the IPP should clearly identify that the reason for the request to exceed budget is due to the positive COVID-19 test and agency response to that.	4/2/2020	Direct Care Services
60	How should agencies ensure training/certification of the BSP curriculum for new Behavior Support Professionals during the COVID-19 response?	As with other training/certification requirements, BMS is suspending this requirement until such time as regular business operations resume. It is recommended that agencies use non-face-to-face methods to ensure that new BSPs have as much training as possible.	4/2/2020	Professional Services
61	If a member has an approved DD12 and his/her slot is on hold due to not receiving direct care services during the COVID-19 response, can SCs still conduct the phone contact home visits, which are such a vital means of ensuring health/safety?	Question #8, originally discussed on the 3/19/20 call, has been updated so that a DD12 is not required if a member's only direct care services were day services. As such, the member will not be placed in Member-Hold status and monthly phone contact home visits can take place.	4/2/2020	Home Visits
62	Are DD12s required for missed day visits?	No. As long as day habilitation facilities are closed as part of the COVID-19 response, DD12s for day visits are not required.	4/2/2020	Day Visits
63	What services can an RN perform remotely?	RNs can perform any allowable services remotely, at their discretion, taking into consideration best practices and medical needs of the member.	4/2/2020	Professional Services
64	Does BMS require that revenue received via Retainer payments be allocated solely to staff wages?	The purpose of Retainer payments is to ensure that day facilities can promptly resume providing services once the COVID 19 precautions are lifted.  <i>Update 4/16/20: The reduced rate of Retainer payment allows agencies to bill for them even though they may have laid-off or reassigned the staff. Please refer to BMS Retainer payment memo dated 4/8/20.</i>	4/2/2020 UPDATED 4/16/20	Retainer Payments
65	When regular day habilitation services resume, are agencies required to offer attendance to those who previously attended before enrolling new members?	Yes. Day habilitation programs should ensure that the opportunity to attend is extended to those who were previously enrolled.	4/2/2020	Day Services
66	Can new day services be added for members during the time that day programs are closed?	If day services had not been authorized for a member prior to the 3/23/20 date that day programs were closed, authorization for those services should not be requested. In the event that an IDT had agreed to these services but they had not yet started, an addendum can be completed to add these services once regular business operations resume.  Members that have upcoming annual meetings and are currently authorized for day services may request authorization for day services in their new budget year. This will allow the day program to continue to receive retainer payments until COVID 19 precautions are lifted.	4/2/2020	Day Services
67	Can Service Coordinators bill to check-in with members on their case load?	In the event that a member reports an issue or one is discovered during the monthly phone contact home visit, additional calls to "check-in" can be completed and billed. These should not, however, be done as a matter of routine.	4/2/2020	Home Visits
68	What is the procedure for provider reviews that will be conducted remotely during the COVID-19 response?	The procedure is currently under review. Additional information will be provided.  <i>Update 4/23/2020: Provider reviews will continue but will be conducted remotely as first announced 3/20/20. Reviews may be postponed until normal business operations resume, at the discretion of the provider and/or BMS and KEPRO. The assigned Provider Educator for each agency will be in touch closer to the anchor date for providers to whom this will apply. Arrangements for provision of documents will be made with each provider individually.</i>	4/2/2020 UPDATED 4/9/2020 UPDATED 4/23/2020	Provider Reviews

69	Will signatures be required on incident reporting forms?	No; as with other documentation, in lieu of signatures practitioners can indicate that verbal agreement/approval (as applicable) was obtained due to the restriction on face-to-face interaction. It will not be necessary to obtain signatures later.	4/2/2020	Signatures
70	During the COVID-19 response, can members who live in natural family or SFCP settings receive PCS and/or respite services during hospitalization?	While policy typically does not allow for this circumstance, during the national emergency, this will be permissible for members who are hospitalized with COVID-19 and the hospital allows the members to have visitors. The member's IPP must indicate that it's necessary for the member to receive supports in the hospital due to the illness.	4/2/2020	Direct Care Services
71	If a new service year starts, does the member have to purchase day services at the annual meeting or should they wait until a later date? If they wait until a later date will they lose their day program enrollment?	If a member received day services prior to closure of day programs and wishes for those to continue once normal business operations resume, that same number of units can be requested and authorized for the new service year. This will allow the agency to receive retainer payments for the new service year. Members will not lose their enrollment in day programs.	4/2/2020	Day Services
72	Can transportation: trips be billed as part of retainer payments?	No; trips are not included in Retainer payments.	4/2/2020	Transportation
73	Should day services billed as Retainer payments be separated on the DD?	This won't be necessary, unless Retainer payments are being billed for Supported Employment that continues after the closure date of 3/23/20.	4/2/2020	Retainer Payments
74	Can LPNs bill to assist members in telehealth appointments? Many members do not have access to smart phones, computers, or internet services at their residences and some direct care staff are unable to assist.	Yes, this is permissible for those who live in ISS/GH through June 30, 2020.  Update 7/16/2020: Effective 7/1/20, while these services may be provided in-person, it is encouraged that they be provided via secure electronic means or telephone when circumstances allow.	4/2/2020 Updated 7/16/2020	LPN Services
75	For members who recently received a slot: if they are unable to access a direct care service within the required 180 days due to COVID-19 precautions, will they lose their slot? This could apply to those who currently live in ICF or other living arrangements. Will DD12s be required?	Any new member (this does not apply to those who have already used their slots--"existing" members) who is unable to access a direct care service due to COVID-19 precautions will not lose their slot. A DD12 is required if the individual will not access a direct care service by 180 days for tracking purposes only.	4/2/2020	New Slots
76	Can LPNs be used for medication administration and health maintenance tasks by agencies who were not previously using AMAPs?	Yes, this is permissible for those who live in ISS/GH through June 30, 2020.  Update 7/16/2020: The use of LPNs for routine medication administration and health maintenance tasks is limited to circumstances involving COVID-19 that would temporarily prohibit the DCS from performing the function. Each event is limited to a maximum of 2 units.	4/2/2020 Updated 7/16/2020	LPN/AMAP
77	Is the deadline for public comment for the IDDW application for renewal still 4/4/20?	Yes, the deadline will remain 4/4/20.	4/2/2020	Waiver Renewal
78	Should transfers from one agency to another be postponed until normal business operations resume?	Members do not have to wait to transfer their services, if they wish. The normal procedures would be followed, except that any meetings must be held in a non-face-to-face manner. As always, when transfers occur, the two agencies must ensure they are communicating with one another regarding utilization, scheduled appointments, etc. If the transfer involves physical relocation, teams must consider member health/safety with respect to COVID-19 as part of the plan.	4/9/2020	Member Transfers
79	Can BSPs for day services continue to provide services to members?	Yes, there are some tasks that BSPs for day programs can complete and bill for while day facilities are closed. They include attending Annual Functional Assessments if needed, attending IDT meetings, completing monthly summaries for data collected in January, February, and/or March and developing recommendations based on the findings of those summaries. In addition, BSPs may be needed to update or provide assistance with various aspects of Positive Behavior Support plans and other interventions.	4/9/2020	Professional Services
80	Can BSPs for day services bill to assist members with obtaining necessities such as toilet paper and food, and/or to check in with members periodically?	This is an SC task and is therefore not billable for a BSP. The SC is encouraged, now more than ever, to ensure that all team members are informed of issues affecting members.	4/9/2020	Professional Services
81	Is it permissible for Case Managers to complete requests for Medicaid Fair Hearing without a signature?	This is not allowed. Members/legal representatives can request Medicaid Fair Hearing by sending an email to the BoR, calling the BoR, or sending a letter. BoR contact information is identified on the Medicaid Fair Hearing Request Form.	4/9/2020	Medicaid Fair Hearing
82	How should teams proceed with getting authorizations for Supported Employment for members whose places of employment are closed currently? The letter to verify rate of pay and employment cannot be obtained.	The Case Manager should attempt to obtain the letter as required--while many businesses are not open, some are operating with a small crew. In the event that the letter cannot be obtained, a service note showing that the agency made an attempt will suffice to get an authorization.	4/9/2020	Day Services
83	Drivers are struggling to find someone to complete required vehicle inspections. Will BMS waive the requirement for agencies to maintain this documentation for staff who bill transportation during the COVID-19 response?	Per the West Virginia State Police: As a result of the COVID-19 (Coronavirus) Pandemic and gubernatorial executive stay-at-home mandates, a three month grace period will be given to WV citizens for motor vehicle inspection renewal. Beginning April 1, 2020 through July 1, 2020 the motor vehicle inspection program will be suspended during this period. This is subject to change based on the termination or extension of the executive orders.  Agencies will not be responsible for maintaining this documentation during the time-period from 4/1/20-7/1/20, or for additional dates if the suspension period is extended.	4/9/2020	Staff Training/Certification
84	If agencies have already modified services based on previous directions to capture Retainer payments, are those required to be updated? If so, what is the procedure? Is an addendum required?	Agencies who've already made modifications may need to correct those to reflect procedures communicated on 4/9/20. To do so, an addendum should be completed and the units should be modified in CareConnection®.	4/9/2020	Retainer Payments
85	Are agencies required to lay off staff and use the Retainer payment for overhead such as building payment, bills, paying BSPs, etc.?	The decision to lay off staff is entirely that of each agency. If staff lay-offs have occurred, however, Retainer payments can be used for the purposes described in the question.	4/9/2020	Retainer Payments
86	How is the rate changed in DDC's billing system?	Updated rates for IDDW Day Services Retainer payments are in DDC's system with an effective date of 3/23/20. From that date forward, all claims for Day Habilitation, Job Development, or Pre-vocational services will be paid at the Retainer payment rate.  Day programs that opted to close or had reduced attendance due to COVID-19 prior to 3/23/20 may bill for Retainer payments back to 3/13/20 but will be responsible for submitting the correct Retainer payment on service claims. Similarly, providers will be responsible for submitting the correct Retainer payment rate for members that have been unable to work and receiving Supported Employment services since 3/13/20 due to COVID-19. For members that are still allowed to work and continue to receive Supported Employment Services, providers will bill the usual Supported Employment rates.	4/9/2020	Retainer Payments
87	Some families have chosen to not have staff in their homes for safety reasons, so billing is not occurring for Respite and Home-Based PCS. Will the decreased utilization affect their budgets?	No. Members' budgets will not be affected by decreased service utilization during the COVID-19 response.	4/9/2020	Budgets
88	Is an exceptions request required if using Retainer payments will result in going over budget?	An exception will not be required to exceed budget as long as the new request for authorization supports the member's needs. Providers will be advised if individual cases cannot be authorized.	4/9/2020	Retainer Payments
89	How are agencies to bill with respect to different ratios? Should the units identified in the tentative schedule and ISP be used? Ratios can vary by day depending upon member attendance.	Agencies will bill units that are currently authorized. Since authorizations are for an entire year and billing occurs more frequently, agencies can average the number of approved units with the billing frequency. For example, if a member has 120 units of FBDH 1:1-2 authorized for the year and that agency bills monthly, 10 units of that service code would be billed each month during the period that Retainer payments are being utilized.	4/9/2020	Retainer Payments
90	Should agencies void/adjust for any Day services billing that has already been submitted?	BMS mandated the closure of day facilities on 3/23/2020. Facilities that opted to close or had reduced attendance due to COVID 19 prior to 3/23 may claim retainer payments back to 3/13. If a facility has already submitted claims for retainer payments and billed the regular service rates, it will be necessary to adjust those claims using the retainer payment rates that were included in the retainer payment memo that was distributed by Kepro on 4/8/2020.	4/9/2020	Retainer Payments
91	If agencies have transferred Day Program staff to residential sites, do those agencies bill the residential (PCS) codes or Retainer payments?	In this circumstance, the agency is eligible to bill for both the Residential PCS codes that were actually provided and for retainer payments for the day facility that was closed due to COVID 19 precautions. With the reduced rates for retainer payments that were distributed in the retainer payment memo on 4/8/2020, agencies are no longer required to "exchange" day service units for residential units when day staff are reassigned to provide PCS or Respite services to members that currently cannot attend day facilities.	4/9/2020	Direct Care Services
92	How do agencies handle monthly rounding to the nearest whole unit?	Agencies are allowed to round to the nearest whole unit once per billing period. For example, an agency that bills for Case Management services once per month would add up all the partial units that were provided throughout the month and then round the sum up to the nearest whole unit. For example, the following minutes of Case Management were provided during the billing period: 22 minutes; 4 minutes; 41 minutes; 7 minutes and 87 minutes. The sum = 161 minutes divided by 15 = 10.73. The agency would round to 11 units for billing purposes.	4/9/2020	Retainer Payments
93	KEPRO is now required to respond to requests for authorization within 5 business days rather than 2. Does this mean that Documentation Requests will be further delayed?	KEPRO is working to respond to all requests as quickly as possible.	4/9/2020	Documentation Requests
94	Will implementation of Conflict Free Case Management be postponed?	This possibility is currently being discussed with CMS and an answer will be forthcoming.	4/9/2020	Conflict-Free Case Management
95	Will the requirement to implement Electronic Visit Verification (EVV) be postponed? If not, will the requirement for individual NPI numbers also be required to take place as scheduled?	Both requirements will be implemented as scheduled.	4/9/2020	Electronic Visit Verification (EVV)
96	Since the state is allowing grace periods on expirations for vehicle registration and insurance, should agencies process transportation billing without these documents?	Agencies will not be responsible for maintaining this documentation during the time-period that expiration dates are extended. BMS recognizes that not everyone has access to a printer/scanner and advises that all COVID-19 precautions be prioritized.	4/16/2020	Staff Training/Certification
97	What are the procedures for how day visits will be conducted once they re-open?	Providers will be notified in advance of day programs opening. Procedures for doing so, including expectations for conducting visits and IDT meetings will be provided.	4/16/2020	Day Services
98	Will DDC process billing for services that are provided for more than 24 hours per day?	Yes. DDC will process billing according to the number of units authorized.	4/16/2020	Billing
99	Should teams wait to request additional units of PCS for members who will be using that service instead of attending the day program?	Teams should not wait. Additional units of PCS should be requested to allow for services through 6/30/2020, which is the date through which precautionary measures will remain in place. If that time-period is extended, providers will be notified and at that time should request additional PCS units accordingly.  Update 7/16/20: This is allowable through December 31, 2020.	4/16/2020 UPDATE 7/16/2020	Direct Care Services
100	Can team agreement for Unmet Needs applications be obtained by telephone instead of via an in-person signature?	Yes. Per the Bureau for Behavioral Health (BBH) this is acceptable.	4/16/2020	Signatures
101	Will members' financial eligibility be in jeopardy if their assets (excluding residence, furnishings, and personal vehicle) exceed \$2,000? Most are unable to participate in previous tasks such as shopping.	No; existing Medicaid members will retain coverage in their eligibility category until the date of their next renewal, or the end of the month in which the emergency period ends, regardless of change in circumstances. Closure will only occur if members request closure, move out of state, or become deceased.	4/16/2020	Financial Eligibility
102	Can Human Rights Committee (HRC) meetings be postponed during the COVID-19 response?	HRC meetings are an OHFLAC requirement and currently OHFLAC is allowing the meetings to be conducted electronically or by phone. If a provider has a specific reason that their quarterly HRC meeting needs to be canceled or postponed, they should contact OHFLAC to obtain an exception for that specific meeting.	4/16/2020	Human Rights Committee (HRC) Meetings

103	Can RN or LPN services be billed to routinely check members for symptoms of CoVID-19?	All members should be routinely observed by direct staff as they normally would. For members, with or without underlying risk factors for CoVID-19 complications, the RN may consider implementing temperature checks or other observation tools for staff to use. Staff, as always, should immediately report any noted signs of illness to the RN for further assessment in determining how to proceed, including, but not limited to: contacting the member's physician or sending him/her to the emergency room for further evaluation.  Members with underlying conditions that present higher risk factors for CoVID-19 complications may require additional monitoring. If this occurs, agencies must ensure that all required documentation to support that higher level of service is in place.  At any time, if a member appears to be in distress, staff should contact 911 for assistance as per their training provided by the agency.	4/23/2020	Skilled Nursing
104	When a member requires modifications related to CoVID-19 and also requires modifications due to utilization, how should those be submitted?	Please ensure the documentation states the modifications are not related to COVID-19 and are due to utilization. For example, if the member utilized more URPCS than planned prior to COVID due to missing FBHD for appointments, illness, etc., it is requested those modifications be submitted and approved prior to requesting COVID modifications. Then, if the member requires more URPCS due to missing FBHD during COVID, that modification may be made separately in CareConnection(C). It is recommended that all COVID-19 specific requests be submitted by themselves with no other modifications, such as professional services, in order to ensure all requests are being reviewed appropriately.  Note that modifications related to utilization of units and ratios within the person's budget are permitted, as was allowed prior to CoVID-19 precautions.	4/23/2020	Unit Modifications
105	Is pro-rating required for day services even though FBHD does not occur 365 days per year?	Yes; this service is pro-rated based on the number of days in a year.	4/23/2020	Day Services
106	Are Retainer payments available for those who were receiving day services via the Waitlist Support Grant?	Yes, this is only available for those who received day services prior to the date Retainer payments started, 3/13/20, and got their slot that date or after. Only the number of units and ratios that were received via the Grant can be approved.	4/23/2020	Retainer Payments
107	For members who require additional units of HBPCS and respite, as described in Q/A #6, what dates should be used to identify the appropriate number of units to request?	West Virginia schools were closed effective 3/16/20 so additional units of HBPCS and respite can be requested under the circumstances described in Q/A #6 from that date through 6/30/20.  <u>Update 7/16/20: This is allowable through December 31, 2020.</u>	5/7/2020 UPDATE 7/16/2020	Direct Care Services
108	When the program returns to face-to-face meetings, can those be conducted via Zoom for members who have compromised immune systems or other medical issues? There are concerns about a possible increase in CoVID-19 infections when people start interacting with one another more frequently.	BMS is researching this possibility and will provide additional information as part of the overall re-opening plan when available.	5/7/2020	Re-opening
<b>The next COVID-19 Question/Answer LIVE EVENT will take place July 30, 2020 at 10:00 am. Deadline for submitting questions is July 24, 2020.</b>				