NC Department of Health and Human Services
Division of Health Benefits

Ensuring the Health, Safety and Well-being of Waiver Participants During the COVID-19 Pandemic

COVID-19 Training Module

Paid Caregiver - March 2020

Health, Safety and Well-being

- Purpose - Assuring waiver participants' health and welfare by effectively meeting assessed care needs, resolving incidents quickly and preventing future similar incidents to the extent possible.

- Goal – To prevent instances of abuse, neglect, exploitation, and fraud, waste and abuse by quickly reporting and responding to incidents that may put waiver participants' health and well-being in jeopardy.

Tools needed for successful management of beneficiary safety during the COVID-19 pandemic:

1. A thorough understanding of coronavirus.

2. A daily tracking log to track symptoms

3. COVID-19 Care management plan

4. Critical incident reporting requirements

5. Facts about abuse, neglect and exploitation

6. Facts about fraud, waste and abuse

1. COVID-19
Based on guidance from the Centers for Disease Control (CDC)

- ## What is the Corona virus?
  - − Large family of viruses that can cause illness in humans & animals
  - − Viruses that usually cause mild illnesses like the common cold
- ## How does the virus spread?
  - − Through the air by coughing or sneezing
  - − Through close personal contact (including touching and shaking hands)
  - − Through touching your nose, mouth or eyes before washing your hands
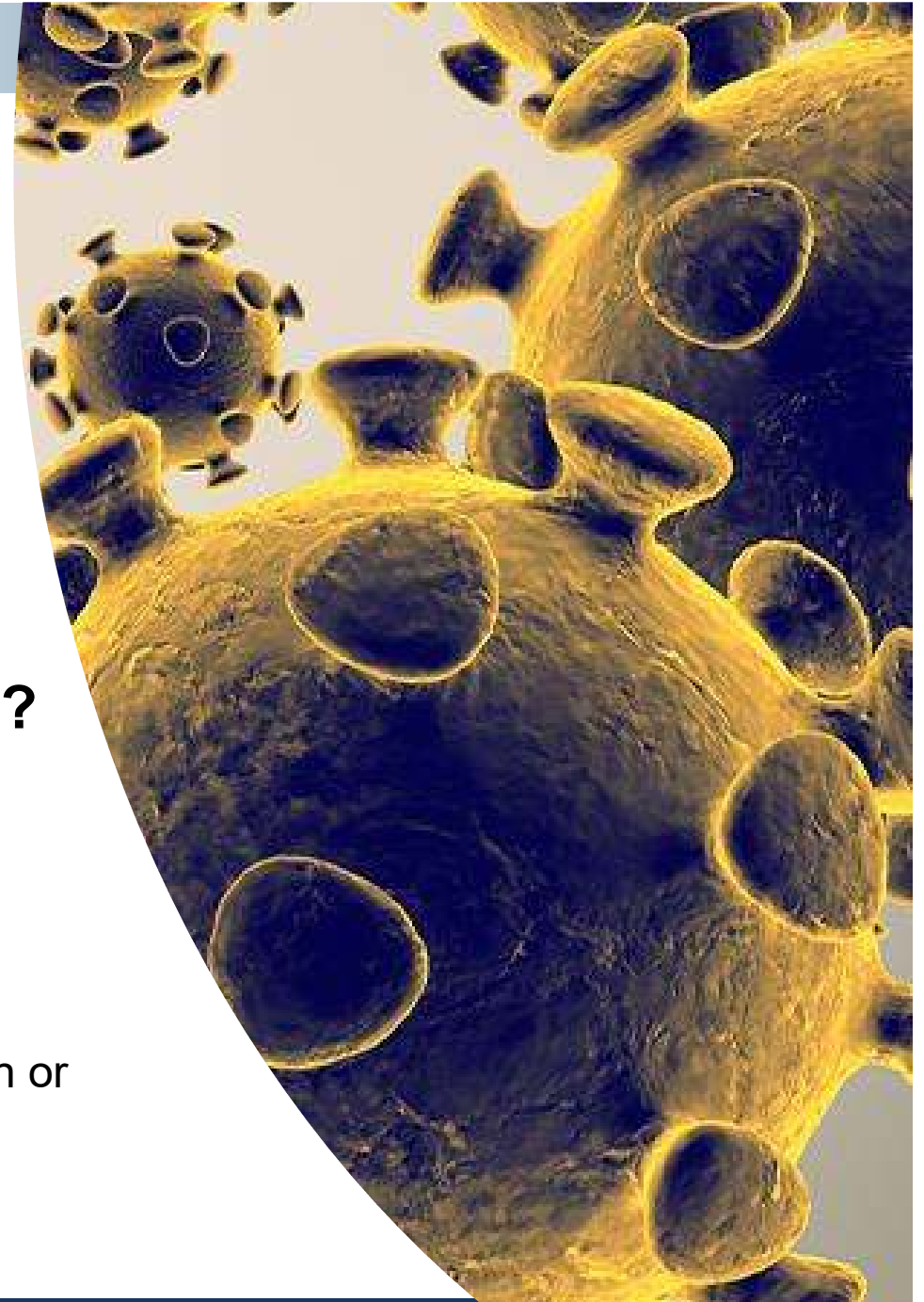
- **How to prevent the spread of COVID-19**
  - Stay home as much as possible.
  - Wash your hands frequently with soap and water for at least 20 seconds at a time.
  - Avoid touching your eyes, nose and mouth with unwashed hands.
  - Avoid close contact with people who are ill.
  - Cough or sneeze into your elbow, if possible.
  - Cover your mouth and nose with a tissue when you cough or sneeze.
  - Immediately dispose of, and do not reuse tissue after coughing, sneezing or blowing your nose.
  - Clean and disinfect surfaces that are frequently touched.
  - Practice social distancing when you can, staying at least six feet away from others

- **Should you or your assigned worker wear a mask?**
  - As of Apr. 3, the CDC recommends that healthy people may wear a cloth mask over their nose and mouth when in public.
  - Facemasks should be used by people who have been diagnosed with COVID-19 and other respiratory illness like flu to protect others from getting infected.
  - Your employee should wear appropriate personal protective equipment such as gloves to provide health care needs.

- **Common known COVID-19 symptoms?**
  - Cough
  - Fever
  - Shortness of breath

2. COVID-19 Symptom Monitoring Log

- A COVID-19 symptom tracking log is recommended to monitor the health and well-being of the waiver participant. A waiver participant with a fever of 100.4°F or greater should consult their primary care physician* before hands on care is performed. The log should be completed daily.

- Month:

- Name of Waiver Participant:

Date	Temp	Cough	Symptoms of Sore Throat	Shortness of Breath	Exposure to Someone with CoVID-19 like Symptoms

*Source: https://www.nc.gov/covid19

3. COVID-19 Care Management Plan

Emergency and Disaster Planning

Provides support to ensure HSW of waiver participant in the event of an emergency, caregiver emergency or preparation for, during and immediately after an emergency such as COVID-19

Emergency and Disaster Planning

- A planning document to clearly identify:
  - Emergency contact person(s)
  - Important information for service provision in absence of trained worker or primary caregiver
  - Preferred hospital
  - Preferred pharmacy
  - Preferred emergency shelter
  - Durable medical equipment
  - Location of medications
  - Known Allergies

Understanding and using the COVID-19 Care Management Plan:

- Identifies the care needs of the waiver participant
- Describes the changing dynamics of the family unit
- Identifies additional needs of the family unit
- Identifies additional emergency contacts in the event the previously listed contacts are unavailable
- Assists with creating a new or revised plan of care (POC) to meet waiver participant and family needs using flexibilities approved by the State agency

4. Critical Incident Reporting

- Critical incidents are situations that place the waiver participant at risk of being abused, neglected, exploited.

- Two levels are tracked that must be reported to the case manager immediately:
  - Level I
  - Level II

Level I

- Accident or injury resulting in need for medical care beyond first aid
- Unscheduled hospitalization
- ER Visits not resulting in hospitalization
- Inpatient psychiatric hospitalization
- Falls
- Death by natural (expected) causes
- Failure to take medication as ordered by physician

Level II

- APS Referrals
- Injuries of unknown source
- Death other than expected or natural causes incl. homicide, suicide
- Restraints and seclusions
- Misappropriation of consumer-directed funds
- Falls requiring hospitalization or resulting in death
- Traumatic injury
- Medication administration that results in injury or hospitalization
- Wandering away from home
- Media-related events
- COVID diagnosis

Critical Incident:
Report immediately
to Case Manager

Case Manager to complete:
1. Incident report
2. Follow-up with the waiver participant within 3 days

Case Manager will create a health and safety plan to effectively manage or mitigate a critical incident

What does mitigating critical incidents mean?

- Addressing risk factors quickly
- Reviewing new and old incident & monitoring data
- Conducting a root cause analysis
- Collaborating with the waiver participant and other approved providers to discuss safety efforts

5. Abuse, Neglect & Exploitation

- **Abuse** – a willful action by a caretaker that results in injury or harm to the waiver participant

- **Neglect** – an error by a caregiver resulting from a serious disregard of responsibility

- **Exploitation** – the act of taking unfair advantage of a person by a caretaker

- **Requirement** – any person having reasonable cause to believe that a disabled person is in need of protection because of any of the reasons above shall report such information, immediately to the local Department of Social Services

6. Fraud, Waste & Abuse

- **Fraud** - an employer conspiring with an employee or other individual to purposely obtain services in a deceptive manner

- **Waste** - receiving more units of hours of services than what is needed

- **Abuse** - billing for personal care services while a beneficiary is in the hospital or out of state/country

Fraud and abuse occur when an individual or organization knowingly cheats or is dishonest in the receipt, administration or management of Medicaid funds.

How does fraud, waste and abuse occur in the CAP waiver program?

- Reporting time on timesheet not actually worked
- Knowingly approving incorrect timesheets
- Performing tasks that are not related to the care needs of the beneficiary
- Allowing unauthorized individuals to provide service, then fraudulently authorizing payment for these hours

How to avoid the slippery slope of fraud, waste and abuse:

- − Ensure you are informed about fraud, waste and abuse
- − Educate your employee(s) about fraud, waste and abuse
- − Verify competencies of employee(s)
- − Clearly define the job duties and work schedule with your employee(s)
- − Review timesheets thoroughly before approving
- − Confirm that hours worked are within approved authorized limits
- − Accurate record keeping

What happens if fraud, waste and abuse is confirmed?

- Criminal offense that can result in fines and incarceration
- Possible termination from the CAP waiver

How to report fraud, waste and abuse:

Contact:

- Case Management Entities
- NC Medicaid CAP Unit
- Program Integrity
  - Medicaid fraud, waste and abuse tip-line at **919-814-0181**
  - Health Care Financing Administration Office of Inspector General's Fraud Line at **1-800-HHS-TIPS**
  - State Auditor's Waste Line at **1-800-730-TIPS**
  - NC Medicaid: DHHS Customer Service Center at **1-800-662-7030**

Resources – COVID-19

- DHHS webpage: www.ncdhhs.gov/covid-19

- NC Medicaid webpage: https://medicaid.ncdhhs.gov/about-us/coronavirus-disease-2019-covid-19-and-nc-medicaid

- NC COVID-19 Information:
  - Dial 2-1-1 or 888-892-1162
  - Text updates by texting COVIDNC to 898211

- Centers for Disease Control and Prevention:
  - https://www.cdc.gov/coronavirus/2019-ncov/index.html
  - 800-232-4636

Resources – NC Medicaid

- Email address:
  - CAP/C: Medicaid.capc@dhhs.nc.gov
  - CAP/DA: Medicaid.capda@dhhs.nc.gov

- Voice mail telephone number: 919-855-4340

- CAP/C website: https://medicaid.ncdhhs.gov/providers/programs-services/long-term-care/community-alternatives-program-for-children

- CAP/DA website: https://medicaid.ncdhhs.gov/providers/programs-services/long-term-care/community-alternatives-program-for-disabled-adults

Resources - Abuse, Neglect & Exploitation

- Contact number to report concerns of abuse, neglect and exploitation:
  - For children (under 18 years old): 919-527-6340
  - For adults, (18 years old and older): 1-800-662-7030

- Website: https://www.ncdhhs.gov/divisions/dss

Resources -Fraud, Waste and Abuse

- NC Medicaid CAP Office - 919-855-4340

https://medicaid.ncdhhs.gov/providers/programs-services/long-term-care/community-alternatives-program-for-children

- NC Medicaid Program Integrity

https://medicaid.ncdhhs.gov/meetings-and-notices/ocpifraud-waste-and-abuse

    - 919-814-0181

    - 1-800-662-7030