

I/DD & TBI COVID-19 Frequently Asked Questions (FAQ)

| Category | Question | Answer(s) | Source |
|--------------------------|---|---|--|
| Employer of Record (EOR) | Are EORs [Employers of Record] included in “relatives” that can provide services? | When appendix K speaks of “Relatives Providing Services”, Relatives Providing Services is inclusive of relatives who are Employer of Records (EORs), Managing Employers for Agency With Choice, guardians, parents, representative. (4/21/2020) | LME/MCO Clinical Director's Call |
| Employer of Record (EOR) | Can an EOR [Employers of Record] provide services? | Yes, an EOR (Employer of Record), who is not the individual receiving services can provide services. (4/21/2020) | LME/MCO Clinical Director's Call |
| Employer of Record (EOR) | Can parents who are Employer of Record provide services for only adults on Innovations, or for children also? Thank you! | No, the current Appendix K allows ADULT (ages 18 and over) waiver beneficiaries ONLY to have relatives as direct support staff. (4/23/2020) | Webinars Hosted 4/7-8/2020 |
| General | Does this [flexibilities within the Appendix K] apply to all LME/MCOs | This applies to all Innovations Waiver Beneficiaries across all LME/MCOs. Beneficiaries should contact their respective LME/MCO regarding implementation processes. (4/23/2020) | Webinars Hosted 4/7-8/2020 |
| General | How often or quickly could changes happen to appendix K if additional changes are made moving forward? | Appendix K submissions will be submitted as additional COVID-19 related concerns continue to present service delivery concerns. (4/23/20) | Webinars Hosted 4/7-8/2020 |
| General | Is there a phone line I can call if I feel lonely/isolated because my caregivers are not showing up or unable to show up? | The Hope4NC Helpline (1-855-587-3463) connects North Carolinians to additional mental health and resilience supports that help them cope and build resilience during times of crisis. Hope4NC is now available 24 hours per day, seven days a week to speak to a live person. (4/23/20) | North Carolina Council on Developmental Disabilities (NCCDD) |
| General | What are some of the Innovations flexibilities (or different ways of providing support) available in the COVID-19 state of emergency? | The most current policy flexibilities can be found at the following link: https://medicaid.ncdhhs.gov/about-us/covid-19-guidance-and-resources/providers/covid-19-policy-flexibilities (4/23/20) | North Carolina Council on Developmental Disabilities (NCCDD) |
| General | What other flexibilities or ways of receiving support should individuals with disabilities and families know about? | The most current policy flexibilities can be found at the following link: https://medicaid.ncdhhs.gov/about-us/covid-19-guidance-and-resources/providers/covid-19-policy-flexibilities (4/23/20) | North Carolina Council on Developmental Disabilities (NCCDD) |

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| General | Where can we get family friendly communication? | COVID-19 Guidance & Resources for Medicaid Beneficiaries can be found at the following link: https://medicaid.ncdhhs.gov/about-us/covid-19-guidance-and-resources/providers/covid-19-guidance-resources-medicaid . Also, you may contact your respective LME-MCO regarding individual/family specific guidance. NC DHHS continues to partner with the NC Council on Developmental Disabilities to produce family friendly resources. This information can be found at this link: https://nccdd.org/covid-19-resources.html (4/23/2020) | North Carolina Council on Developmental Disabilities (NCCDD) |
| General | Why did DHHS seek these temporary changes because of the COVID-19 state of emergency? | To help individuals and families maintain services during the COVID-19 emergency. (4/23/20) | North Carolina Council on Developmental |
| General | Will all the [LME/]MCO's be working together on implementation. | This applies to all Innovations Waiver Beneficiaries across all LME/MCOs. Beneficiaries should contact their respective LME/MCO regarding implementation processes. (4/23/2020) | Webinars Hosted 4/7-8/2020 |
| General | How do I find out my LME/MCO? | The LME/MCO map can be found at the following link: https://www.ncdhhs.gov/providers/lme-mco-directory (4/24/2020) | |
| Hospital | Hi, thank you for hosting this webinar. Where does DHHS stand in terms of families accompanying a loved one with IDD [Intellectual/Developmental Disabilities] to the hospital during COVID-19? Has a policy been written? When can that be shared and where would families find it? | Please see the following information . COVID-19 Individuals and Families: https://www.ncdhhs.gov/divisions/public-health/covid19/individuals-and-families COVID-19 Health Care Providers, Hospitals and Laboratories: https://www.ncdhhs.gov/divisions/public-health/covid19/health-care-providers (4/23/20) | Webinars Hosted 4/7-8/2020 |
| Hospital | If a consumer is hospitalized with COVID-19, no one is allowed to have contact with them while hospitalized so the option to provide CLS [Community Living and Supports] in the hospital is a moot point. Has DHHS made any arrangements for supports to be in place for I/DD population in the hospital setting? | Please see the following information . COVID-19 Individuals and Families: https://www.ncdhhs.gov/divisions/public-health/covid19/individuals-and-families COVID-19 Health Care Providers, Hospitals and Laboratories: https://www.ncdhhs.gov/divisions/public-health/covid19/health-care-providers (4/23/20) | Webinars Hosted 4/7-8/2020 |

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| Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID) | Has Therapeutic Leave been increased for ICF-IIDs [Intermediate Care Facilities for Individuals with Intellectual Disabilities]? | Yes, they have increased from 60 days to 90 days. Please see <u>SPECIAL BULLETIN COVID-19 #45: Increase in Therapeutic Leave Days for ICF/IDD Facilities Due to COVID-19.</u> (4/21/2020) | LME/MCO Clinical Director's Call |
| Personal Protective Equipment (PPE) | Who is responsible for providing PPE (personal protective equipment) such as masks and gloves for staff working in participant's home? Durham City and County recently made that requirement part of the updated local COVID 19 regulations. Staff working in a resident's home must wear PPE. | DHHS has issued guidance for providers to request PPE. Guidance and information on how to request PPE can be found at https://www.ncdhhs.gov/divisions/public-health/covid19/health-care-providers-hospitals-and-laboratories/requesting-ppe (4/23/20) | Webinars Hosted 4/7-8/2020 |
| Rate Setting/Staff Pay | For direct support professionals who do work is there any hazard or appreciation wage increase? | Service rates may vary by LME/MCO. Providers should contact their respective LME/MCO for additional information regarding rates. (4/23/20) | Webinars Hosted 4/7-8/2020 |
| Rate Setting/Staff Pay | Will there be an increase amount for the AFL's during this Covid-19 due to Stay at home? | Service rates may vary by LME/MCO. Providers should contact their respective LME/MCO for additional information regarding rates. (4/23/20) | Webinars Hosted 4/7-8/2020 |
| Relative as Provider | Are RADSE [Relative as Direct Support Employee] able to provide more than 56 hours? (up to 84?) and can there be more than 1 RADSE [Relative as Direct Support Employee] per home? | Yes. This is a result of the CMSs (Centers for Medicare and Medicaid Services) broad interpretation. RADSEs (Relative as Direct Support Employee) should work with their providers and respective LME/MCOs regarding the increase in hours. (4/21/2020) | LME/MCO Clinical Director's Call |
| Relative as Provider | Can a relative as provider provide services over the Relative as Direct Support Employee (RADSE) limits identified in the Innovations Waiver? | Yes. This is a result of the CMSs (Centers for Medicare and Medicaid Services) broad interpretation. RADSEs (Relative as Direct Support Employee) should work with their providers and respective LME/MCOs regarding the increase in hours. (4/21/2020) | LME/MCO Clinical Director's Call |
| Relative as Provider | Can family now be "staff" on the TBI [Traumatic Brain Injury] Waiver? | No, TBI (Traumatic Brain Injury) Waiver beneficiaries cannot have family members as staff. (4/23/20) | Webinars Hosted 4/7-8/2020 |

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| Relative as Provider | Does a RAP [Relative as Provider] Application still need to be completed, sent and approved by the MCO [Managed Care Organization]? | A Relative as Provider Application is not required; however the processes for implementation may vary by LME/MCO. Providers should contact their respective LME/MCO for additional information. (4/23/20) | LME/MCO Clinical Director's Call |
| Relative as Provider | If a provider determines that a relative of provider does not meet hiring criteria due to background check. Will the services provided before the background check done require a pay back in the future? | No, If the background check indicates the relative should not provide services then the relative should not provide services as soon as this information is discovered. Providers are at risk for payback of services if services are not stopped immediately. (4/23/20) | LME/MCO Clinical Director's Call |
| Relative as Provider | If a relative's background check comes back with information that indicates that s/he should not provide services, does the person still have 90 days to continue working? | No. If the background check indicates the relative should not provide services then the relative should not provide services as soon as this information is discovered. (4/21/2020) | LME/MCO Clinical Director's Call |
| Relative as Provider | If an individual receives Innovations residential services moves back to live with their family during the COVID-19 crisis, can the family provide services in the family home? | Appendix K allows for Relatives of adult waiver beneficiaries to provide Community Living and Supports, Day Supports, Supported Employment, Community Networking, and Supported Living. The Waiver beneficiary and/or legally responsible party should contact their respective LME/MCO regarding applicable processes. (4/23/20) | North Carolina Council on Developmental Disabilities (NCCDD) |
| Relative as provider | Is the high school education requirement waived? | No, direct care staff are required to have a high school diploma or higher. (4/21/2020) | LME/MCO Clinical Director's Call |
| Relative as Provider | What if the parent submits a request to provide additional hours without any justification? | Appendix K allows for additional hours due to COVID-19. Processes for implementation may vary by LME/MCO. Providers should contact their respective LME/MCO for additional information. (4/24/2020) | Webinars Hosted 4/7-8/2020 |

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| Relative as Provider | What is the process for a family member to be reimbursed for providing services? | Processes for implementation may vary by LME/MCO. Providers should contact their respective provider and LME/MCO to inform them of their request and request additional information. Relatives/Family members must provide documentation of a high school diploma or higher, and must complete hiring documentation required by the provider. Background checks must be completed within 90 days of hire. Service documentation must be completed. (4/24/2020) | North Carolina Council on Developmental Disabilities (NCCDD) |
| Relative as Provider | What services can relatives of adults receiving services provide to Innovations Waiver beneficiaries? | Relatives of adult waiver beneficiaries may provide Community Living and Supports, Day Supports, Supported Employment, Supported Living and Community Networking. (4/24/2020) | LME/MCO Clinical Director's Call |
| Retainer Payments | Are retainer payments. Is it the full amount/rate? Do if someone typically only had 3 days a week, they receive that for each 3 days for a period of 30 days? [If staff worked 3 days a week prior to March 13, 2020, will they receive full amount for 3 days a week in retainer payments?] | Retainer payments may be paid per the approved hours staff typically were working on or before March 13, 2020. Retainer payments are for direct care providers who normally provide services that include habilitation and personal care, but are currently unable to due to complications experienced during the COVID-19 pandemic because the waiver participant is sick due to COVID-19; or the waiver participant is sequestered and/or quarantined based on local, state, federal and/or medical requirements/orders. Retainer payments cannot be made | |
| Retainer Payments | Can retainer payment be paid to staff because the beneficiary does not want outside people coming into the home because of risk of virus transmission? | Retainer payments may be paid per the approved hours staff typically were working on or before March 13, 2020. Retainer payments are for direct care providers who normally provide services that include habilitation and personal care, but are currently unable to due to complications experienced during the COVID-19 pandemic because the waiver participant is sick due to COVID-19; or the waiver participant is sequestered and/or quarantined based on local, state, federal and/or medical requirements/orders. Retainer payments cannot be made | Webinars Hosted 4/7-8/2020 |

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| Retainer Payments | Can retainer payments be retroactive to 3/13/2020? | Retainer payments are retroactive to March 13, 2020. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Retainer Payments | Do the Retainer Payments reflect the services on the ISP for EOR [Employers of Record]'s? | Retainer payments may be paid per the approved hours staff typically were working on or before March 13, 2020. Retainer payments are for direct care providers who normally provide services that include habilitation and personal care, but are currently unable to due to complications experienced during the COVID-19 pandemic because the waiver participant is sick due to COVID-19; or the waiver participant is sequestered and/or quarantined based on local, state, federal and/or medical requirements/orders. Retainer payments cannot be made | Webinars Hosted 4/7-8/2020 |
| Retainer Payments | Does "sick with COVID-19" mean that a person has to have a positive COVID-19 test. | No. This means a person has symptoms related to COVID-19 as identified by NC DHHS COVID-19 Symptoms that can be found at this link: https://www.ncdhhs.gov/divisions/public-health/covid19/symptoms-and-testing/covid-19-symptoms . (4/21/2020) | LME/MCO Clinical Director's Call |
| Retainer Payments | Does retainer payments [c]ome directly from the staff's employer or from the MCO [Managed Care Organization]? When do the staff start receiving the payment? | Retainer payments are paid through the provider agency. Processes for implementation may vary by LME/MCO. Providers should contact their respective LME/MCO for additional information. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Retainer Payments | Does the slide regarding retainer payments also refer to those on the Innovations Waiver as well as TBI [Traumatic Brain Injury]? | Retainer Payments are applicable to direct support staff providing Innovations and Traumatic Brain Injury services. (4/24/2020) | |
| Retainer Payments | Does the Stay-At-Home Order count as Sequestering? | Yes, a state, federal, or local stay-at home order is equivalent to sequestering. (4/21/2020) | LME/MCO Clinical Director's Call |
| Retainer Payments | If a portion of the hours are delivered via telehealth by the primary staff, would the provider agency bill the retainer payment for only the remaining hours or for all the hours the primary staff typically works? (i.e. primary staff typically works 40 hours/week, provides 5 hours/week via telehealth, provider agency would bill 40 or 35?) | At this time, Innovations services are not being provided via telehealth. Flexibilities related to telehealth for Innovations Waiver services are currently under consideration and more information will be forthcoming. (4/24/2020) | Webinars Hosted 4/7-8/2020 |

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| Retainer Payments | If the primary staff cannot work but the parent bills as R[A]DSE or another staff provide the services, can primary staff get a retainer payment? | Yes, if the family or another staff is providing the services; the staff can still get the retainer payment. This is for staff that typically provide the services on a regular basis, fill in staff are not subject to retainer payments. The RADSE (relative as provider) staff documents for services required and the Provider agency bills the LME/MCO for the retainer payments following the LME/MCO policy. Please speak to the beneficiaries LME/MCO for specific provider instructions on how to receive retainer payments. (4/24/2020) | |
| Retainer Payments | Includes EOR [Employers of Record] Representatives that are relatives also? | Retainer payments may be paid per the approved hours staff typically were working on or before March 13, 2020. Retainer payments are for direct care providers who normally provide services that include habilitation and personal care, but are currently unable to due to complications experienced during the COVID-19 pandemic because the waiver participant is sick due to COVID-19; or the waiver participant is sequestered and/or quarantined based on local, state, federal and/or medical requirements/orders. Retainer payments cannot be made | |

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| Retainer Payments | Since all of NC is under stay at home order, then this would be available for all staff (outside of respite)? | This applies to staff who provide Community Living and Supports, Day Supports, Community Networking, Supported Employment or Residential Supports for Innovations Waiver Beneficiaries and Life Skills Training and Personal Care for TBI Waiver beneficiaries and who meet retainer payment requirements. (Retainer payments are unable to be paid for (b)(3) DI (deinstitutionalization) services. Retainer payments may be paid per the approved hours staff typically were working on or before March 13, 2020. Retainer payments are for direct care providers who normally provide services that include habilitation and personal care, but are currently unable to due to complications experienced during the COVID-19 pandemic because the waiver participant is sick due to COVID-19; or the waiver participant is sequestered and/or quarantined based on local, state, federal and/or medical requirements/orders. Retainer payments cannot be made for Respite. (4/24/2020) | |
| Retainer Payments | What happens to the retainer payment for staff if someone else (a fill-in staff or RAP [Relative as Provider]) picks up the hours or the portion of the hours the previous primary staff worked? | Retainer payments may be paid per the approved hours staff typically were working on or before March 13, 2020. Retainer payments are for direct care providers who normally provide services that include habilitation and personal care, but are currently unable to due to complications experienced during the COVID-19 pandemic because the waiver participant is sick due to COVID-19; or the waiver participant is sequestered and/or quarantined based on local, state, federal and/or medical requirements/orders. Retainer payments cannot be made | Webinars Hosted 4/7-8/2020 |

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| Retainer Payments | What is family is choosing to sequester? | Retainer payments may be paid per the approved hours staff typically were working on or before March 13, 2020. Retainer payments are for direct care providers who normally provide services that include habilitation and personal care, but are currently unable to due to complications experienced during the COVID-19 pandemic because the waiver participant is sick due to COVID-19; or the waiver participant is sequestered and/or quarantined based on local, state, federal and/or medical requirements/orders. Retainer payments cannot be made | |
| Retainer Payments | What is the process for paying retainer payments to staff? Should this be facilitated by the agency or the care coordinator? | Retainer payments are paid through the provider agency. Processes for implementation may vary by LME/MCO. Providers should contact their respective LME/MCO for additional information. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Retainer Payments | What services are eligible for retainer payments? | Community Living and Supports, Day Supports, Community Networking, Supported Employment or Residential Supports under Innovations Waiver and Life Skills Training and Personal Care for TBI Waiver and who meet retainer payment requirements. (4/24/2020) | LME/MCO Clinical Director's Call |
| Retainer Payments | Where can information be found a[b]out the retainer [payments]? | Retainer payments are paid through the provider agency. Processes for implementation may vary by LME/MCO. Providers should contact their respective LME/MCO for additional information. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Retainer Payments | Will RADSE [Relative as Direct Support Employee] be able to get retainer payments? | Yes. Retainer payments may be paid per the approved hours staff typically were working on or before March 13, 2020. Retainer payments are for direct care providers who normally provide services that include habilitation and personal care, but are currently unable to due to complications experienced during the COVID-19 pandemic because the waiver participant is sick due to COVID-19; or the waiver participant is sequestered and/or quarantined based on local, state, federal and/or medical requirements/orders. Retainer payments cannot be made | |

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| Retainer Payments | Will staff who are receiving FMLA [Family Medical Leave Act] under the Families First Act be excluded from retainer payments? | The FMLA entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave. Retainer payments are paid through the provider agency. Processes for implementation may vary by LME/MCO. Providers should contact their respective LME/MCO for additional information. (4/24/2020) | |
| Retainer Payments | Would direct [care] staff receiving retainer payments, still be allowed to collect unemployment benefits as well? | No, staff who receive unemployment benefits are not eligible to receive retainer payments. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Service Delivery | A person with Supported Living is going back to their family home during COVID-19. What service would they receive? | The appropriate service would be Community Living and Supports. (4/21/2020) | LME/MCO Clinical Director's Call |
| Service Delivery | AFL homes are generally contracted with a person for the service. The AFL provider is generally not an employee of the provider agency. Services can be provided in an AFL home if not provided by the primary AFL contracted for services in the home. <u>Can services be provided by another contracted employee in the AFL home?</u> | Yes. Appendix K allows for Day Supports, Community Living and Supports, Supported Employment and Community Networking to be provided in the home of the participant, the home of the direct care worker, or the residential setting. Residential setting refers to the setting types listed in the Residential Service definition in the approved NC Innovations Waiver. Licensed and Unlicensed AFLs are identified in the Residential Supports Service definition. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Service Delivery | Can community networking be used to support a member in a Virtual Class or Conference? | Yes. This would be the staff person supporting the Innovations Member with accessing and participating in an Online class or Online Conference. (4/21/2020) | LME/MCO Clinical Director's Call |
| Service Delivery | Can the AFL provider provide day support services? | No. AFL staff cannot provide day support services to the individual that they provide residential support services to. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Service Delivery | How can families and individuals with disabilities learn more about the new Innovations ways of receiving and providing support during the Covid-19 crisis? | The most current policy flexibilities can be found at the following link: https://medicaid.ncdhhs.gov/about-us/covid-19-guidance-and-resources/providers/covid-19-policy-flexibilities (4/24/2020) | North Carolina Council on Developmental Disabilities (NCCDD) |

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| Service Delivery | If [the] sole parent is hospitalized for COVID who could care for disabled adult 24/7 until parent returns home? | Crisis Planning is an integral part of the person-centered planning process. Waiver beneficiaries/guardians can review their current crisis plan and contact their Care Coordinator to request updates and support with further crisis planning. Families can also obtain additional information from the NC Council on Developmental Disabilities at the following link: https://nccdd.org/ (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Service Delivery | What happens when a family member takes a innovations waiver member out of a group home because they have restricted visitation. Can the family get community living supports for the weekends? | Additional or alternative services may be requested to support the waiver beneficiary. The Waiver beneficiary and/or legally responsible party should contact their respective LME/MCO regarding applicable processes. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Service Delivery | Who should I/we call if Direct Support Professionals do not show up when they are needed due to the COVID-19 crisis? | Please contact the provider agency. Additional support may be requested from the LME/MCO if needed. (4/24/2020) | North Carolina Council on Developmental Disabilities (NCCDD) |
| Service Delivery | Will providers be allowed to provide day supports individual instead of day supports group if group is not an option from home? | Additional or alternative services may be requested to support the waiver beneficiary. The Waiver beneficiary and/or legally responsible party should contact their respective LME/MCO regarding applicable processes. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Staff Training/Qualifications | Is First Aid included in the CPR – NCI (prevention/de-escalation training) language? | Yes, this is inclusive of First Aid, CPR and trainings in prevention and de-escalation. This flexibility is only for current staff as of 3/13/2020. (4/21/2020) | LME/MCO Clinical Director's Call |
| Staff Training/Qualifications | What about new staff - can we waiver CPR/NCI? | New staff are required to receive all appropriate trainings before starting to provide services. (4/24/2020) | |
| Staff Training/Qualifications | What do we do if someone has a college degree but cannot locate their high school diploma? | The staff will provide a copy of their College Degree or college transcript that indicate the individual has taken college level classes/courses. (4/21/2020) | LME/MCO Clinical Director's Call |

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| State-Funded Services | State has said that flexibilities apply to IPRS. Does that mean Appendix K for Innovations Day Supports also applies to IPRS Day Activity. Specifically, alternate settings. | Appendix K only applies to the Innovations Waiver, TBI Waiver and Innovations (b)(3) Deinstitutionalization services. The same flexibilities for Innovations Waiver Day Supports settings apply to state-funded Day Activity, Day Supports and ADVP (Adult Day Vocational Program) service definitions. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| State-Funded Services | Will there be the same flexibilities with services that are paid for by the state and not by Medicaid? | Appendix K only applies to the Innovations Waiver, TBI Waiver and Innovations (b)(3) Deinstitutionalization services. (4/24/2020) | North Carolina Council on Developmental Disabilities (NCCDD) |
| Supervision | Can you clarify that monthly telephonic monitoring applies not only to Care Coordinators but to Service Supervisors from provider agencies as well? Especially since Service Supervisors are currently required to go into multiple homes each month for RADSE [Relative as Direct Support Employee]s and staff who provide services in their own home. | Supervision/monitoring is determined by the individualized supervision plans established by the provider required by 10A NCAC 27G. 0104 and 10A NCAC 27G. 0204. If a provider agency needs to adjust face-to-face supervision with their Direct Care Staff then the Qualified professional should update the supervision plan to allow for telephonic or audio-visual supervision. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Telehealth | Can a Direct Support Professional provide support using a phone, FaceTime, or other ways to connect through technology? | Flexibilities related to telehealth for Innovations Waiver services are currently under consideration and more information will be forthcoming. (4/24/2020) | North Carolina Council on Developmental Disabilities (NCCDD) |
| Telehealth | Can staff provide community living and support services via teleintervention if they are able to address the clients goals? | Flexibilities related to telehealth for Innovations Waiver services are currently under consideration and more information will be forthcoming. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Telehealth | You reference service authorization increases but will providers be allowed to provide a less intense services (from day supports individual to day supports group)? In this situation the individual is now isolated with only family and has supports to participate via telehealth group services that the guardian is requesting to participate in our group format. DSI [Day Supports-Individual] is not authorized for a group format and the guardian wants the interaction for the individual. | Flexibilities related to telehealth for Innovations Waiver services are currently under consideration and more information will be forthcoming. (4/24/2020) | Webinars Hosted 4/7-8/2020 |

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| Utilization Management | Can you clarify.... If the provider submits the SAR [Service Authorization Request] to increase services (during COVID 19) and medical necessity for the service is not met (i.e. parent wants 100 h/w a week just bc they do) the MCO cannot deny it? | Appendix K allows for an increase in service hours from what is in the person-centered plan without prior authorization during the Appendix K period outlined and for reasons related to COVID-19. Waiver beneficiaries and provider agencies should contact their respective LME/MCO regarding applicable processes. ***Note: This applies to LME-MCOs that typically have SARs submitted by the provider agency. (4/24/2020) | |
| Utilization Management | If a provider submits a SAR for an increase in services that does not meet medical necessity, can it be sent to peer review? | Appendix K allows for an increase in service hours from what is in the person-centered plan without prior authorization during the Appendix K period outlined and for reasons related to COVID-19. Waiver beneficiaries and provider agencies should contact their respective LME/MCO regarding applicable processes. ***Note: This applies to LME-MCOs that typically have SARs submitted by the provider agency. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Utilization Management | If individual gets services thru 2 agencies and one agency is closed then how can the hours be transferred to the one agency providing services? | Appendix K allows for an increase in service hours from what is in the person-centered plan without prior authorization during the Appendix K period outlined and for reasons related to COVID-19. Waiver beneficiaries and provider agencies should contact their respective LME/MCO regarding applicable processes. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Utilization Management | If we do not have to wait for the authorization to do services what if it is denied and the services have already been provided? | Appendix K allows for an increase in service hours from what is in the person-centered plan without prior authorization during the Appendix K period outlined and for reasons related to COVID-19. Waiver beneficiaries and provider agencies should contact their respective LME/MCO regarding applicable processes. (4/24/2020) | Webinars Hosted 4/7-8/2020 |
| Utilization Management | What happens if the member requests/submits a SAR for additional services that do not appear to be medically necessary? Would the request still be subject to peer review? | Appendix K allows for an increase in service hours from what is in the person-centered plan without prior authorization for this time period. Waiver beneficiaries and provider agencies should contact their respective LME/MCO regarding applicable processes. (4/24/2020) | |

I/DD & TBI COVID-19 Frequently Asked Questions (FAQ)

| Category | Question | Answer(s) | Source |
|------------------------|---|--|--|
| Utilization Management | If UM approved services with Appendix K flexibilities and those authorizations extend past the Appendix K timeline, what are the next steps? | The LME/MCO needs to adjust the approvals and send out due process as it exceeds the Appendix K authority. (4/21/2020) | LME/MCO Clinical Director's Call |
| Waiver Slot/Services | If an individual chooses to stop receiving Medicaid Waiver services during COVID-19, will they lose their Medicaid Waiver slot or have their hours reduced after the state of emergency? | Waiver participants who do not use waiver services during this amendment will not lose their ability to continue to receive waiver services. This applies to participants who are not receiving services due to complications related to COVID-19. This applies to the Appendix K time period. (4/24/2020) | North Carolina Council on Developmental Disabilities (NCCDD) |
| Waiver Slot/Services | If an individual receives fewer services during the COVID-19 outbreak because Direct Support Professionals or other caregivers are not able to provide these services, will the individual have his/her services reduced? | Waiver participants who do not use waiver services during this amendment will not lose their ability to continue to receive waiver services. This applies to participants who are not receiving services due to complications related to COVID-19. This applies to the Appendix K time period. (4/24/2020) | North Carolina Council on Developmental Disabilities (NCCDD) |