

# Office of Long-Term Living COVID-19 Update

April 16, 2020

# Agenda

- Long-Term Services and Supports (LTSS) Operations and Priorities
  - Office of Long-Term Living (OLTL) Priorities
  - Community HealthChoices Managed Care Organization (CHC-MCO) Updates
  - LIFE Program Updates
  - Enrollment Updates
- OLTL 1915c Waiver Appendix K

# LTSS Operations and Priorities

## **Current OLTL priorities related to COVID-19 include but are not limited to:**

- Keeping people safe as best we can including participants and staff.
- Minimizing potential service interruptions and provider capacity issues.
- Creating flexibilities through the 1915c Appendix K and 1135 waivers to decrease procedural and regulatory burdens for providers.
- Identifying sources of PPE and distribution mechanisms in collaboration with Public Partnerships, LLC., the CHC-MCOs, and other stakeholders.
- Distributing information and resources to all stakeholders.

## **CHC-MCO priorities have included:**

- Activating emergency response protocols to ensure the continuity of operations and services.
- Providing ongoing provider guidance and updates.
- Conducting ongoing check-in calls with participants to verify back-up plans, identify unmet needs, and ensure participant has access to essential home items.
- Distributing participant COVID-19 resources including fact sheets, safety information, and behavioral health resources.

# Participant-Directed Services Updates

## **Public Partnerships, LLC. (PPL) priorities include:**

- Implementing an expedited enrollment process for new DCWs to address potential gaps in services.
- Compiling a variety of resources including webinars and FAQs for DCWs and Common Law Employers.
- Collaborating with OLTL and the CHC-MCOs to distribute PPE to participant-directed workers.

# LIFE Program Updates

## LIFE Program Updates

- All LIFE providers were instructed to close their day centers effective March 17<sup>th</sup> until further notice. This impacted 58 locations.
- LIFE providers are able to continue to utilize their clinic and therapy spaces to provide necessary medical and therapy services to their participants.
- LIFE providers are ensuring that individuals continue to receive services in their homes.

# Enrollment Updates

## **Independent Enrollment Broker (IEB)**

- The IEB has adapted their daily operations to continue application and enrollment activities in a timely manner.
- Initial in-home visits and functional eligibility determinations are being completed telephonically.
- The outreach team is completing daily calls for physician certifications.

# OLTL 1915(c) Waiver Appendix K

# OLTL 1915c Waiver Appendix K

- The changes outlined in Appendix K provide flexibilities for CHC-MCOs, service coordinators, and providers as they work with participants who may be facing a disruption in services due to COVID-19 related issues.
- The flexibilities outlined in Appendix K will not apply to all participants and should not be considered broad changes that must be implemented.
- The Appendix K changes have been approved from March 6, 2020 through June 30, 2020. The duration of the approval may be extended depending on the length of the declared emergency.

## Guidance for Determining Whether Appendix K Applies

- Flexibilities outlined in Appendix K should be evaluated on a case-by-case basis in coordination with the service coordinator and CHC-MCOs.
- The revised Appendix K guidance that will be released on the OLTL listservs includes questions that can be utilized to determine whether requests and authorizations will be covered under Appendix K.

## All Waiver Services:

- Services may not be reduced on the Person-Centered Service Plan (PCSP), except when requested by the participant or their representative. However, it is possible that not all services on the PCSP will be delivered during the emergency.
- Providers should be given flexibility to ensure delivery of crucial, life-sustaining services and if necessary, delay less crucial services such as laundry and changing linens.
- The CHC-MCOs may need to identify and prioritize services to participants with critical issues and simultaneously allow for missed shifts for participants who have adequate informal supports or less-critical issues.

## **Temporary changes outlined in Appendix K include, but are not limited to:**

- Personal Protective Equipment (PPE) for paid direct care workers (DCWs) and unpaid/informal caregivers such as gloves, gowns and masks can be obtained under specialized medical equipment and supplies.
- Spouses, legal guardians and powers of attorney may serve as paid DCWs only when scheduled workers are not available due to COVID-19 and the participant's emergency backup plan cannot be implemented.
- Incident Management and Provider Documentation

## **Temporary changes outlined in Appendix K (continued):**

- Person-Centered Service Planning, Comprehensive Needs Assessments, and Annual Reassessments
- Retainer Payments to Address Emergency-Related Issues
- Modifications to provider qualifications and service settings for Adult Day Services, Residential Habilitation, and Structured Day Habilitation
- Provision of Cognitive Rehabilitation, Behavior Therapy, Counseling, and Structured Day Habilitation remotely.

# COVID-19 Resources

- DOH Website:  
<https://www.health.pa.gov/topics/disease/Pages/Coronavirus.aspx>
- DHS Provider Website:  
<https://www.dhs.pa.gov/providers/Providers/Pages/Coronavirus-2020.aspx>
- DHS Citizen Website:  
<https://www.dhs.pa.gov/providers/Providers/Pages/Coronavirus-Citizen-Resources.aspx>

# Questions?

