



## DDDS HCBS Provider Guidance 16.0 COVID-19 May 14, 2020

**Phased-In Approach to Re-opening:** As you are aware, the Governor continues to update his plan for reopening the State of Delaware, assuming everyone follows the protocols and remains orderly. To see the plan, in its current iteration, go to <https://governor.delaware.gov/delawares-recovery/>

Phase 1, which is targeted to begin at the earliest on June 1<sup>st</sup>, highlights that vulnerable people continue to shelter in place and no more than 10 people can be together, with proper social distancing. This means that the vast majority of DDDS day providers will continue with their suspended services for the most part. There are still a few day habilitation providers who are operating with very reduced attendance.

Phase 2 involves vulnerable people continuing to shelter in place, but allowing groups up to 50 people together with proper social distancing. I wouldn't focus so much on the number of people together at this stage, as much as the question of "Can we maintain social distancing as required?" Phase 2 is when we could start to see the resumption of some day services. There are multiple compounding factors to consider in planning for resumption of day services. As I mentioned on the provider call this morning, these are just some of the factors we are weighing in our discussions within DDDS, with providers, families and state agencies. Just to reiterate, we are nowhere ready to resume services. All of these considerations have to be addressed before it will be safe or practical to resume day services (it is not a complete list, as new factors and details come to light):

- From a health and safety perspective for DDDS service recipients: Screening of service recipients must occur at home before they leave for a day program. Can the provider maintain social distancing between recipients? Does the provider have PPE for every staff person to wear? Does the provider have the capability of screening for symptoms? Are there enough staff available to work in the day program? Are there activities open in the community where recipients can spend their time? Are providers prepared to offer services to fill the day if community activities are limited? Will residential providers be willing to have some service recipients go to day program, and therefore have greater exposure to more people and potential COVID-19, and then come back to the home where other vulnerable service recipients live? Should each residential site have an "everyone goes, or no one goes" approach to deciding whether to go to a day program or stay home? Can service recipients wear masks to keep themselves safe? Do DSPs have the right PPE available to support someone who, because of their support needs, requires them to break social distancing protocols?
- From an employee perspective for DSPs: Is there someplace for the children of the DSPs to go during the day since camps and schools are cancelled? Are there enough employees able to work in day services, while residential services continue with exception hours? Will providers who offer both day and residential habilitation have to allow their residential habilitation recipients first access to day habilitation because of the staffing numbers? Can all residential habilitation providers use their fleet vehicle to transport service recipients to their day programs?

- From an infrastructure perspective: How have the number of COVID-19 cases changed in the general population as slow re-opening has occurred? Is there enough transportation via Paratransit or personal vehicles to support DDDS service recipients living at home to get to and from day programs? What monitoring plan needs to be in place to assess whether an updated shelter in place order for service recipients is necessary?

As more details evolve on the Governor's plan for re-opening, we will continue to engage with the provider network and our other stakeholders to talk through these considerations. DDDS' goal in issuing clear guidance on a re-opening plan is to ensure all parties are aware of the protocols and that you, as providers, have written guidance you can turn to if questions are raised by families or other stakeholders about the plans. We really are all in this together, and the re-opening plan is going to demonstrate the complexity of our service delivery system as a microcosm in the whole of Delaware.

Right now, DDDS' energy is focused on getting the retention payments going, as we know some of you are approaching an untenable financial situation. This has been a monumental task within this very short period, but please know that we are working as fast as we can to get these payments into the hands of the day and employment service providers.

**Room and Board:** In previous guidance, we have discussed that residential habilitation providers can continue to bill for the "room" portion of room and board, during COVID-19, if the service recipient has left for an extended stay with family. There has been some question about what amount of the \$783 is for room and what amount is for board. The current breakdown is \$643 for room and \$140 for board.

**Relias Exams:** As you know, due to the Governor's declared State of Emergency, DDDS has adjusted all current training offerings to remote learning. DDDS has loaded exams for both LLAM and MANDT on Relias.

**These exams can ONLY be assigned by a certified instructor of the curriculum.**

If you are a certified LLAM or MANDT Instructor and would like to be able to utilize the exams on Relias for your staff, you must register for this Zoom session listed below. ***If you are not able to attend, register anyway so you can receive the link to the recording. This session will not be offered again.***

Each organization wishing to utilize the exams on Relias will have their own copy of the exam to use. These individual copies will be set up on a first come, first served basis. By enrolling learners to take these exams, the certified instructor of the curriculum is attesting that the learner has successfully completed instruction on the curriculum with the certified instructor.

If you are a Relias Training Supervisor for your organization, please feel free to share this information with the certified LLAM and MANDT Instructors in your organization. As a Relias Training Supervisor, you can also attend this Zoom meeting so that you will be able to help Instructors who may need help to assign and report on the exams in Relias. However, **ONLY CERTIFIED INSTRUCTORS MAY ASSIGN THESE EXAMS.**



**Assigning Exams on Relias for LLAM & MANDT Certified Instructors**

When: **May 19, 2020 09:30 AM** Eastern Time (US and Canada)

Register in advance for this meeting:

<https://dds.zoom.us/meeting/register/tJEqd-qgqD8vGdUg0yM2sntqagNlp-i7av9m>

After registering, you will receive a confirmation email containing information about joining the meeting.

**Stimulus Payments, Medicaid Eligibility and Patient Pay:** The Division of Medicaid and Medical Assistance (DMMA) notified DDS today that it is their intention to send a communication to service recipients that have a patient pay indicating that their stimulus payment will not affect their eligibility or patient pay.

**Provider Phone Call:** We will have our weekly provider call for COVID-19 on Thursdays from 8:30-9:00am. Please remember to mute your phone once you join the call. You don't even have to introduce yourself. We have hundreds of people who call in, so to help make sure everyone can hear the message, please kindly mute your phone and please do not put us on hold. The call-in number is (302) 526-5475, PIN 637899#. THIS NUMBER IS FOR PROVIDERS ONLY; please do not share with individuals you support, their guardians, the general public or the media.