



*Updated as of August 3, 2020*

# Guidance During COVID-19

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# Outreach

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Outreach efforts made to engage potential Health Home clients may continue during this time period. Progressive activities to engage the client should be attempted and documented during month one.

If outreach attempts prove to be unsuccessful in the first month, continuing efforts into month two is discouraged.

# In the Absence of Face to Face

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- In lieu of face-to-face contact, Health Home core services can still be delivered and billing will continue at the applicable rate for clients contacted via alternative means.
- Any way to communicate with the client is acceptable, as long as there is a reciprocal communication. Two way communication ONLY is acceptable for billing.
- An attempt to provide a core service should take place in the following order:
  - Through the video conferencing (HIPPA Compliant)
  - Telephone
  - Additional electronic use (text, email)
- Good documentation is going to be key during this time.

Resource: [https://www.health.ny.gov/health\\_care/medicaid/covid19/docs/2020-03-14\\_guide\\_hsa\\_hhsc.pdf](https://www.health.ny.gov/health_care/medicaid/covid19/docs/2020-03-14_guide_hsa_hhsc.pdf)

# Core Services Expanded to Include

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- Comprehensive Care Management
- Health Promotion & Care Coordination
- Member and Family Support
- Comprehensive Transitional Care
- Referral and Community Support
- An open conversation with the client addressing current needs and concerns including but not limited to:
  - Health Status (including medication adherence, medication supply)
  - Food supply
  - Housing issues
  - Safety concerns

# Special Populations

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## Health Home Plus

- Care Managers are still required to complete a minimum of 4 or more core services monthly. Effort needs to be reasonable and appropriate to the member's need.
- When completing an HML the HHCM must indicate YES only if core services have been delivered.

## AOT

- In the absence of face-to-face visits, alternative means may be used. Effort needs to be reasonable and appropriate to the member's need. It is important for the CMs to maintain consistent and weekly contact with these individuals through out this time period due to their high-risk status.
- When completing an HML the HHCM must indicate YES only if core services have been delivered.

Link: <https://omh.ny.gov/omhweb/guidance/covid-19-aot-faqs.pdf>

8/3/2020

# HARP Process

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- The HARP Assessment can be completed over the telephone during this temporary period.
- Annual HARP Re-Assessments should be completed as scheduled.
- DOH's intent is that there would be no interruption in services available to HARP members.

# Consents

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- Verbal attestation or written consent is now acceptable for consents and other documents that normally require a signature.
- It is imperative that the clients agreement and consent is documented appropriately by the care manager within the EMR.
- External documents, such as: housing applications, Social Security documents, DHS documents, etc., will likely need to be signed. Arrangements to get these documents to the member and returned will need to be made. USPS, email, and drop-off/pickup, are all viable options.



# Plan of Care & Comp. Assessment Time Lines

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The development of the Plan of Care and the completion of the Comprehensive Assessment has not been waived. However, the time frame requirement has been extended for both.

- The Plan of Care 60 day requirement has been extended to 120 days.
- The Comprehensive Assessment 60 day requirement has been extended to 120 days.

# Meetings

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- Team meetings, care team meetings, and/or multidisciplinary meeting requirements have been temporarily lifted.
- Communication with all involved providers, professionals and family supports must continue and must be documented.

# Diligent Search Efforts

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1. Upon first identifying a member as disengaged from Care Management services, the Care Manager must notify the CM Supervisor of the intent to move the client into DSE.
2. CM Supervisor must review the electronic medical records to assure proper, documented efforts were taken by the CM to engage the member through Standard Care Coordination Activities and ensure documentation specified how the member was identified as disengaged from CM services.
3. Following the notification and supervisory review of the electronic medical records, the CM Supervisor and the Care Manager must discuss and agree on a plan for conducting Diligent Search Efforts.
4. The CM Supervisor enters a DSE approval note in the EMR. The note must include the DSE engagement plan.
5. Supervisor places client into DSE in the program section of Netsmart and informs MCO.
6. CM proceeds to have a *minimum* of 1 outreach attempt made per month for the duration of the COVID-19 crisis (end date TBD).
7. Discharging DSE clients during the COVID-19 crisis *is strictly prohibited* unless; outreach attempts are successful, and the client requests a discharge from the program. In this case, the CM must document accordingly and discharge from the program may ensue.
8. Any DSE activity performed during the COVID-19 crisis should be documented as **“non-billable.”**

**\*Track clients placed in DSE by viewing the GRHHN Tableau Dashboards\***

# Disenrollments

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- Disenrollments should cease during this time frame unless the client states that they want to be closed.
- Discharges for those in excluded settings are the only exception.

# Children's Guidance

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For a child/youth enrolled in Health Home Care Management, the CANS-NY assessment is still required for billing. These assessments can be conducted via telehealth/telephonic as outlined in Health Home guidance. HHCM should review all CANS-NY assessments and seek input from the child/youth, their family, treatment team and/or supporting documentation to ensure the assessment is completed accurately. [https://www.health.ny.gov/health\\_care/medicaid/covid19/docs/2020-03-14\\_guide\\_hhsa\\_hhsc.pdf](https://www.health.ny.gov/health_care/medicaid/covid19/docs/2020-03-14_guide_hhsa_hhsc.pdf)

- CANS-NY:

[https://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/hh\\_children/docs/cans-ny\\_in-person\\_training\\_requirement.pdf](https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_children/docs/cans-ny_in-person_training_requirement.pdf)

- HCBS for Children:

[https://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/policy/docs/covid19\\_guidance\\_childrens\\_1915c\\_waiver.pdf](https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/policy/docs/covid19_guidance_childrens_1915c_waiver.pdf)

- BH HCBS for HARP Members: <https://omh.ny.gov/omhweb/guidance/>

# COVID-19 Training Modules on the LMS

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- [COVID19 \(Coronavirus\) Infection Control](#): This 25 minute course provides an understanding of what Coronavirus is and how to limited the risk of infection in your workplace.
- [10 Minute Pandemic Awareness \(Covid-19/Coronavirus\)](#): This 10 minute video can help with any seasonal flu, outbreak or pandemic fears. It explains what a pandemic is, a brief history of pandemics and five specific things you can do to help yourself and others. In 2020 with a coronavirus outbreak happening, this video can give some comfort and advice to employees and individuals to help calm and take action.
- [Infection Prevention and Control \(Covid-19/Coronavirus\)](#): This course covers basic hygiene and how to prevent and control the spread of infection in the workplace. It explains infection prevention and control in the workplace, standard precautions of infection control, common infections and modes of transmission, how to identify and report situations that pose a risk for infection and how to control the spread of infection. It encourages everyone to take responsibility for their own hygiene and to help prevent and control the spread of infection in the workplace.
- [COVID19 \(Coronavirus\) Precautions & Preventative Measures](#): Based off of information sourced from the Centers for Disease Control & Prevention, this short video provides information regarding precautions and preventative measures you can take regarding the Coronavirus, also known as COVID19.
- [COVID19 \(Coronavirus\) Health Care/Aged Care](#): This video was produced for an Australian audience by Aged Care Learning Solutions (ACLS), but has information that is valuable for a more general audience. Make a plan and reduce the risk. Factual, informative and practical information about COVID-19 (coronavirus) right now will reduce confusion and misinformation and the risk to your consumers, workforce and others. A timely response and plan is an expectation under Standards 3 and 8 of the Aged Care Quality Standards. This learning resource is in video format and will take about 8 minutes to complete.