



COVID-19 FLEXIBILITIES: LONG-TERM SERVICES AND SUPPORTS

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Agenda

- ❑ Waiver Operations Flexibilities
- ❑ Behavioral Health Updates
- ❑ Personal Protective Equipment

Federal Authority: 1915c Waiver Appendix K

COVID-19 Flexibilities



Impacts Developmental Disabilities waivers and CCC Plus waiver

Affords opportunities to **modify waiver operations** during a state emergency

The flexibilities help to **sustain current systems and supports** for members during an emergency

Flexibility for Families

Per Medicaid Memo 8/11/20, extended through January 26, 2021

DMAS is temporarily allowing spouses and parents of Medicaid members under age 18 to provide personal care services and be paid for those services under these waivers.

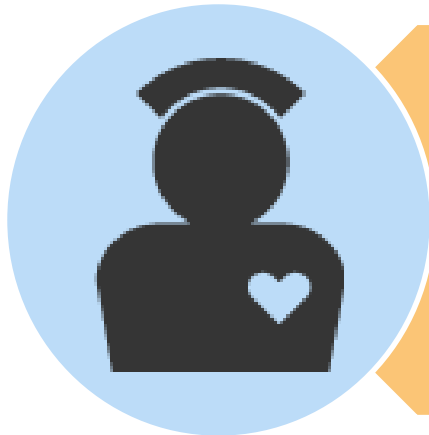


Face-to-face meetings

Per Medicaid Memo 8/11/20, extended through January 26, 2021



Allow specific visits for assessments, planning meetings and evaluations to be conducted by video-conferencing or telephone instead of face-to-face.



Allow care coordination and case management to be provided by telephone/video-conferencing remotely in the home setting.

Telehealth Service Delivery

Per Medicaid Memo 8/11/20

New service authorizations for services conducted through video-conference or telephone will be considered for in home support, community engagement and community coaching beginning August 15, 2020.

- Prior to August 15, 2020 only service authorizations in place on March 12, 2020 were allowed to deliver services via telehealth during the pandemic.
- Authorizations will only be approved through October 31, 2020.

Telehealth Service Delivery

Per Medicaid Memo 8/11/20, extended through January 26, 2021



Therapeutic Consultation activities that do not require direct intervention by the behaviorist can be conducted through telephonic/video-conferencing methods.

Access to Long-term Services and Supports

Per Medicaid Memo 7/21/20 (1135 Waiver), extended to October 22, 2020



Individuals who choose to move to a nursing facility directly from a hospital may be accepted without a long-term services and supports screening.



The Pre-Admission Screening and Resident Review (PASSR), Level One and Level Two, must be conducted within 30 days of admission.

Behavioral Health Updates

- As of July 1st, 2020 DMAS resumed reimbursement for face-to-face delivery of group-based services.
- DMAS advised that providers carefully weigh the vulnerabilities and benefits of resuming face-to-face group services.
- Group-based providers were reminded that they retain, until further notice, the ability to offer services individually or through individual or group tele-health or telephonic contact.
- Providers were encouraged to prioritize the health and safety of members and their staff and to consider member preferences, engagement and optimal access to care.

Behavioral Health Resources for Members

The COVID-19 pandemic, resulting economic downturn and racial injustices have negatively affected many people's mental health and created new barriers for people already suffering from mental illness and substance use disorders.

In a recent [KFF poll](#), nearly half (45%) of adults in the United States reported that their mental health has been negatively impacted due to worry and stress over recent events.

<https://www.kff.org/coronavirus-covid-19/issue-brief/the-implications-of-covid-19-for-mental-health-and-substance-use/>

Behavioral Health Resources for Medicaid Members



HEALTH CARE COVERAGE INFORMATION

Medicaid members can learn more about available health services by calling the member benefits number on the back of their insurance card for their managed care organization (Aetna, Anthem, Magellan, Optima Health, United Healthcare, and Virginia Premier). Examples of what the cards look like: [https://www.dmas.virginia.gov/files/links/2541/Member%20ID%20Cards%20by%20Plan%20\(07.31.2018\).pdf](https://www.dmas.virginia.gov/files/links/2541/Member%20ID%20Cards%20by%20Plan%20(07.31.2018).pdf)

NATIONAL BEHAVIORAL HEALTH RESOURCES

National Suicide Prevention Lifeline provides 24/7, free and confidential support for people in distress. Call 1-800-273-TALK <https://suicidepreventionlifeline.org/help-yourself/>

National Disaster Distress Helpline offers 24/7 emotional support and the opportunity to speak with a trusted health care provider about medical concerns. 1-800-985-5990 or text TalkWithUs to 66746

Vibrant Emotional Health Safe Space provides crisis support by chat and phone, coping tools and distraction exercises. https://vibrant.org/safespace?_ga=2.152460537.1336160752.1585580512-1385357376.1585580512

National Child Traumatic Stress Network has a guide for families for coping during COVID-19. https://www.nctsn.org/sites/default/files/resources/fact-sheet/outbreak_factsheet_1.pdf

Mental Health America provides a variety of resources related to coping tools, mental health information and financial support information. Visit <https://mhanational.org/covid19>

Teenline offers peer-based support for teens (currently only chat and email options are available). Text TEEN to 839863 or chat online at <https://teenlineonline.org/>

The Trevor Project offers crisis support specifically for LGBTQ Youth. Call 1-866-488-7386, Text START to 678678 or visit <https://www.thetrevorproject.org/> for live chat.

Veteran's Crisis Line is available 24/7 for all veterans, service members, National Guard and Reserve and ANY family members and friends.

- Call 1-800-273-8255 and Press 1 or Text 838255
- For those who are deaf or hard of hearing, call 1-800-799-4889
- Chat online at the website <https://www.veteranscrisisline.net/>

Updated 4/7/2020

Telehealth Flexibilities Increasing Access to Substance Use Disorder Treatment

Intensive outpatient restrictions loosened, allowing for addiction telehealth therapy

"I think sometimes it makes it even a little easier to talk cause we are still face to face, but there's that one layer of removal it seems," ... "It's almost like internet anonymity."



<https://www.wdbj7.com/content/news/DMAS-loosens-intensive-out-patient-restrictions-allowing-for-addiction-telehealth-therapy-569433421.html>

Personal Protective Equipment

- DMAS distributed cloth masks by mail to Medicaid members who receive consumer-directed services.
- In August, Employers of Record will be able to order disposable masks, hand sanitizer and gloves at no cost through an online system developed with CARES Act funding.

