

## **Frequently Asked Questions: Personal Care/Assistance, Respite, and Companion Services**

**Can providers still make supervisory, routine, and reassessment visits by telephone or virtual after August 29, 2021?** No. This flexibility ended on June 30, 2021 with the expiration of the state Public Health Emergency executive orders. A 60-day grace period is being provided to make these change.

**What happens if a member refuses an in-person visit after August 29th?** Effective August 29<sup>th</sup>, providers must return to in-home visits. While some members may be reluctant to permit providers in their home due to on-going COVID concerns, it is important that in-person visits are resumed to ensure the health and safety of members. Providers should take steps to explain to the member/caregiver why the visit is required, and work with the member/caregiver to come up with a solution that meets the in-person requirement such as conducting the visit on the porch or outside of the home. Providers and members are encouraged to utilize PPE and social distancing measures to decrease any risk of infection. Additionally vaccination resources are available at: <https://www.vdh.virginia.gov/covid-19-vaccine/>

In the event the member still does not agree to an in-person visit, the provider should document their efforts in the member's record. The provider is only permitted to make a telehealth visit if the member's service authorization requires renewal. If the member's service authorization does not require renewal, a telehealth visit is not conducted and no visit is billed.

If there is a health or safety concern, the provider must make every effort to conduct an in-person visit. Providers are required to report any known or suspected instances of abuse, neglect, or exploitation to the local department of social services.

The member should not be discharged based on the refusal of in-person visits. Instead the provider should make efforts to conduct an in-person visit during the following month.

**Are legally responsible individuals (parent of minor children and spouses) permitted to provide care and receive reimbursement after 8/1?** Yes, this flexibility has been extended until further notice. This flexibility will not expire until 6 months after the end of the federal public health emergency.