



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES  
Bureau for Medical Services

Bill J. Crouch  
Cabinet Secretary

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Commissioner

TO: WV Intellectual/Developmental Disability Waiver (IDDW) Providers

FROM: Cynthia Beane, MSW, LCSW *CB*  
Commissioner

DATE: March 13, 2020

SUBJECT: Coronavirus Disease (COVID-19) Precautions

Due to the World Health Organization declaring Coronavirus disease (COVID-19) a pandemic, the West Virginia Bureau for Medical Services (BMS) is allowing for the following preventative measures in the IDDW program. These measures go into effect immediately and will remain in place through May 31, 2020. Working closely with the Centers for Medicare and Medicaid (CMS), BMS will monitor the impact of the pandemic and notify providers and members of additional precautions or extensions.

Staff Training: CPR and First Aid training can be obtained through on-line vendors. During this emergency period, the skills demonstrations will not have to be completed face-to-face with an instructor. Other required trainings may also be conducted electronically (on-line, Skype, Zoom, etc.)

Member Eligibility Assessments: Initial and annual medical eligibility assessments will be conducted electronically or by phone with the member, legal guardian (if applicable) and other respondents. If the assessment is conducted electronically (Skype, Zoom, etc.) it must be through a secure network. If it is not possible to conduct a member's assessment using these means, the Service Coordinator may request to postpone the assessment. Kepro will work with the Service Coordinator to authorize services for up to three months past the member's anchor date.

Provider Quality Reviews: Kepro will conduct agency quality reviews remotely rather than sending Service Support Facilitators to the agencies.

Member Person-Centered Planning: Annual, quarterly, six month and critical juncture meetings may be held electronically or by phone.

Routine Meetings: Quarterly provider meetings; Quality Improvement & Advisory Council (QIA) Meetings and related workgroup meetings; and Contract Management meetings will be conducted by phone or webinar.

Skilled Nursing and Behavior Support Professional (BSP) Services: These services may be provided electronically via a secure network. This will allow nurses and BSPs to perform necessary observations remotely utilizing telehealth modality.

Day Programs: Members that are authorized for day program services will be eligible to receive additional Respite or Home-Based PCS.

Monthly Home Visits: Service Coordinators will not be required to meet face-to-face with members in their homes and day programs. Instead, they will be required to contact the member or legal guardian by phone. It is especially important for the Service Coordinators to review members' crisis plans to ensure they include specific steps to be taken if the paid staff or natural supports are unable to provide support. Service Coordinators should also determine if members have adequate supplies of food, medications and other necessities.

Personal Options Meetings: Members/guardians that choose to self-direct services will not be required to have a face-to-face enrollment meeting with the PPL Resource Consultant. Instead, the meeting will be conducted by phone and required forms will be signed electronically or sent through mail.

Supports for Hospitalized Members: Should a member that lives in a natural family setting or specialized family care home be hospitalized due to COVID-19, the member may be authorized to receive Person-Centered Support-Family and In-Home Respite services as needed during the hospitalization. Members who reside in ISS settings are already eligible to have paid supports during acute hospital stays.

This is an ongoing situation and BMS will continue to make updates as information becomes available. The Centers for Disease Control and Prevention (CDC) guidance on workforce protections can be found on its website:

<https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

CMS has also issued relevant guidance at the following link:

<https://www.cms.gov/files/document/qso-20-17-all.pdf>