

## Medicaid Aged and Disabled Waiver, Personal Care and Traumatic Brain Injury Waiver

### COVID19 RESOLUTION PLAN:

#### STAFF SHORTAGES AND HEALTH DEPARTMENT ADVISEMENT

*The following is a Risk Mitigation Plan for Staff Shortages due to COVID19 or Local Health Department advisement for specific areas. It is the intent of this plan to ensure that the needs and health and welfare of the member are met. This plan does not advise agencies to not provide services but creates an emergency plan when the pandemic has created staff shortages. Please notify the Bureau for Medical Services when a crisis plan is implemented.*

1. The agency has been advised by the health department to suspend workers going into the home due to COVID19 in the local area or the agency does not have workers to send into the home due to COVID19.
2. Any worker going in the home, must check their temperature and report it to the agency before going to the member's home. The provider may follow agency policy which may include asking members to check their temperature before the worker goes to the home.
3. The provider will inform the member that the local health department has advised to suspend in-home visits due to COVID19 or a status of agency staff shortage. The agency may allow the member to go back on hold for 14 days if the member chooses to do so. When the pandemic began, many members initially requested to place their services on hold due to a fear of exposure to COVID19 by allowing a worker into their home. These individuals had a sufficient backup plan. Agencies may call the member for a status check, deliver groceries, pharmacy or laundry to the member if needed. If a member has immediate personal care needs, ensure there is an option for those to be met.
4. For those members with a crisis back up plans (and informal supports), the agency may implement the plan, provided it covers the health and welfare of the member and the member's immediate care needs.
5. For a member who has informal support available/willing to assist, please utilize the member's informal support resource as much as possible when the provider agency has a staff shortage and is unable to send a worker in the home. Document the name of the informal support and the relationship in case notes.
6. In the event of an extreme staffing shortage due to the pandemic, the agency may implement the agency's crisis plan for an agency emergency during COVID19. It should include how the agency will prioritize by need/resources within policy and COVID19 changes. Those members with a higher need should be prioritized first.
7. Members who have no informal supports and their crisis backup plan is not sufficient to cover their needs must be offered an emergency transfer as soon as possible. Please refer to the specific program policy manual regarding emergency transfers for specific policy guidance (ADW, PC or TBI Policy Manuals).