



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

POSITIVE COVID-19 REPORTING AND TECHNICAL ASSISTANCE

Implemented: April 15, 2020

Updated: May 5, 2020, May 12, 2020 June 11, 2020 and June 23, 2020

Purpose: To provide technical assistance and guidance for Qualified Vendors supporting members who are positive for COVID-19. To outline reporting requirements for Qualified Vendor employees/subcontractors confirmed positive for COVID-19.

Definitions:

Person Under Investigation (PUI): Any person who is currently under investigation for having the virus that causes COVID-19, or who was under investigation but tested negative for the virus.

Positive: Laboratory-confirmed case of COVID-19: Individual who has tested positive for the virus that causes COVID-19 in at least one respiratory specimen (Effective 3/14/2020 CDC no longer uses the term “presumptive positive”).

Qualified Vendor (QV)

PUI

The QV must monitor each member who is identified as a PUI and ensure that COVID-19 mitigation strategies are being implemented at all times during service delivery. The QV must ensure that a PUI is not providing service to members until the individual’s status is confirmed by COVID-19 testing.

Positive Cases

Using the Incident Reporting process, the QV must:

- As soon as possible but within 24-hours of confirmation of a positive status or of the Vendor being made aware of a positive status (whichever is earlier) submit an incident report for:
 - All members confirmed positive for COVID-19
 - All employees/subcontractors confirmed positive for COVID-19
- Confirm a report was submitted to the primary care physician or local hospital (depending on severity of illness) and local county health department.
- Submit incidents to the following:
 - District West: DDDWestIR@azdes.gov
 - District North: DDDDistrictNorthIncidentReports@azdes.gov
 - District South: DDDD2IR@azdes.gov

- District Central: DDDCentrallR@azdes.gov
- District East: DDDEastIR@azdes.gov

Each QV must assign one employee as the Designated Program Lead to report any confirmed COVID-19 cases (either members or employees/subcontractors) to DDD. The Designated Program Lead must provide the following information in the incident report document. This will assist the Division in providing timely support to the vendor:

- Their email and phone number.
- The address of the service site where the member or staff was receiving/providing services when identified as positive.
- Site code (group home only).
- The AHCCCS ID of any other DDD members living at the same home or attending the service site where the member/staff members were receiving/providing services when identified positive. (Due to confidentiality, please do not list other member names on the Incident Report.)
- Any other services that the vendor is aware of, that were delivered to the member 14 days prior to the positive test.
- Any other vendors/service providers that the vendor is aware of, that provided services to the member 14 days prior to the positive test.

General Reporting of COVID-19 in the Home

The QV must report the following information to current members, prospective members, and next of kin (defined as involved family members who are not legally responsible) and legally responsible persons/ guardians: the number of diagnosed cases and deaths due to COVID-19 occurring within the home within 24 hours of confirming this information. The vendor must provide regular updates on the vendor's activities and protective or mitigation strategies being used. There are three groups for which these must be reported:

- When a member already lives in a group home or developmental home.
- When a member is moving into a new group home or developmental home and upon receipt of a completed placement profile.
- Before a member transfers between homes in a vendor's network.

Quality Management

The DES DDD Quality Management will triage all reported COVID-19 incident reports and send all confirmed COVID-19 positive notifications to the DDD Health Care Services team for clinical support.

Additionally, the Quality Management Unit (QM) will provide technical assistance to the QV supporting members in PUI status to ensure that they have resources and technical assistance to deliver service using the CDC, ADHS, and DES DDD guidance. The QM team can be reached at DDDmonitoring@azdes.gov.

The QM team may:

- Review QV COVID-19 Policies and Procedures as necessary
- Confirm mitigation strategies are being implemented for service delivery

- Problem solve service delivery barriers
- Facilitate contact with DES DDD clinical team if member's status changes and QV needs clinical support

Health Care Services/ Medical Management

The Health Care Services Unit (HCS) will be the clinical lead for DDD and will track status of all COVID-19 positive members and:

- Be the point of contact for the QV to assist with discharge or other required medical follow up
- Provide clinical support if member's status changes and support is needed
- Verify the vendor has adequate PPE or assist to identify and provide an emergency short-term supply of PPE, while options are explored for a longer term supply.
- Approve negotiated rates for each member diagnosed as positive for COVID-19.

Negotiated Rates

For members who will require paid services to deliver COVID-19 positive care, the Division will assess and authorize temporary negotiated COVID-19 positive rates. These temporary rates will provide enhanced funding for direct staff pay and additional precautions such as PPE. The Health Care services team will work with the vendor and the County Health Department(s) to determine the length of time COVID-19 positive care is required.

Services That Do Not Use A Habilitation Matrix

The vendor will receive written email approval and billing guidance for the temporary negotiated COVID-19 positive rates. The vendor may bill for days that COVID-19 positive care was provided in an HCBS setting. The vendor may not bill for days a member is hospitalized.

Services that Use a Habilitation Matrix

For members who live in a group home or in their own home with a daily rate for Habilitation Individually Designed Living, upon confirmation by HCS of a member who is positive for COVID 19, the Qualified Vendor will receive email confirmation that it may submit a temporary COVID-19 Habilitation Matrix as outlined in [Division Provider Manual Chapter 52, Daily Habilitation Staffing Schedule](#). The schedule should start the Sunday preceding the date at least one member in the home is confirmed positive and shall extend 30 days from this date. The Division will approve the rate for all members residing in the home. The vendor may not bill for days a member is hospitalized.

Vendors may request an extension of approved temporary negotiated COVID-19 positive rates beyond the initial 30 days based on clinical guidance from HCS or the County Health Department documenting the continued need to implement the precautions required to deliver COVID-19 positive care.