



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Division of Developmental Disabilities

August 27, 2020

DDD's top priority is the health and safety of our members, their families, and the professionals in our program that support them

The Division of Developmental Disabilities (DDD) is:

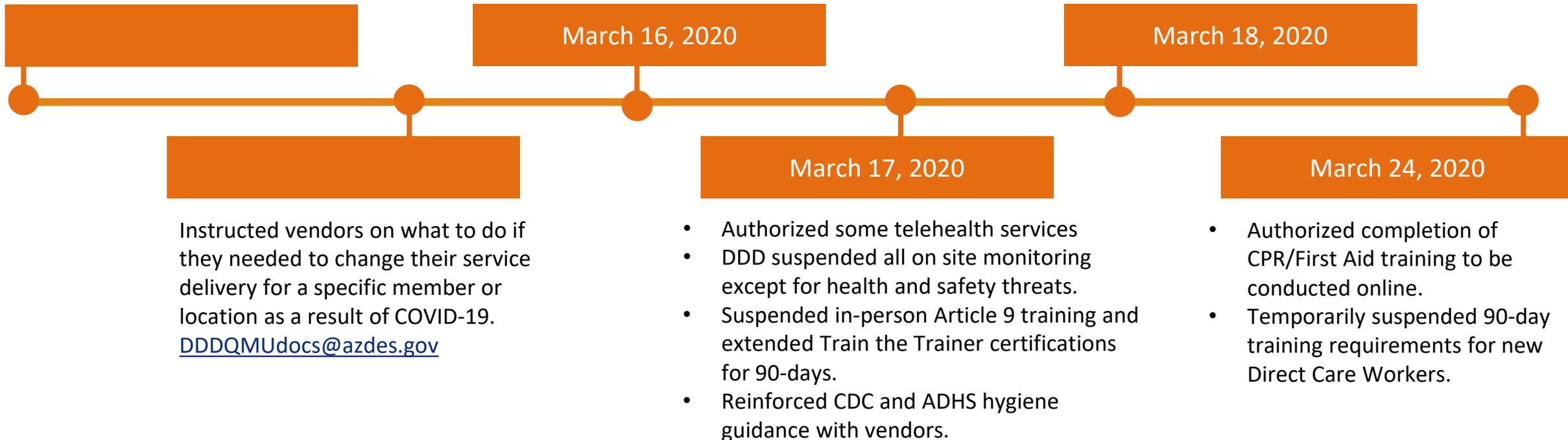
- Working with ADHS and CDC guidelines to ensure appropriate measures are in place to allow for the continuation of necessary services
 - Monitoring service delivery and availability to ensure service continuation
 - Providing regular updates on the DDD COVID-19 Website:
https://bit.ly/DDD_COVID19Actions
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Changes in DDD Regarding COVID-19

- Governor's Executive Order – Visitor Policies for SNF, ICF and ALF.
- DDD contacted all facilities and encouraged GHs to implement similar policies.
- DDD reminded all providers to review their Pandemic Performance Plans.

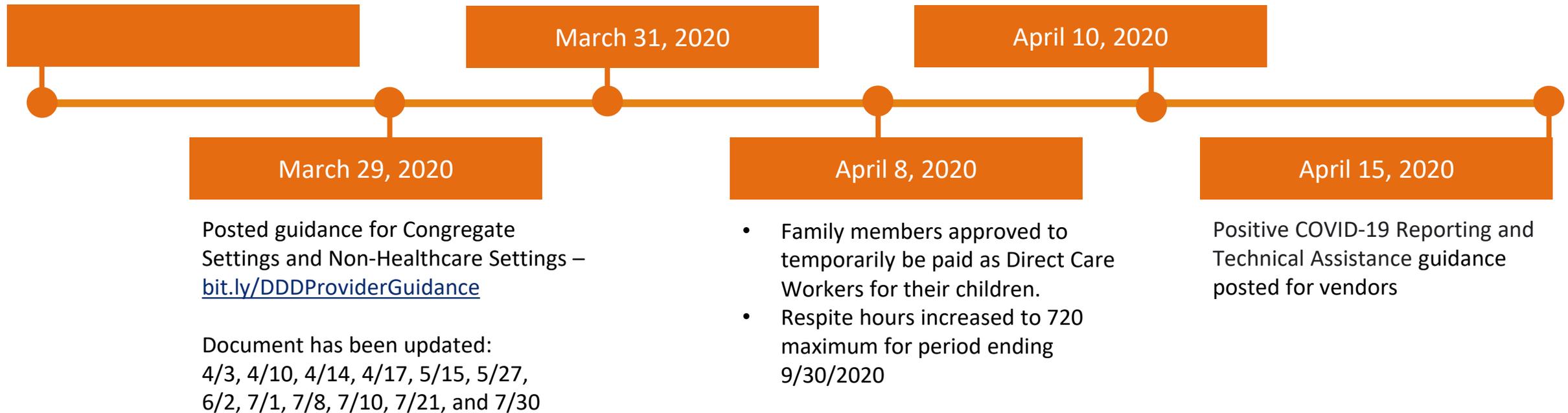
Support Coordinators began conducting planning meetings through video conferencing or telephone calls.

- Announced PRC meetings would be conducted via video conference or telephone.
- Granted 90-day extension for expiring CPR/First Aid certifications.
- Started virtual Article 9 training.
- Adjusted Prevention and Support expectations for new hires.

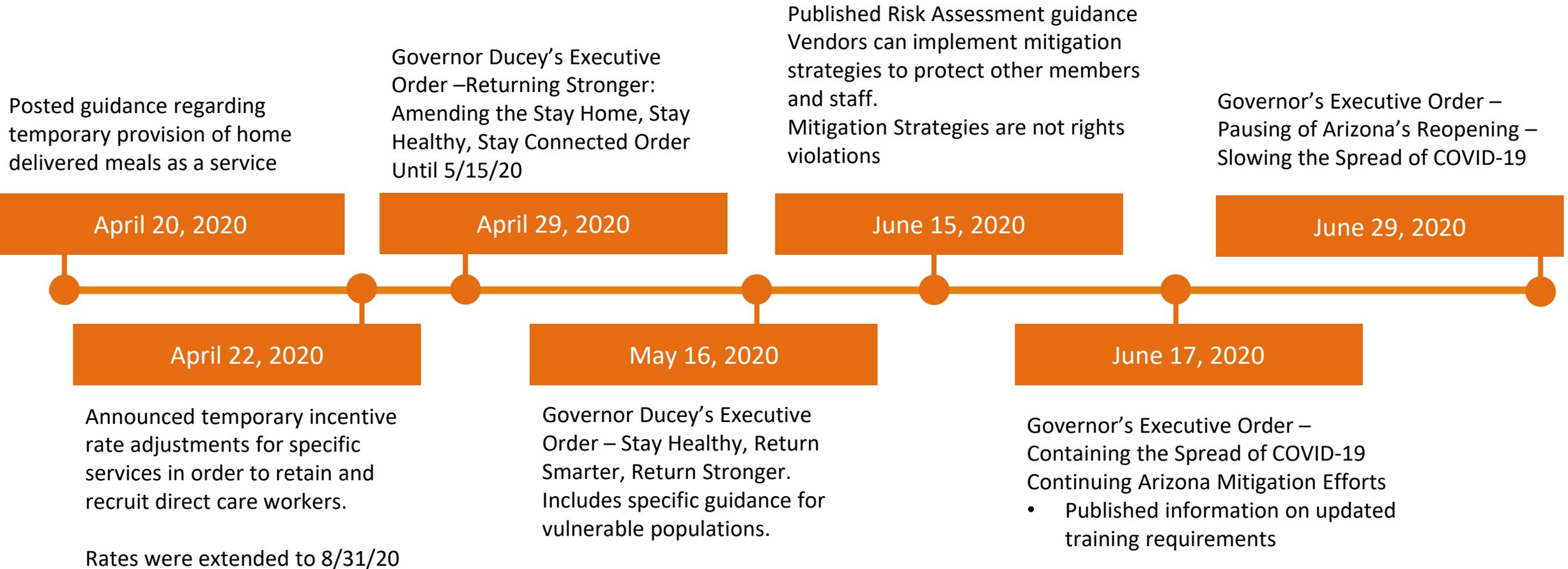


Changes in DDD Regarding COVID-19

- Approved Day Treatment services to be provided in a member's home or developmental home.
- Allowed billing for 1:1 and 1:2 day treatment ratios without prior approval.



Changes in DDD Regarding COVID-19



Changes in DDD Regarding COVID-19

Guidance for Congregate Settings (Group Homes/Developmental Homes) and Direct Care Workers (DCW)

- Mitigating Risk of Spreading COVID-19
- Cleaning and Disinfection
- Environmental Measures
- Agency Preparedness
- Anticipatory Member Protections
- Guidance on Suspected and Confirmed Cases of COVID-19 in Staff and Members
- Providing Care to Members Confirmed with COVID-19
- Reporting Cases of COVID-19
- Appendix 1: Social distancing to limit further spread
- Appendix 2: Room isolation
- Appendix 3: Caregiver guidance
- Appendix 4: Supporting members who have confirmed cases of COVID-19
- Appendix 5: Non-Emergency Transportation
- Appendix 6: Summary of Changes

Guidance can be found at DDD COVID-19 webpage: <https://bit.ly/DDDProviderGuidance>

COVID-19 Update

Assessing Risk

- Targeted toward vendors and planning teams
 - Members who live with other members
 - Either they are high risk or another member in home is high risk or they need extra precautions
 - Planning team must work together to develop strategies that mitigate risk of COVID-19 exposure to the home
 - Vendor can implement mitigation strategies to protect other members and staff
 - These mitigation strategies are not considered a rights restriction
- The CDC has recently updated its Guidance for Direct Care Workers
 - DDD has updated the Congregate Care Guidance Document to include Direct Care Workers in all settings.
 - <https://www.cdc.gov/coronavirus/2019-ncov/hcp/direct-service-providers.html>

CDC Guidance for People at Higher Risk for Severe Illness

Underlying health conditions for vulnerable individuals include:

- [Risk for Severe Illness Increases with Age](#)
- People living a nursing home or long-term care facility.
- People of any age with the following conditions:
 - Cancer
 - Chronic Obstructive Pulmonary Disease (COPD)
 - Immunocompromised state from solid organ transplant
 - Obesity (body mass index [BMI] of 30 or higher)
 - Serious heart condition
 - Type II Diabetes Mellitus
 - Chronic kidney disease (and undergoing dialysis)
 - Hemoglobin disorders such as Sickle Cell Disease and Thalassemia

CDC Guidance for People at Higher Risk for Severe Illness

The following health conditions might be at increased risk:

- Asthma (moderate-to-severe)
- Cerebrovascular disease
- Cystic fibrosis
- Hypertension or high blood pressure
- Immunocompromised state (weakened immune system) from
 - blood or bone marrow transplant,
 - immune deficiencies,
 - HIV,
 - use of corticosteroids, or use of other immune weakening medicines
- Neurologic conditions, such as dementia
- Liver disease
- Pregnancy
- Pulmonary fibrosis
- Smoking
- Thalassemia (a type of blood disorder)
- Type I Diabetes Mellitus

CDC Guidance for People- Extra Precautions

People with Disabilities:

- People who have limited mobility or who cannot avoid coming into close contact with others who may be infected, such as direct support providers and family members
- People who have trouble understanding information or practicing preventive measures, such as hand washing and social distancing
- People who may not be able to communicate symptoms of illness

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-disabilities.html>

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>

Positive COVID-19 Reporting and Technical Assistance

- Requires the vendor to submit an incident report and tells the vendor how the Quality Management Unit and Health Care Services Teams will support the vendor
- Guidance was updated to provide additional information to vendors regarding negotiated rates in DDD Group Homes to provide care for members who are positive for COVID-19.
- Requires vendor to report to current members, prospective members, and next of kin (defined as involved family members who are not legally responsible) and legally responsible persons/guardians including updated clarification on who must be informed and when

COVID-19 Update

COVID-19 Reporting – August 24, 2020

Residential Setting	Total Members	Positive COVID-19 Cases	Member Deaths
Family/Own Home	39,064	425	10
Licensed Residential Setting	4,973	374	31
Total	44,027	799	41

Data gathered from:

- Incident Reports submitted to the Division
- Arizona Health Information Exchange
- Monday Close of Business Data Posted each Tuesday.

Payment Strategies for COVID-19

Temporary Incentive Rates *(April 13, 2020 - August 31, 2020)*

- The Division is providing additional funding by temporarily adjusting rates for select services through an alternative payment model
- The rate adjustments assist Qualified Vendors in retaining and recruiting direct care staff
- In order to receive the incentives:
 - Qualified Vendors must agree to distribute at least 80% of the incentive adjustment amount to the direct care staff in the form of a temporary increase in salary, wages, stipends, and related ERE costs.
 - Apply for the Provider Relief Fund from Medicaid by August 28th
 - Or Attest the Vendor Agency is not eligible for Relief Funds

Remote Learning

- If service authorizations are currently on the member's plan and those services extend beyond the beginning of the school year, these services can remain on the plan and vendors should deliver these services as outlined in the approved plan.
- If authorized services expire and were in their entirety or a portion being used to support remote learning, the remote learning portion of services cannot be extended.
- If you receive new requests for services to support children to engage in their school day, these cannot be authorized until we have more clarity from our funding and regulatory partners on this issue. As soon as we have guidance to share, we will immediately notify all staff, vendors, and other stakeholders.

[Benchmarks for Safely Returning to In-Person Instruction](#)

What's Next for DDD

DDD does not have a defined end date for its Service Flexibilities.

We have seen some Vendors re-opening and some closing in response to positive cases or potential exposures.

- DDD is monitoring Vendor reopening plans. DDD Quality Management staff reviewing Providers' Policies, Procedures and Mitigation Strategies before reopening.
- DDD required Qualified Vendors to attest to following the CDC, ADHS, and DDD guidelines.

Behavioral Health Support for Members

Behavioral Health Support for Members and Families

- Peer and family support agencies are equipped to quickly provide virtual behavioral health support, tips and guidance.
- They are able to assist a member who may have unique worries associated with the fear of COVID-19 as well as difficulty with adjustments to normal activities as a result of the COVID-19 pandemic.
- Agencies are able to evaluate the member to determine if a behavioral health referral is needed in addition to their current supports.
- Families or staff can contact these agencies directly

DDD has resources available on its COVID-19 webpage under the “Resources for Families and Members” section: https://bit.ly/DDD_COVID19Actions

DDD Resources

DDD COVID-19 Actions Website: https://bit.ly/DDD_COVID19Actions

- General Resources
 - CDC Activities and Initiatives Supporting COVID-19
 - Past Town Hall Presentations and Upcoming Town Hall Information: https://bit.ly/COVID_TownHall
- Qualified Vendors and Providers
 - Provider FAQs: https://bit.ly/DDD_COVIDFAQ
- Members and Families
 - Links to Additional Resources
- List of Service Delivery Changes
- COVID-19 Temporary Provider Payment Strategies
- Qualified Vendor/Provider Surveys

Announcements

AHCCCS will be providing guidance to all of its Managed Care Organizations including DDD regarding allowing a Direct Care Worker to be paid to support a member during hospitalization during the COVID-19 Emergency

Once DDD receives this guidance from AHCCCS, we will provide communication to Staff, Members, Families and Providers

Updates will be posted on the DDD COVID-19 Webpage

Announcements

Burns & Associates/Human Services Research Institute

Provider Network Development Workgroup - Provider, Member, Family Input

- Vendor Input Forum - September 2, 9:00 AM - 1:00 PM
AZnetworkdev@burnshealthpolicy.com
- Stakeholder Advisory Meeting - September 9, 1:00 - 3:00 PM
- Family Input Forums - September 17 9:00 - 11:00 AM and 6:00 - 8:00 PM
- DDD Town Hall - Guest Speaker - September 24, 6:00 - 8:00 PM
- Public Forum for Spanish Speaking Members & Families - September 28, 3:00 - 5:00 PM

Family Caregiver Grant Program

Funding is available through a reimbursement program for family caregivers who provide care in the comfort of the member's own home.

- 50% up to \$1000 toward qualified home modifications and other equipment used to help their loved ones live more independently.
- For members who are DDD eligible, but not ALTCS eligible may consider applying

Family Caregiver Grant Program

- To apply, applicants can call the Caregiver Resource Line at: (888) 737-7494 or go to www.azcaregiver.org
- Income Eligibility
 - Proof of gross income for family caregiver and qualified family member's income combined
 - Earn \$75,000/year or less in gross income
(Caregiver + Qualified Family Member = gross income)
 - As a couple, earn less than \$150,000/year in gross income
(caregiver + spouse + qualified family member = gross income)

Office of Individual and Family Affairs (OIFA)

Customer Service Center
1-844-770-9500 option 1
DDDCustomerServiceCenter@azdes.gov





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Questions?