



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Division of Developmental Disabilities

September 10, 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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Service Delivery Flexibilities Review

- **March 11, 2020** - Governor Ducey's Executive Order - Visitor Policies for SNFs, ICFs, and ALFs. DDD Contacted all Group Homes and asked them to implement similar visitor policies. DDD reminded all provides to review their Pandemic Performance Plans.
- **March 12, 2020** - DDD established an email address for Vendors to notify DDD if they needed to change their service delivery for a specific member or locations, as a result of COVID-19
- **March 16, 2020** - Virtual Planning meetings instituted for Support Coordination
- **March 17, 2020** - Authorized Speech and Occupational therapy to be delivered via telehealth. DDD authorized the consultative components of the Early Childhood Autism Services to be provided via telehealth (DDD services codes ECM and ECB), as well as Habilitation with Music Therapy (HAM). Suspended all site monitoring visits except health and safety. Suspended in person Article 9 and extended Train the Trainer certifications.

Service Delivery Flexibilities Review

- **March 18, 2020** - DDD granted 90-day extension for expiring CPR/First Aid. Virtual Article 9 training approved. Adjusted Prevention and Support expectations for new hires
- **March 24, 2020** - CPR/First Aid classes can be completed via a credible online/virtual format sponsored by a nationally-recognized organization with in-person evaluation occurring following the conclusion of the COVID-19 emergency. The 90-day training requirement was suspended, which allows DCWs to provide care while receiving training. Agencies should consider remote learning opportunities to support DCWs, with evaluation of in-person skills and completion of required training following the conclusion of the COVID-19 emergency.
- **March 25, 2020** - Amended service specification for Day Treatment Services (Adult) and (Child After School) to allow for in-home delivery in the member's home or a developmental home. Suspended the requirement for prior approval to bill 1:1 and 1:2 rates.

Service Delivery Flexibilities Review

- **March 26, 2020** - Authorized Physical therapy to be delivered via telehealth.
- **April 8, 2020** - Respite benefit limit increased from 600 to 720 hours based on assessed need for use during Respite year ending September 30, 2020.
DDD temporarily allows parents of minor children who qualify to become a Direct Care Worker (DCW) and provide paid care based on assessed need.
https://bit.ly/DCW_English - https://bit.ly/DCW_Spanish
- **April 10, 2020** - DDD published guidance for DDD Vendors to temporarily provide employment and other habilitative services (Day Program, Habilitation Hourly) using telehealth during the COVID-19 pandemic. The guidance document can also be used to determine when services can adequately and safely be provided to a member via telehealth.

Service Delivery Flexibilities Review

- **April 20, 2020** - Published guidance for Support Coordinators to assess a member's need for Home Delivered Meals during the COVID-19 pandemic.
- **April 22, 2020** - Announced Temporary Incentive Rate Adjustments for specific services in order to retain and recruit Direct Care Workers. These rate adjustments were not extended beyond August 31, 2020.
- **June 17, 2020** - Extended exception for CPR/First Aid and Prevention & Support expired or expiring certifications until September 18, 2020.

Service Delivery Flexibilities Review

- **September 8, 2020** - Remote Learning and DDD Members
 - Beginning September 8, 2020, the Division may assess for and authorize Attendant Care and Nursing services to support members who are Remote Learning. This assessment will include:
 - Documenting member's "school day" in the daily schedule section of the planning document.
 - Determining member's need for support during identified remote learning time. Examples include difficulty using the technology, need for supervision due to safety concerns, need for consistent redirection, physical support, behavioral support or other similar needs.
 - Identifying the support available to the member for remote learning. Examples include parents/step-parents, primary caregivers, siblings, neighbors or in-home school personnel.
 - If parents/step-parents, legal representatives or primary caregivers are unavailable, the reason why (e.g. work, school, other) must be documented.
 - Parents are not eligible to be paid to provide support during remote learning time. Parents may continue to be paid as direct care workers for their minor children for authorized services provided outside of remote learning time

Service Delivery Flexibilities Review

- **September 9, 2020 - Visitation at Congregate Settings** Based on the quality of the facility's implementation of COVID-19 mitigation strategies and the level of spread occurring in the community. The level of community spread is determined by county public health benchmarks that are available on the ADHS website. DDD encourages group home vendors and planning teams to follow the guidance in DDD's Assessing Risk document in instances where specific member circumstances may impact the facility's ability to implement visitation that aligns with the ADHS guidance. The planning team should work together to identify a solution and document it in the plan if deviations need to be made from the ADHS guidance.

<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/novel-coronavirus/community/congregate-visitation.pdf>

Service Delivery Flexibilities Review

- **September 10, 2020 - Member Support for Inpatient Stay during the Public Health Emergency** Members can receive hospital care as well as Attendant Care services, at the same time, while in an inpatient setting to meet care needs such as: communication barriers, intensive personal care, and behavioral interventions which can be addressed by the Attendant Care Worker.
- DDD will be providing additional guidance when it is available.

Published Guidance

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>

Published Guidance

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>

Published Guidance

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 – September 8, 2020

Residential Setting	Total Members	Positive COVID-19 Cases	Member Deaths
Family/Own Home	39,437	433	10
Licensed Residential Setting	4,957	394	31
Total	44,394	827	41

Data gathered from:

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

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

Specialized Habilitation Services

- Members who are ALTCS eligible can now access Behavior Analysis services through their DDD Health Plan.
- DDD will be sunsetting two of its specialized habilitation services October 1, 2020.
 - Habilitation Consultation (HCA, HCM, HCB)
 - Habilitation, Early Childhood Autism (ECM, ECB, ECH)
- No new authorizations for these services will be approved after September 30, 2020.
 - ALL authorizations approved prior to September 30, will remain in effect through program completion. (ECM-Age 6 or when the child is eligible for first grade)
 - Members may choose to begin receiving Behavior Analysis services through their DDD Health Plan.
 - Behavior Analysis assessment requests after September 30, will be referred to the member's DDD Health Plan for the services.

Announcements

Burns & Associates/Human Services Research Institute

Provider Network Development Workgroup - Provider, Member, Family Input

- 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

Office of Individual and Family Affairs (OIFA)

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





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Questions?