



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Division of Developmental Disabilities

October 8, 2020

DDD's top priority continues to be the health and safety of 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
-

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 and review and update their Pandemic Performance Plans.
- **March 12, 2020** - 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 were instituted
- **March 17, 2020** - Allowed to be delivered via telehealth:
 - Speech and Occupational Therapy
 - The consultative components of the Early Childhood Autism Services (DDD service codes ECM and ECB)
 - 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** - 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 approved to 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** - Temporarily allowed for for Day Treatment Services (Adult) and (Child After School) be 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 allowed 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** - Published guidance for Vendors to temporarily provide employment and other habilitative services (Day Program, Habilitation Hourly) using telehealth. A guidance document was developed and posted to be used to determine when these services can adequately and safely be provided 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 CPR/First Aid and Prevention & Support expired or expiring certifications until December 31 , 2020.

Service Delivery Flexibilities Review

- **August 28, 2020:** ADHS issued updated guidance for visitation in long term care facilities, which included Intermediate Care Facilities and Nursing Support Group Homes.
- Qualified Vendors are not required to implement this guidelines until updated guidance is received from the Department of Health Services.

<https://www.azdhs.gov/documents/licensing/residential-facilities/congregate-visitation.pdf>

Service Delivery Flexibilities Review

- **September 28, 2020** – ADHS Guidance for Visitation at Congregate Settings for Vulnerable Adults and Children
- DDD Participated on Governor Ducey’s Task Force On Long-Term Care The Task Force released [revised guidelines on September 23, 2020](#). The revisions identify the types of visitation and the criteria by which they should be permitted including required testing. The visitor types are:
 - Compassionate Care Visits
 - Health Care Workers
 - Regulatory and Investigative Personnel
 - Designated Essential Visitors
- The complete, updated guidance is available on the [Arizona Department of Health Services’ \(ADHS\) website](#). The Division will require the following DDD congregate setting types to adhere to the ADHS Guidance:
 - Intermediate Care Facilities
 - Nursing Supported Group Homes

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

Service Delivery Flexibilities Review

- **September 28, 2020** - Guidance for Visitation at Congregate Settings for Vulnerable Adults and Children.
 - Should other Vendors choose not to adopt these specific standards, they must have a visitation policy documented in their pandemic performance plan that clearly specifies criteria for visitation of family members and friends – and the appropriate safety precautions that will be put into place during visits.
 - The vendors must maintain documentation that the visitation policy has been shared with all members and legally responsible persons, upon adoption and for any revisions to the policy.
 - All DDD Group Homes must allow for entry of essential personnel as described on [page 9 of the guidance](#). Vendors may screen these personnel and require masks, before allowing entry to the home.

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

- Developed for use by 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
 - Vendors can implement mitigation strategies to protect other members and staff
 - These mitigation strategies are not considered a rights restriction

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 – October 7, 2020

Residential Setting	Total Members	Positive COVID-19 Cases	Member Deaths
Family/Own Home	39,502	449	10
Licensed Residential Setting	4,975	416	33
Total	44,477	865	43

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

The Health and Human Services Secretary extended the COVID-19 Public Health Emergency for an additional 90 days. Most of the flexibility that DDD is using is under another approval. We will collaborate with AHCCCs and all stakeholders when the flexibilities need to end.

- DDD is monitoring Vendor reopening plans. DDD Quality Management staff reviewing Providers' Policies, Procedures and Mitigation Strategies before reopening. We have seen some Vendors re-opening and some closing in response to positive cases or potential exposures.
- 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

Announcements

Specialized Habilitation Services

Members who are ALTCS eligible can now access Behavior Analysis services through their DDD Health Plan.

- DDD sunsetted two of its specialized habilitation services October 1, 2020.
 - Habilitation Consultation (HCA, HCM, HCB)
 - Habilitation, Early Childhood Autism (ECM, ECB, ECH)

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.

Office of Individual and Family Affairs (OIFA)

Customer Service Center

1-844-770-9500 option 1

DDDCustomerServiceCenter@azdes.gov





DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Questions?