COMMUNITY-BASED SERVICES UNIT
WYOMING MEDICAID
DIVISION OF HEALTHCARE FINANCING

COMMUNITY CHOICES WAIVER PROGRAM
COMMUNICATION BRIEF

Brief Ref: CCW-2020-CB01
To: Community Choices Waiver Case Managers
From: Tyler Deines, Community-Based Services Administrator
Date: March 13, 2020
Subject: Temporary Modifications to Service Plan Development & Monitoring Requirements in Response to the Coronavirus Disease 2019 (COVID-19)

Purpose: To provide direction and guidance to Community Choices Waiver case managers in implementing social distancing measures and temporary modifications to service plan development and monitoring requirements in response to COVID-19.

Background: Case managers are required to facilitate the development of a person-centered service plan to document the services and supports to be provided as an alternative to nursing facility care. The service planning process is intended to reasonably assure the health and welfare of the participant, acknowledge participant's strengths, promote the participant's self-determined goals, address all of the participant's assessed needs, include a plan to mitigate all identified risks, and accommodate participant preferences to the extent possible within the established service limitations and the availability of local resources.

The service plan must be reviewed and updated at least annually but may be reviewed more frequently upon request by the participant/legal representative or in response to a significant change in the participant's condition or circumstances. Case managers are required to conduct monthly face-to-face service plan monitoring activities in order to identify any changes in the participant's condition or circumstances, screen for any potential risks or concerns, assess the participant/legal representative's satisfaction with services and supports, evaluate the effectiveness of the service plan in meeting the participant's needs, and to ensure services are delivered in accordance with the service plan.

Procedure: Immediately upon release of this Communication Brief, case managers are granted additional discretion in conducting service plan development and monitoring activities and implement social distancing measures to mitigate the spread of COVID-19. The Wyoming Department of Health, Division of Healthcare Financing (the Division) will allow for the following temporary modifications to Community Choices Waiver service plan development and monitoring requirements until further notice.

1. Case managers may conduct service planning and monitoring activities by telephone or video conference as an alternative to in-person case management visits. The Division will accept

Community Choices Waiver forms and program materials without the required participant/legal representative's signature (e.g. Choice of Provider or Monthly Evaluation form) if the form includes documentation that the activity was conducted remotely.

2. Participants who refuse waiver services as a social distancing measure or whose services are limited by disruptions in the provider network shall not be terminated from the Community Choices Waiver program as a result of the inability to receive the required two services per month. Case managers must report to and seek guidance from the Division in circumstances where disruptions in service provision pose an imminent threat to the participant's health and welfare.

3. The Division may extend current service plans beyond the required renewal date if the annual level of care evaluation (LT-101 assessment) and/or service planning activities cannot be conducted as a result of COVID-19 mitigation strategies (e.g. assisted living facility quarantine).

4. Limits on home-delivered meals will be temporarily increased to three meals per day in order to support individuals who are at increased risk for severe illness to avoid public gatherings and implement social distancing measures.

For up-to-date information on the Wyoming Department of Health's response to COVID-19 and other useful links, case managers should visit: https://health.wyo.gov/publichealth/infectious-disease-epidemiology-unit/disease/novel-coronavirus/.

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