



Topic: State Supplemental Payments for Day Providers Frequently Asked Questions

Questions and Answers Related to Day Service Provider Payments

Will congregate day service providers who do not submit the required Attestation continue to receive retainer payments or subsequent State supplemental payments?

The signed [Attestation](#) is required for continuation of retainer and/or State supplemental payments. Failure to return will result in recoupment of previous retainer payments. Please note that the Attestation applies only to the period of federally funded retainer payments.

Will providers whose congregate day service settings are closed receive State supplemental payments after July 20th?

Yes, so long as the provider (a) submits [Attestation](#) described in [Congregate Day Service Retainer Payments](#) as instructed and (b) provides one or more 15-minute increment service each month, to as many interested individuals as possible. Prior authorizations are required prior to service delivery.

Questions and Answers for Individuals, Families and Providers

How can a provider deliver modified day services?

Providers need to reach out to individuals/families to determine their interest in modified day services. For those who are interested and have prior authorization, the provider can deliver those modified services. Review [Temporary Service Modifications](#) for more information.

If prior authorizations are not present, a plan revision is required prior to utilization of the modified service. The individual/family will need to work with their Support Coordinator to complete.

What documentation is required of day service providers for delivery of modified services?

Documentation of modified service delivery must meet all requirements in the Community Care Program and Supports Program Manuals. In addition, providers must document that service(s) were delivered during COVID-19 pandemic and method of delivery (e.g., telephone, FaceTime).

Can individuals who reside on their own, with their family, or in group homes receive modified day services?

Yes.

Individuals living on their own or with family can receive modified day services. These can be delivered remotely or in-person (one-to-one). In-person (one to one) services can occur in the residence or

alternative, socially distanced settings at the discretion of the planning team. Agencies providing one to one staff shall ensure that employees are screened before starting work and wear face coverings while working with individuals. Please see [Screening of Visitors and Staff in Residential Settings](#) and [Universal Masking and Cohorting of Staff](#) for more information. Valid prior authorizations are required.

Individuals living in group homes can also receive modified day services. These can only be delivered remotely. Valid prior authorizations are required.

If remote services are not appropriate for some group home residents, how are they to be engaged during the day?

Residential providers are reimbursed through Individual Supports-Daily Rate are still not precluded from planning home and community activities for individuals who live together. Activities should be tailored to the interests of individuals, based on their health and safety needs, and consistent with the advice of public health authorities.

Can day service providers deploy staff into a group home to provide in-person one to one services?

This practice would introduce more staff than usual to the group home on a given shift, increasing the risk of COVID-19 infection, and is not permitted. Reducing the staffing complement in the home to adjust for this is also not permissible as it would be reducing the staffing pattern already supported by Individual Supports-Daily Rate.

Can day service providers claim for modified services provided to multiple participants at the same time who live in different locations, such as group homes (operated by the same or different provider) and/or own home settings?

Yes, as long as the day service(s) are prior authorized and delivered by staff not funded through Individual Supports-Daily Rate.

If a day service provider coordinates participation of individuals in a no cost remote activity offered by another entity, and day program staff participate remotely in it, can the day provider claim?

No. Providers can only claim for modified service(s) they directly fund and deliver.

Can day service providers use staff not reimbursed through Individual Supports-Daily Rate to physically pick up multiple individuals residing in group home and/or own home settings and transport them to an alternate location to provide services?

Congregate day settings remain closed. What is described is a mobile congregate day service and is not permitted.

Can day service providers deliver services to individuals who had not been receiving their services prior to the closures?

Yes. Services may be offered to new individuals with valid prior authorizations. If a prior authorization is not present, a plan revision is required. In all cases, services must fit within the individual's overall plan year budget.

Questions and Answers for Support Coordinators

What actions are needed from Support Coordinators?

1. Review and adhere to [Temporary Service Modifications](#).
2. If an individual is interested in receiving modified services and does not have prior authorization, complete a plan revision and obtain plan approval prior to the start of services.
3. Ensure all services, current and projected, fall within the individual's annual budget.
4. In all cases where an individual will receive modified day services, complete the required COVID-19 case note identifying the service, why the service has been modified (e.g., due to COVID-19 precautions) and how it will be delivered (e.g., remotely through telephone, FaceTime, etc.).

In cases where the COVID-19 case note is not able to be added for interested individuals prior to the start of modified day services on July 20th, the case note must include the date modified services began.

NOTE: Given that modified services begin July 20, 2020, all COVID-19 case notes must be added no later than August 21, 2020.