

The New Jersey Department of Human Services **Division of Developmental Disabilities**

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CORONAVIRUS DISEASE (COVID-19) UPDATE FOR FAMILIES AND PROVIDERS

July 9, 2020



THANK YOU!

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A special **THANK YOU** to our
HEROES in this trying time!

- Direct Support Professionals-
- Self-Directed Employees-
- Support Coordinators-
- Individuals/Families-
- Providers-



Emotional Support During COVID-19 Outbreak
Get Help Now: 866-202-HELP (4357)

E-mail: help@njmentalhealthcares.org

NJ Mental Health Cares

If you're concerned about your mental health or the mental health of someone you love, **NJ Mental Health Cares** can help. The **free helpline** offers telephone counseling, emotional support, information and assistance.

866-202-HELP (4357)

7 days per week, 8am - 8pm

New  Jersey
MentalHealthCares
New Jersey's Behavioral Health and Referral Service



Today's Webinar Will Provide Information on...

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- State and DDD-Specific COVID-19 Statistics
- July DDD Staff Furloughs
- Residential Screening Policy
- OPIA Updates
- Reminders
- Day and Residential Providers
- Resources

New Jersey COVID-19 Current Statistics*

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State of New Jersey	
Positive	174,039
Deaths	13,476

**This update is as of 5:00 p.m., Wednesday, July 8, 2020.*

For regular updates: <https://covid19.nj.gov/>

DDD Specific COVID-19 Statistics*

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	Community		Developmental Centers	Total
	Licensed	Other		
Positive	624	278	417	1,319
Deaths	56	88	33	177

**DDD specific statistics are updated every Monday. Information is based on incident reporting data entered at time of publication.*

Community data includes settings such as group homes, supervised apartments, own home settings, nursing facilities, etc. Full detail available at <https://nj.gov/humanservices/coronavirus.html>.



July DDD Staff Furloughs

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- As you may be aware, Communications Workers of America came to an agreement to avoid layoffs of state staff.
- This required all of the Division's nearly 600 Community Services Employees to be furloughed for an average of 10 days between June 29 and July 24.
- The Division remains open and operating, even with this temporary staffing reduction.



Residential Screening Policy

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- Residential Screening Policy and Residential Visitation Guidance remain in effect.
 - Agencies must comply with outdoor visitation.
 - Screening document has been updated to reflect travel to NJ from states with high COVID-19 rates:
<https://nj.gov/humanservices/ddd/documents/COVID19-residential-screening-policy.pdf>
- Curve is flattening but not flat – Remain Vigilant!

Office of Program Integrity and Accountability (OPIA)

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- Throughout the public health emergency, DHS has maintained continuous delivery of services.
- This included adapting policies and procedures consistent with public health guidelines to maintain statutory oversight and monitoring functions performed by units within the Office of Program Integrity and Accountability (OPIA).
- OPIA unit functions are critical to helping ensure health, safety and well-being.



Office of Program Integrity and Accountability (OPIA)

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- Effective July 20, 2020, Field Safety and Services and Incident Verification Units will resume limited field work.
- Implementation is in keeping with public health guidelines and will be phased-in over time.
- Resuming identified on-site field work is critical to helping ensure continued health, safety and well-being.

Office of Program Integrity and Accountability (OPIA)

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- OPIA field staff will follow stringent policies for COVID-19 mitigation, including:
 - Testing for COVID-19 prior to resuming field work;
 - Use of personal protective equipment (e.g., masks, face shields, gloves, etc.) with proper training;
 - Temperature checks of field staff prior to visits;
 - Social distancing where feasible;
 - Screening questions of agency staff prior to visit; and
 - Adherence to all agency policies related to screening.

Reminders About SDE and DSP services

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- A family member—including parent, guardian or spouse—hired to provide services *must adhere to all pre-employment requirements and service policies that apply to any other self-directed employee or agency direct support professional.*

Reminders About SDE and DSP services

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- ✦ Policies that prohibit overlapping of services (i.e., “double-billing”) must be adhered to.
- ✦ Every service must relate to assessed need and be documented in the service plan.
- ✦ Every service must fit within *overall plan year budget*.
- ✦ SDE/DSP cannot deliver and claim for a service during the same hours in which the SDE/DSP is working for and being paid by another employer (including working remotely).
- ✦ 16-hour-per-day SDE/DSP limit for services to an individual (maximum of two 8-hour shifts per employee).

Reminders About SDE and DSP services

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- Division-funded services are not reimbursable until:
 - ✦ The employee providing services—whether a self-directed employee (SDE) or agency direct support professional (DSP)—has been fully on-boarded by the employer, including having met all pre-employment screening requirements (e.g., fingerprinting/ background check).
 - ✦ Services have been prior authorized in an approved service plan.

SDE/DSP Fingerprinting and Drug Testing

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- Fingerprinting and drug testing are **mandatory** for all SDEs and agency-hired DSPs, including parent, spouse or guardian.
 - Temporary clearance from DHS Employment Controls & Compliance Unit (ECCU) is **time-limited** and enables employee on-boarding to move forward more quickly.
 - There is no post-employment grace period for fingerprinting – every SDE/DSP who receives temporary clearance to on-board **must still get fingerprinted as soon as possible**. Not doing so may put employment status at risk.

SDE/DSP Fingerprinting and Drug Testing

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- For SDEs hired in the Vendor Fiscal/Employer Agent model with Public Partnerships LLC (PPL):
 - ✦ Schedule fingerprinting NOW:
www.publicpartnerships.com/media/dq1fjyqe/fingerprinting-instructions-2020.pdf
 - ✦ Grace period of 120 days from time of hire to complete drug testing has begun to be reached.
 - ✦ PPL email referrals for mandatory drug testing have started to go out from **i3Screen**.
 - ✦ If you receive an email, follow directions to complete drug testing **within 48 hours**. Not doing so may put employment status at risk.

SDE/DSP Fingerprinting and Drug Testing

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- For SDEs in the Agency with Choice model with Easterseals NJ (ESNJ) **and** ESNJ as FI (old model):
 - Schedule fingerprinting NOW: www.bioapplicant.com/nj
 - Grace period of 120 days from time of hire to complete drug testing has begun to be reached.
 - ESNJ email referrals for mandatory drug testing have started to go out from **i3Screen**.
 - If you receive an email, follow directions to complete drug testing **within 48 hours**. Not doing so may put employment status at risk.
- Questions: awchr@nj.easterseals.com



SDE Service Documentation

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- All SDEs, including family members, are required to maintain service documentation notes.
- August 2020: SDEs working in the Vendor Fiscal/Employer Agent model with PPL (including family members hired as an SDE):
 - Electronic service documentation process to be implemented by PPL.
 - Interim paper timesheet service documentation process to be implemented by DDD (PPL paper timesheet service documentation process in development).

SDE Service Documentation

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- DDD has scheduled a **training webinar** to ensure self-directed employees and those who hire them—in either Vendor Fiscal/Employer Agent model or Agency with Choice model—have an understanding of how to maintain mandatory documentation of the delivery of services:

Service Documentation for Self-Directed Employees

Wednesday, July 22, 2020 at 3:00 p.m.

Register Here:

<https://attendee.gotowebinar.com/register/8460928201323351824>



Residential Providers

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- Residential funding support remains unchanged.
 - www.nj.gov/humanservices/ddd/documents/covid19-temporary-residential-funding.pdf

Day Providers

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- **Day Services Retainer Payments**
 - On June 30, CMS clarified that the maximum timeframe retainer payments can receive federal match are three 30-day periods.
 - For day programs that operate Monday through Friday, these are three six-week periods.
 - Therefore, federally matched day service retainer payments that began March 17 must end July 17 (18 weeks).

Day Providers

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- For the three-week period from June 29 through July 17, the 75% day services retainer payment will continue to be paid.
- CMS requires that the State receive an Attestation from providers that received retainer payments.
- Attestation is required for continued receipt of funds.

Day Providers

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○ Attestation content.

- ✦ Agency acknowledges that retainer payments will be subject to recoupment if inappropriate billing or duplicate payments occur.
- ✦ Agency will not lay off staff, and will maintain wages at existing levels.
- ✦ Agency has not received funding from other sources that would exceed revenue for the last quarter prior to the public health emergency (PHE). Acceptance of retainer payments would not result in total revenue exceeding that of the quarter prior to the PHE.

Day Providers

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- Providers receiving retainer payments should review the below and submit Attestation by 5pm on July 14:
 - ✦ Congregate Day Service Retainer Payments
 - <https://www.nj.gov/humanservices/ddd/documents/covid19-congregate-day-retainer-payments.pdf>
 - ✦ Attestation For Retainer Payments
 - <https://www.nj.gov/humanservices/ddd/documents/covid19-attestation-for-congregate-day-payments.pdf>
- Providers that return Attestation will receive the final 75% retainer payment on or about July 17.

Day Providers

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- Effective July 20, 2020
 - State Supplemental Payments will be begin, as retainer payments will be ending.
 - Amount will be 50% of highest month of billing from July to December 2019.
 - Receipt of supplemental payment is contingent on the agency delivering and billing 15-minute increments of modified day services to interested individuals.

Day Providers

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- Funding allocation:
 - Division will provide State supplemental payment at the beginning of the month; and
 - Providers bill for prior authorized services in approved service plans.
 - ✦ As full amount of available State funding will have been advanced, future supplemental payments will be reduced by the State share (50%) of service claims.

Day Providers

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- New payment schedule will be on or about the 1st of each month.
- The August 1st payment will cover the period from July 20 through August 31.
- Subsequent payments will be calculated monthly.
- There will be a monthly reconciliation based on previous months claims as well as a final reconciliation after day programs re-open.
- Before re-opening, new guidance will be released.

Day Providers

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- Example

- Provider receives \$50k supplemental payment, which is inclusive of State share of any services billed during the month. During that month, provider submits claims totaling \$20k (\$10k state and \$10k federal). Actual payments equal \$70k. However, supplemental payment already accounted for \$10k State share. The next month, adjusted supplemental payment of \$40k is issued (\$50k - \$10k State share of previous month's claims). Net revenue for the previous month is \$60k.

Day Providers

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- Next steps.
 - Review State Supplemental policy at:
 - ✦ <https://www.nj.gov/humanservices/ddd/documents/covid19-congregate-day-supplemental-payments.pdf>
 - Per instructions, providers complete and return the Attestation by 5pm, July 14, 2020.
 - Providers immediately reach out to individuals, including those served pre-COVID, to see if they are interested in modified services.
 - Plan accordingly with interested individuals.

Day Providers

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- Each month, agencies must provide one or more 15-minute increment service to as many interested individuals with valid prior authorizations (PAs) as possible.
- If a PA is not in place, a plan revision is required.
- Services may be provided remotely. In-person services may be rendered in alternative, socially distanced ways at the discretion of the planning team including evaluation of COVID-19 risk.

Day Providers

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- **Reminder**

- Claims for the five impacted services rendered on or before July 17 are **not** to be submitted as they were covered through retainer payments.
- The period of State supplemental payments begins July 20.
- Claims for the five impacted services rendered on or after July 20 **can** be submitted.

Day Providers

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- Individuals, Families and Support Coordinators.
 - Agencies that provided services prior to day program closures may complete outreach to offer modified day services (typically, provided remotely).
 - The agency will explain what the service is and how it would be delivered.

Day Providers

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- ✦ If interested, contact your support coordinator (SC) to ensure there is a valid prior authorization in the service plan – if not, SC must complete a plan revision.
- ✦ A valid prior authorization is required before a service can be provided and reimbursed.
- ✦ Services must fit within the overall budget for the plan year.
- ✦ SCs must enter a COVID-19 note explaining how the service is temporarily being modified.

Day Providers

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- Questions so far.
 - Q – How can modified day services be provided?
 - A – For individuals choosing to receive the service who have valid prior authorizations, a day services agency can provide modified services via telephone or other medium. That agency should ensure proper documentation for the service and bill only for units of service provided.

Day Providers

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- Q - Can group home staff provide day services in the group home or alternate location?
- A – No. Group Home staff are being paid via Individual Supports Daily Rate. At this time, that rate is enhanced by 20%. Those staff cannot bill another service at the same time.

Day Providers

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- Q - Can an agency deploy staff into the group home to provide day services, even if those staff work in the home on a different shift?
- A – No. This would introduce additional staff into the group home on a shift and increase the risk of COVID-19 infection.
 - ✦ Adjusting the group home staffing compliment to accommodate this is not permissible.

Day Providers

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- Q - Can an agency use non-group home staff to pick up multiple individuals and take them to an alternate location to provide day services?
- A – No. Congregate day programs are closed. What is described here is a *mobile* congregate day program.
 - ✦ Please note that group home staff can take residents who reside together on outings. However, that is already covered in Individual Supports Daily Rate.

Day Providers

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- Q - Can an agency provide day services to an individual who lives in a family home in that residence or alternate location?
- A – Yes. One on one in-person services are permissible so long as there is Planning Team agreement and a valid prior authorization.

Behavioral Support Resources

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- Upcoming webinar from the Community Living Education Project:
 - ✦ *Supporting Loved Ones with Significant Needs During these Challenging Times:*
 - https://us02web.zoom.us/webinar/register/WN_kM4uCNcvSgijvJHaxJFrSA
- Autism NJ Resource page:
 - ✦ *Managing Severe Challenging Behavior in the Home During the COVID-19 Crisis:*
 - www.autismnj.org/article/managing-severe-challenging-behavior-in-the-home-during-the-covid-19-crisis/

Important Resources

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- NJ Department of Health:
nj.gov/health/cd/topics/ncov.shtml
24-Hour Hotline: 1-800-222-1222
- NJ Department of Human Services COVID-19 Information:
nj.gov/humanservices/coronavirus.html
- Contact Information for local health departments in NJ:
localhealth.nj.gov
- Contact Information for County OEM Coordinators in NJ:
ready.nj.gov/about-us/county-coordinators.shtml

Important Resources

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- For assistance during this time:
 - For vital issues, call the Division Community Services office for your county or 1.800.832.9173.
 - When calling, you will be connected with the Division's answering service who will take information about the circumstance and have a Division staff person reach out.
 - For routine questions: DDD.FeeForService@dhs.nj.gov.
 - For COVID-19 questions: DDD.COVID-19@dhs.nj.gov.
 - To report suspected abuse, neglect or exploitation: call 1.800.832.9173, then press 1.



Highlighted Resources

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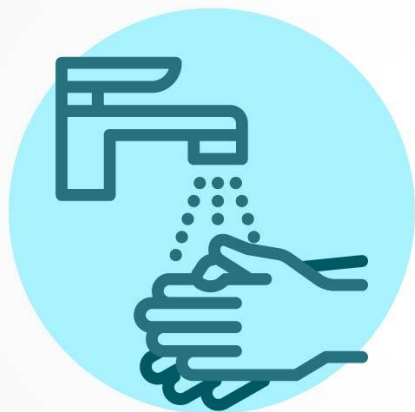
- For individuals, families and caregivers
 - Boggs Center COVID-19 Information and Resources:
rwjms.rutgers.edu/boggscenter/links/COVID-19Resources.html
- For Direct Support Professionals
 - National Alliance for Direct Support Professionals (NADSP)
COVID-19 Toolkit for DSPs: nadsp.org/covid-19resources/
 - CDC Guidance for Direct Service Providers:
www.cdc.gov/coronavirus/2019-ncov/hcp/direct-service-providers.html

And Remember...

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FOLLOW THESE SIMPLE STEPS TO **STAY HEALTHY**

WASH YOUR
HANDS



COVER YOUR
COUGH



STAY HOME
WHEN SICK



#PREVENTCORONAVIRUS