



Date: April 24, 2023

Topic: Temporary Service Modifications

Temporary modifications as described in this document will end on **November 7, 2023**. Please plan accordingly to cease use of them on or before that date.

These temporary modifications apply to waiver services defined in Section 17 of the Supports Program and Community Care Program policy manuals. All other policy manual service definitions, qualifications, documentation requirements and limitations remain in place.

Relaxing of Requirements for Services to be Delivered In-Person and/or in Community Settings

The requirement that services be delivered in person and the requirement that service delivery take place in a community-based setting outside of an individual's home continue to be temporarily relaxed for the following services, as applicable. Individuals may continue to receive one-to-one in-home supports. In-home support for individuals receiving Individual Supports-Daily Rate (IS-Daily Rate) and individuals living in a provider-managed residential settings (e.g. group homes, supervised apartments, etc.) are permitted so long as there is not a reasonable out-of-home option for services as determined by the planning team. In all cases, the planning team shall continue to carefully consider the potential health risks and be in agreement with adding or continuing in person in-home supports.

In-home supports and remote delivery, via telephone or other medium, is temporarily an option for the services listed below regardless of living situation:

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| • Behavioral Supports | • Natural Supports Training |
| • Career Planning | • Occupational Therapy |
| • Cognitive Rehabilitation | • Physical Therapy |
| • Community Based Supports | • Prevocational Training (Individual and Group) |
| • Community Inclusion Services | • Speech, Language & Hearing Therapy |
| • Day Habilitation* | • Support Coordination |
| • Goods and Services (Classes) | • Supported Employment-Individual Only |
| • Individual Supports – Hourly | • Support Brokerage |
| • Interpreter Services | |

*Modified Day Habilitation services may take place outside of daytime hours and/or on weekends, as follows:

- Remote or in-person (which can include one-to-one) in the home or in an alternative setting for an individual living in their own home, family home, or for those receiving Individual Supports-Daily Rate and individuals living in a provider-managed residential setting.

PLEASE NOTE: Day services delivered in a congregate day program facility can only take place during daytime hours.

Overlapping Services

For individuals living on their own or with family:

- Day services can be delivered in-person, one-to-one in the home or in an alternative setting, or can be delivered remotely.

- Where appropriate, remote day services can temporarily overlap with Community Based Supports or Individual Supports-Hourly, as long as the individual's need for one-to-one support to participate in remote services is documented in a COVID note.

Individuals receiving Individual Supports-Daily Rate and individuals living in provider-managed residential settings (e.g. group home, supervised apartment, etc.):

- Modified day services can be delivered remotely or in-person.
- Remote or in-person day services can be provided in the residence during the period not covered by IS-Daily Rate.
- Remote or in-person day services can be delivered by the same agency or by different agencies.

In all cases:

- Videoconferencing/Remote Service Delivery must be delivered through a secure platform and HIPAA compliant.
- Services must fit within the individual's overall plan year budget.
- Services cannot begin until prior authorized in an approved plan.
- Providers are expected to claim only for the actual number of modified day service units each individual is present for/receives/participates in.
 - All service plans must be revised to reflect the actual number of modified day service units the individual is expected to receive.
 - Providers cannot claim for live or pre-recorded "streaming" of day services for individuals who are not present/participating.
- Self-directed employee wages should continue to fall below or within the reasonable and customary threshold of minimum wage to \$25 per hour. The service review team evaluates each request independently using the supporting documentation received from the support coordinator.
- Providers of Career Planning, Community Inclusion, Day Habilitation and Prevocational Training can deliver those services remotely or one-to-one in-person to individuals **living on their own or with family**. Providers of these services can submit claims for the actual units of service delivered to and received by each individual. One-to-one in-person services can occur in the residence or an alternative setting at the discretion of the planning team. Agencies providing one-to-one staff adhere to the Division's [Residential, Day Program, and Support Coordinator COVID-19 Policy](#).
- Providers of Career Planning, Community Inclusion Services, Day Habilitation, or Prevocational Training can deliver those services remotely or in person to individuals **living in provider-managed settings** (e.g. group homes, supervised apartments, etc.). Providers of these services can submit claims for the actual units of service delivered to and received by each individual.
- Providers rendering any services are reminded that they **must** continue to carefully review the service definition and requirements (including documentation requirements) to ensure compliance. For example, Day Habilitation requires Individualized Goals, Activities log, etc. Section 17 of the [Supports Program](#) or [Community Care Program](#) Policies and Procedures Manuals contain this information. The Division reserves the right to audit providers rendering services.
- Support Coordinators should:
 - Document any modified service delivery in iRecord using the COVID note type and every month in the Monthly Monitoring Tool, including the alternative service delivery method used.
 - Stop services in an existing service plan if funding needs to be made available for other services.
 - Revise service plans to reflect the actual number of units of day services, modified or otherwise the individual will receive. If a day services prior authorization was in place before the pandemic, modified day services can begin prior to the revised plan approval.