

**ADMH-Division of Developmental Disabilities****Operational Guidelines**

Subject: Support Coordination Contacts During an Infectious Disease Emergency		OG#:
Approved By:	Responsible Office: Support Coordination	
Effective Date: 3/25/20	Reviewed/Revised Date(s):	
Reference:		

Statement: Support Coordination agencies may be unable to have face-to-face encounters with persons receiving Waiver services during an infectious disease emergency.

Purpose/Intent:  
Support Coordination agencies may temporarily use virtual/electronic means for making required contacts with persons receiving Waiver services during an outbreak of epidemic/pandemic proportions of an infectious disease (e.g., COVID-19).

Scope:  
Support Coordination; Director of Support Coordination

Definitions: Division of Developmental Disabilities (DDD)

- Procedures:
1. During an outbreak of an infectious disease (e.g., COVID-19) of epidemic/pandemic proportions, and upon direct notification by DDD, contact requirements for Support Coordination may be adjusted as follows:
    - a. Contact requirements when a person or a household is under quarantine, showing signs of illness, at high risk, or choosing to self-isolate:
      - i. Face to face requirements for Support Coordination contact and for completing assessments can be done by telephone. Virtual contact using a telehealth system, with a visual component, may be used as a substitute if approved by Alabama Medicaid Agency (AMA).
      - ii. The annual contact requirement for persons receiving only Support Coordination may be conducted via phone or using a telehealth system if approved by Alabama Medicaid Agency.
      - iii. Site monitoring visits required for Residential and other sites where Waiver services are delivered may be conducted remotely, via phone, via email, or via other methods as approved by AMA that reasonably allow for the monitoring function to be fulfilled.
    - b. It must be noted that HIPAA laws continue to apply.
    - c. Document in progress notes service monitoring or assessment activities conducted using methods other than face-to-face, including information regarding how the contact occurred and why face-to-face contact did not occur.
    - d. In the event a PCP and/or Plan of Care cannot be developed in time to obtain the required signatures through the mail or other means before their effective dates, the Support Coordinator may document verbal approval of the services on the part of the person/guardian and verbal agreement from the provider to deliver the services to substitute until the signatures can be obtained.
  2. These adjusted contact practices are not considered best practices but may continue until the epidemic/pandemic infectious disease emergency is resolved and DDD directs Support Coordination to resume normal face-to-face contacts.

