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DATE: March 30, 2020 **NUMBER:** PM 2020-2, I-2
TYPE: Adult Day Services During COVID-19 **SUPERSEDES:** None
SUBJECT: Adult Day Service Continuance of Limited **DISTRIBUTION CODE:** I a, b, d, e, i
Services During COVID-19 Closure

EFFECTIVE: March 30, 2020

APPLICABILITY: Adult Day Health Care Services and Social Day Services which are contracted with the following: AAAs, JACC, Statewide Respite Sponsor Agencies, and Alzheimer's Adult Day Services Program (AADSP)

BACKGROUND: The Governor has declared a State of Emergency due to COVID-19. This has resulted in closure of Adult Day Health Services statewide. Participants in these services and in Social Day Services receive a minimum of one (1) Daily Recommended Intake (DRI) meal, ADL and IADL assistance, skilled care (if needed), medication monitoring and administration (if needed), recreation and socialization, and caregiver respite for each day of attendance.

To assist both the industry and workers of adult day services and to provide trusted care to the vulnerable participants who rely upon day services, the Department is creating this opportunity.

POLICY: Adult Day Health Care Services and Social Day Services which have suspended operations may continue to serve their current participants. No new participants will be allowed to be served, and no transfers from one center to another will be permitted, until further notice.

All services must be approved by the funding body PRIOR to provision of services.

- Services are AUTOMATICALLY approved for JACC and AADSP participants.
- For Statewide Respite, authorization is required from that Statewide Respite Coordinator.
- For participants whose day services funding is provided by the county AAA (Area Agency on Aging), approval shall be at the discretion of that office. **The AAA shall determine the number of hours permitted to be billed per participant.**

In order to receive reimbursement, Adult Day Services shall offer telephonic, remote, and in-home services as follows:

1. **Providers will make telephonic outreach to assess wellness and detect developing needs of the participant they are authorized to serve and those participants' caregivers.**
2. With consent of the participant (and caregiver, where appropriate), the **provider will deliver meals to a participant's home for each day the participant was authorized by the funding source to attend** (e.g. authorization of three days of day services per week equals home delivery of three meals per week).
 - a. Meals shall be in accordance with DRI requirements and in compliance with standing medical orders regarding, content, texture, allergies, and other factors, as provided during normal center operations.
 - i. Alternate vendors may be used at will.
 - ii. Menus consistent with typical weekly and monthly variation shall be employed.
 - b. In the cases of refusal of meals, meals shall continue to be offered, and provided when accepted. Documentation of offer and response shall be made.
 - c. Social Day only: If the Social Day does not normally provide transportation, then meals may be provided via a pick-up system.
3. **Provider will also initiate face-to-face visits for the purpose of skilled nursing care and/or ADL care** by appropriately credentialed center staff when agreed upon by the participant (and caregiver, where appropriate) and the provider.
4. **Providers will continue to provide social services.**
5. **Where possible, remote activities for participants shall be provided.** Potential methods are webinars, local public access television, emailed/shared videos, conference calls, local/school/college radio stations, etc.
 - a. Note: Most webinar, text, and video chat products are NOT compliant with HIPAA. Ensure HIPAA-compliance prior to disclosure of Protected Health Information (PHI) via these methods.

Submission of billing for adult day services when the site is closed during the COVID-19 emergency requires appropriate documentation of:

- a) Telephonic contact with the participant,
- b) Delivery of meal to the participant unless refused, and
- c) Face-to-face skilled care and/or ADL care visit as requested by the member (adult day health care ONLY).

No co-payments for Statewide Respite or Alzheimer's Adult Day Services Program shall be charged to the participant.

- Full contracted rates shall be paid to the provider by the Division (Alzheimer's Adult Day Services Program).
- Statewide Respite Care Program Sponsor Agencies shall not charge cost share to the participant for Adult Day Services provided.

- AAAs shall continue usual and customary requests for voluntary donations.

Note: All documentation shall be entered into the participant's record upon the reopening of the Adult Day Service center. No aggregate documentation containing information regarding other participants shall be entered into any participant's individual record.

CONTACTS:

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