



# State of New Jersey

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## COVID-19 Policy Guidance: COVID-19 Medical Day Care Service Provision April 13, 2020

### **This Policy Guidance is effective immediately.**

This guidance provides additional detail regarding New Jersey Medicaid Newsletter Volume 30, Number 4 effective March 17, 2020.

### **Impacted members**

All Medicaid/NJ FamilyCare members who were attending Adult Medical Day Care or Pediatric Medical Day Care prior to the emergency closure of those facilities due to COVID-19.

### **Care Coordination between Medical Day Care providers and Managed Care Organizations**

Managed Care Organizations (MCOs) are required to ensure that needed services and supports are in place for their members during the emergency period. Medical Day Care providers are obligated to notify MCOs of services being provided and report any members they are unable to reach by phone.

#### MLTSS members

Care Managers will meet with MLTSS members telephonically to check on the member's well-being during the COVID-19 emergency, and to discuss the person-centered care plan and make modifications as needed. If additional home-delivered meals or personal care are added to the member's care plan, or if the member declines Medical Day Care telephonic outreach, the MCO will notify the Medical Day provider that outreach is not necessary, and the provider will discontinue outreach. The intent is not to duplicate services for individual members.

#### State Plan Members

Similarly, if home-delivered meals or personal care are approved by the MCO for State Plan members, or if the member declines Medical Day Care telephonic outreach, the MCO will document the member's preference and notify the Medical Day provider that outreach is not necessary and the provider will discontinue outreach.

During the COVID-19 emergency, direct services to members should not be reduced or eliminated by the MCO without member consent.

## **Medical Day Care Service Delivery**

As described in previously issued guidance, submission of a claim for AMDC when the site is closed during the COVID-19 emergency requires appropriate documentation of: a) telephonic contact with the member, b) delivery of meal or supplies as requested by the member, and c) face-to-face visit as requested by the member.

### Telephonic Contact with member shall include the following:

General health status

Medication reminders

Any falls or emergent issues

COVID-19 exposure and concerns

ADL care issues

Reinforcement of proper hygiene

Reminder of shelter in place protocol

Inquiry on food security

Inquiry if they need meal delivery or an in-home (face-to-face) visit

The Medical Day provider will notify the MCO of any care needs discussed or identified via telephonic contact within 24 hours.

### Home Delivered Meals

Upon member request, providers will deliver nutritionally balanced meals to the participant's home either daily or in bulk. These meals do not constitute a full nutritional regimen, but each meal must provide at least 1/3 of the current Dietary Reference Intakes (DRIs) established by the Food & Nutrition Board of the National Academy of Sciences, and National Research Council.

When delivering meals, drivers must knock on the door and attempt a visual check on member, maintaining appropriate social distance. Drivers will report any concerns back to MDC clinical personnel, and the MDC will coordinate appropriately with the member and MCO.

### Face-to-face Visits

If member requests a face-to-face visit, the Medical Day provider will provide an appropriately credentialed professional to complete a check-in at home. MDC personnel will follow CDC guidelines regarding PPE when entering home.

Following the face-to-face visit, if member's status indicates follow-up with PCP is needed, the MDC will coordinate with member's PCP and notify the MCO. Telehealth is

available for NJ FamilyCare members and can be coordinated through providers and MCOs. If member's symptoms indicate urgent medical needs, the Medical Day staff will contact Emergency Medical Services.

The Medical Day provider will notify the MCO of any care needs discussed or identified via face-to-face contact within 24 hours.

### Documentation

Medical Day Providers must maintain a record of outreach to members which will be provided to the MCO or DMAHS upon request. This includes notes regarding daily member telephonic contact and response to clinical questions. In addition, the Medical Day Care provider shall maintain a report of clients who received Home Delivered meals and a summary of delivery dates. Documentation of face-to-face visits as well as referral to additional services also must be maintained by the Medical Day Care provider.