



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES  
Bureau for Medical Services

Bill J. Crouch  
Cabinet Secretary

Cynthia E. Beane  
Commissioner

TO: WV Traumatic Brain Injury Waiver (TBIW) Providers

FROM: Cynthia Beane, MSW, LCSW *CB*  
Commissioner

DATE: March 23, 2020

SUBJECT: Coronavirus Disease (COVID-19) Precautions

Due to the World Health Organization declaring Coronavirus disease (COVID-19) a pandemic, the West Virginia Bureau for Medical Services (BMS) is allowing for the following preventative measures in the TBIW program. These measures went into effect on March 13, 2020 and will remain in place through June 30, 2020. Working closely with the Centers for Medicare and Medicaid (CMS), BMS will monitor the impact of the pandemic and notify providers and members of additional precautions or extensions.

Staff Training: Staff qualification requirements other than being 18 years of age (Initial and annual training including CPR; First Aid; Infectious Disease Control; Direct-Care Skills/ADLs; when applicable, training specific to children/adolescents with TBI; Abuse/Neglect/Exploitation Identification & Reporting; HIPAA; Personal Attendant Professional Ethics; Member Health & Welfare; and People-First Language) and fingerprint criminal background check will be suspended until 7/1/2020. The screening of new employees through the WV CARES system will continue to be required.

Provider agencies may provide on-line training for courses including CPR and First Aid. Trainings may also be conducted by telephone or electronic means (Skype/Zoom). If member-specific training is provided electronically, it must be through a secure network to protect the member's confidentiality.

Member Eligibility Assessments: Initial eligibility assessments of applicants and annual reassessments of active members will be conducted by phone or electronically with the member, their legal guardian (if applicable) and other respondents to avoid exposure of/by the assessor traveling from home to home. If the assessment is conducted electronically (Skype or Zoom), it must be conducted using a secure network. Any reassessments that cannot be conducted by these methods will be done as soon as possible and be retroactive to the date of the member's anchor date. Active members

WV Traumatic Brain Injury Waiver (TBIW) Providers  
March 23, 2020

that choose not to be reassessed by phone/electronically may continue to receive currently authorized services for up to three months after the member's anchor date.

Service Limits: The service limit/budget for Direct Care Services may be exceeded should the member's primary caregiver become unable to provide services/supports.

Essential Errands: The limit on the amount of Personal Attendant units for performing essential errands for the member is suspended until 7/1/2020.

Legal Representatives: Legal representatives may be allowed to be paid Direct Care staff should the member's primary caregiver become unable to provide services/supports.

Provider Retrospective and Validation Reviews: Kepro will conduct agency recertification and quality reviews remotely rather than sending the Provider Educators to the agencies. If necessary, the provider certification and monitoring process will be suspended until 7/1/2020.

Member Service Planning: Annual and six-month planning meetings are to be held electronically or by phone.

Routine Meetings: Quarterly provider meetings; Quality Improvement & Advisory Council (QIA) Meetings and related workgroup meetings; and Contract Management meetings will be conducted by phone or webinar.

Case Management Home Visits: Case Management home visits are to be conducted via telephone and no face-to-face visits are permitted unless they are required for the Case Manager to intervene in an emergency circumstance. It is especially important to review members' crisis plans to ensure they include specific steps to be taken if the paid staff or natural supports are unable to provide support. Case Managers should also determine if members have adequate supplies of food, medications and other necessities.

Personal Options Meetings: Members/legal representatives that choose to self-direct services will not be required to have a face-to-face enrollment meeting with the PPL Resource Consultant. Instead, the meeting will be conducted by phone and required forms will be signed electronically or sent through mail. Six month and annual meetings with the Resource Consultant will also be conducted by phone.

Supports for Hospitalized Members: Should a member be hospitalized due to COVID-19, the member may be authorized to receive Personal Attendant services as needed during the hospitalization. This is limited to members that have substantial communication or behavioral needs.

WV Traumatic Brain Injury Waiver (TBIW) Providers  
March 23, 2020

As stated in the March 13, 2020 notification, this is an ongoing situation and BMS will continue to make updates as information becomes available. Future updates regarding COVID 19 preventative measures will be provided through the now established Question and Answer (Q&A) format.

Please monitor the Centers for Disease Control and Prevention (CDC) website for guidance on workforce protections:

<https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

CMS has also issued relevant guidance at the following link:

<https://www.cms.gov/files/document/qso-20-17-all.pdf>