



# FREQUENTLY ASKED QUESTIONS (FAQ)

## COVID-19

My Choice Family Care – Care Wisconsin has put together the guidance below based on information the MCO has as of March 31, 2020. As we receive updated information, we will update the FAQ's and post them to our websites <https://www.carewisc.org/covid-19-resources/> and <https://mychoicefamilycare.org/covid-19-resource-center/> and the MIDAS portal. Please continue to check these sites along with recommendations from CMS, CDC and DHS frequently.

- CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- WHO: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- DHS: <https://www.dhs.wisconsin.gov/covid-19/index.htm>

### 1. What is the MCO doing to assist providers who are facing staffing challenges during this time?

- a. The MCO encourages providers to work with other partners in the community such as staffing agencies, day program providers, SHC agencies, etc. who may have staff available to assist Residential providers in need of staffing help
- b. The MCO is also encouraging providers who are facing extreme staffing challenges to notify the Wisconsin Department of Health [DHSResponse@dhs.wisconsin.gov](mailto:DHSResponse@dhs.wisconsin.gov).
- c. Please notify members' Care Managers so that additional steps can be taken to ensure the health and safety of the members

### 2. What should a provider do if a member may have been or has been exposed to COVID-19?

- a. Please notify the MCO within 1 hour of being notified of the possible exposure
- b. Please follow all instructions and recommendations from your local health department and the Wisconsin Department of Health Services [DHSResponse@dhs.wisconsin.gov](mailto:DHSResponse@dhs.wisconsin.gov)
- c. Continue to practice proper hand hygiene and personal protective measures, in addition:

Please ensure you are monitoring the exposed resident:

- Measure the resident's temperature twice a day, or as directed by your public health official



- Monitor for cough or difficulty breathing
- Communicate with your local health department and respond promptly to all inquiries

Ensure the exposed resident minimizes contact with others in your facility:

- Have the resident stay in their own room and use their own bathroom, when possible
- DO NOT share dishes, towels, and bedding between residents

**3. What should a provider do if a member has a confirmed diagnosis of COVID-19?**

- a. Please notify the MCO within 1 hour of being notified of the diagnosis
- b. Please follow all instructions and recommendations from your local health department and DHS.
  - Continue to monitor member for worsening of symptoms (i.e. difficulty breathing) and contact medical provider/911.
  - If you have a medical emergency and need to call 911, notify the dispatch personnel that the resident has COVID-19.
- c. Continue to follow proper personal protective equipment standards and proper hand hygiene/cleaning practices.
- d. Ensure the exposed resident minimizes contact with others in your facility:
  - Have the resident stay in their own room and use their own bathroom, when possible
  - DO NOT share dishes, towels, and bedding between residents

**4. Are telephonic visits allowed to substitute for services that would normally occur in-person, such as mental health services?**

- a. Forward Health provided an update on policies on March 18, 2020 for telephonic visits. Telephonic visits are being allowed during the pandemic to substitute for a face to face office visit. Please review the policy for proper billing requirements.

[https://www.forwardhealth.wi.gov/WIPortal/content/html/news/covid19\\_resources.html.spage](https://www.forwardhealth.wi.gov/WIPortal/content/html/news/covid19_resources.html.spage)

**5. How are authorizations being handled for legacy My Choice Family Care members being served by legacy My Choice Family Care contracted Residential providers that attended Day Programming 3 days or more a week and now are unable to attend due to the temporary closure of these services?**



- a. Residential authorizations for members that were attending Day Programming 3 days or more a week will be updated to reflect the change in attendance to these services
- b. This does not apply to Care Wisconsin Residential provider contracts

**6. What should providers do if members will not self-isolate during this time?**

- a. Providers are unable to force self-isolation. Providers should encourage personal protective measures (handwashing, respiratory etiquette) among staff, residents and clients who live elsewhere (e.g. stay home or in residences) when sick,
- b. Providers should clean frequently touched surfaces daily, including vehicles, doorknobs, cabinet doors, etc.
- c. Providers should encourage hand sanitization frequently and use other precaution measures such as cover your cough, etc.
- d. Providers should frequently be checking updated communication from DHS as they provide updates and guidance on this topic frequently.  
<https://www.dhs.wisconsin.gov/covid-19/index.htm>

**7. How is the MCO able to assist Day Programming, Vocational Service and other providers during this time?**

- a. We understand that this is a time of uncertainty for everyone including the MCO. The MCO is working closely with DHS and we are currently requesting further guidance from DHS
- b. We encourage providers to collaborate within their networks to see if staff impacted by the closing of facilities, schools, restaurants, etc. can assist members to continue to receive services such as meals, support, companion care, etc.

**8. How can providers obtain PPE supplies?**

- a. Unfortunately, the MCO is also currently facing a shortage of PPE supplies
- b. We encourage providers to continuously check the DHS website for updates on PPE Supplies or you can send questions to DHS at [DHSResponse@dhs.wisconsin.gov](mailto:DHSResponse@dhs.wisconsin.gov)
- c. The MCO sent a survey out to providers on March 23, 2020 to identify what providers are needing during this time. If you are in need of homemade masks please go to the following link and complete the form:  
<https://forms.gle/PN6S3F54e2FwqnBYA>



**9. How will Care Management continue to provide support for our members?**

- a. Care Management will be checking with facilities on their policies for limiting visitors before coming for on-site member visits. Where on-site visits are not possible, Care Management will be checking in with members via telephone and videoconferencing as available. During this time Care Management may need to increase telephonic communication with members. Care management teams have been instructed to be sensitive to the stresses of the provider community but must still ensure the health and safety of vulnerable members.

**10. How is the MCO handling AFH Certifications during this time?**

- a. Re-certifications will be handled via telephone and if a walking tour, via a smartphone app such as Facetime is available, it would be preferred.
- b. Re-certifications that are in their third (3<sup>rd</sup>) year will be completed via telephone and if a walking tour, via a smartphone app such as Facetime is available, it would be preferred. A future in-person certification visit will be scheduled once the COVID-19 hold is lifted.
- c. New Certifications will be put on hold until further notice. Any urgent requests will be evaluated on a case by case basis and if warranted will be completed via telephone and if a walking tour, via a smartphone app such as Facetime is available, it would be preferred. A future in-person certification visit will be scheduled once the COVID-19 hold is lifted.

**11. How can the MCO assist providers experiencing operational issues during this time?**

- a. The MCO is currently working alongside DHS to address the financial effects of COVID-19. In the interim we can offer to serve as a conduit to other parts of the industry that may be in need of resources that you as a provider may have available to offer.
- b. **The MCO was informed on March 26, 2020 that DHS will be releasing Direct Care Workforce Funding to assist with the financial effects of COVID-19. The MCO will continue to provide updates on when this funding will be available to providers. DHS is directing MCOs to start making payments by April 10<sup>th</sup> and complete all payments by April 24<sup>th</sup>. As more information becomes available, we will provide updates.**



- c. **Please document your concerns so that we can convey them to DHS. We are in contact with the Department frequently and want to be sure that we are appropriately documenting the needs of our community partners.**