

# Information Memorandum Transmittal Aging and People with Disabilities



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**Number: APD-IM-20-030**

**Issue date: 3/24/2020**

**Topic:** Long Term Care

**Due date:**

**Subject:** Authorizing In-Home Care Agency Services prior to issuing 546N Due to Novel Coronavirus (COVID-19)

**Applies to (check all that apply):**

- |   |   |
|---|---|
| <input type="checkbox"/> All DHS employees                                | <input type="checkbox"/> County Mental Health Directors                       |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services                                      |
| <input checked="" type="checkbox"/> Aging and People with Disabilities    | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs                        | <input type="checkbox"/> ODDS Children's Intensive In Home Services           |
| <input type="checkbox"/> County DD program managers                       | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                 |
| <input type="checkbox"/> Support Service Brokerage Directors              | <input type="checkbox"/> Other ( <i>please specify</i> ):                     |
| <input type="checkbox"/> ODDS Children's Residential Services             |   |
| <input type="checkbox"/> Child Welfare Programs                           |   |

**Message:**

In the event that a case manager (CM) needs to quickly authorize an In-Home Care Agency (IHCA) to provide services to a consumer, staff may authorize service plan hours to the In-Home Care Agency (IHCA) without initially providing the 546N authorization if the following steps are followed:

- Communication is essential.
- As always, the CM will have an initial conversation with the IHCA to determine if the IHCA will meet with the consumer to complete their required initial screening.
- If the IHCA has completed the screening and accepted the consumer, the CM may authorize the IHCA to begin services through an email (along with verbal confirmation) if there is an urgent need to begin services. Since the email is now acting as the service plan agreement, the following should be defined:
  - Name of the consumer;
  - Number of hours/mileage authorized to the IHCA; and
  - Service begin date.

The email authorization must be saved in EDMS.

The email authorization must be narrated in Oregon ACCESS.

The CM will follow up with the IHCA by providing a 546N, task list, and setting up the POC into MMIS as soon as possible.

In addition, please note Central Office will try to keep an updated list of IHCAs that are willing, and have capacity, to serve consumers who are suspected of, or who have tested positive for, COVID-19. This will be made available on the Case Management tools page, under In-Home Care Agencies.

This policy will be in effect until further notice.

*If you have any questions about this information, contact:*

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