

Policy Transmittal Aging and People with Disabilities



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Authorized signature

Number: APD-PT-20-040

Issue date: 3/24/2020

Topic: Long Term Care

Due date:

Transmitting (check the box that best applies):

- New policy
 Policy change
 Policy clarification
 Executive letter
 Administrative Rule
 Manual update
 Other:

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 checked="" type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input checked="" 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 | |

Policy/rule title:	Letter of Agreement Supporting Consumers and Homecare Workers; Mitigating Risks and the Novel Coronavirus (COVID-19)		
Policy/rule number(s):		Release number:	
Effective date:	3/19/2020	Expiration date:	
References:			
Web address:			

Discussion/interpretation:

A Novel Coronavirus (COVID-19) Letter of Agreement has been made between the Oregon Homecare Commission and SEIU on March 18, 2020.

OVERVIEW

The Letter of Agreement requires that the Department:

- Allow more flexibility in the delivery of services;
- Be more flexible on the use of overtime;
- Use secure emails to communicate additional service authorization and receive vouchers;
- Increase the availability of Personal Protective Equipment;
- Ensure that HCWs will not lose hours or provider numbers for missing work; and
- Strengthen communication with workers, consumers and SEIU.

SPECIFIC LOA REQUIREMENTS

OVERTIME APPROVALS

Local offices may prior-authorize short term overtime tied to a consumer(s) needs not being met because of workforce shortages caused by COVID-19. This includes unavailability of other workers who typically provide services and supports to the individual. If needed, exceptions may be made to:

- Increase hours for a consumer for a limited time; and
- Relax the HCW Weekly Caps for an individual or for multiple consumers.

SEE [APD-PT-20-041](#)

EMAIL AUTHORIZATION

To ensure timely services, Case Managers may provide additional hours authorization via secure email instead of waiting for a new voucher to be issued. This email will serve as prior authorization.

- Case Managers must:
 - Narrate the approval; and
 - Ensure that appropriate authorizations including updated vouchers are finalized and sent through the mail.

EMAIL SUBMISSION OF VOUCHERS

HCWs will be able to email their vouchers, via secure email, to avoid further potential exposure to themselves and the local office staff.

- Local offices should continue work to establish shared email boxes.
 - APD offices should direct HCWs to setup an account on the DHS platform at <https://secureemail.dhsoha.state.or.us/encrypt>. Scanned vouchers can then be sent through this account. Vouchers should never be sent directly from the HCW's personal email.
 - AAAs should follow local management instructions.

VOUCHER SIGNATURES

If the consumer or HCW has been exposed to, or shows symptoms of, COVID-19, the HCW can submit a voucher without a consumer-employer's signature. This waiver is only valid for one-time when:

- The HCW or Consumer has notified the local office of potential exposure or symptoms; and
- Either the Consumer or HCW is self-isolating or quarantining.

PROVIDER NUMBERS

No HCW will lose their provider number for missing work due to having contracted or been exposed to COVID-19. The HCW must notify the local office if they are unable to continue working because of exposure or contraction of the COVID-19. See PT:

PROCESS FOR WHEN A HCW LOST PAYMENT DUE TO COVID-19

When a HCW notifies the local office that they have missed work or lost a payment because of COVID-19, the local office staff will fill out an online form. The form will be signed and submitted electronically directly to the Benefit Trust through DocuSign. The form can be found at this link: <https://www.orhomecaretrust.org/hardship-pto/>

ADDITIONAL INFORMATION

FINDING REPLACEMENT/RESPIRE HCWs

SEIU has created a document for Resources for Homecare Workers (HCW) and Personal Support Workers. SEIU will continue to update the document as new information comes available. The guide can be found here:

https://seiu503.org/member_news/covid-19-resources-for-homecare-and-personal-support-workers/

On this webpage, you will find a link under Respite Care that will provide a list of HCW who are available to work hours. Please provide this list to consumers who need respite workers due to COVID-19. Please also refer HCWs to this resource as they can click on a link to sign up to be included on the respite care list.

Additionally, please remember that you can assist consumers by generating a referral list from the Registry – Search for those available on short notice or in an emergency.

Training/communication plan:

Local/branch action required:

Central office action required:

Field/stakeholder review: Yes No

If yes, reviewed by:

Filing instructions:

If you have any questions about this policy, contact:

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