

# LDH Guidance Regarding CSoC Program COVID-19 Response & Exemptions

Revised March 25, 2020, 5:05 p.m.

**\*\*New information is indicated by underlining\*\***

Magellan of Louisiana continues to respond to state and federal mandates and requests concerning the novel coronavirus (COVID-19). Magellan and the Louisiana Department of Health (LDH) acknowledges the need for the continued facilitation of Coordinated System of Care (CSoC) services during the COVID-19 declared emergency and recognizes the need to control the spread of infection. As such, we are providing the following guidance to our providers:

## Effective March 18, 2020

- Wraparound Facilitators are strongly advised to conduct all engagement meetings, child and family team meetings, and other ‘home visits’ through telephonic or videoconferencing (such as FaceTime, Skype, Facebook Messenger or Google Hangouts) means with members and their families until further notice.
- Level of care evaluations/re-evaluations due between March 11, 2020 and May 31, 2020 are extended by 60 days from the due date.
  - For initial members, the level of care evaluation should be completed as soon as possible, but not later than 30 days from the date of referral.
  - Certified providers are strongly advised to conduct level of care evaluations and re-evaluations through telephonic or videoconferencing (such as FaceTime, Skype, Facebook Messenger or Google Hangouts) means.
- Plan of care timelines due between March 11, 2020 and May 31, 2020 are extended by 60 days from the due date.
  - For initial members, the plan of care should be completed as soon as possible, but not later than 30 days from the date of referral.
  - Wraparound Facilitators are advised to verbally offer freedom of choice of service providers to the member/member’s family via the telephonic or videoconferencing visit. The Wraparound Facilitator will be required to indicate the member’s choice of service provider on the Freedom of Choice form and document the person that freedom of choice was offered to and their relationship to the member, and the date and time of the offer on the Freedom of Choice form.
  - Wraparound Facilitators are advised to conduct all engagement meetings and child and family team meetings (CFT) with the youth, family and identified team members participating via telephonic or videoconferencing means. The Wraparound Facilitator will verify that all CFT members participated by phone on the plan of care (POC) signature page. The Family Story and/or POC developed during this call

may be emailed to the family, and all other CFT members.

- Peers employed through the Family Support Organization providing Parent Support & Training and Youth Support & Training services are strongly advised to conduct all visits through telephonic or videoconferencing (such as FaceTime, Skype, Facebook Messenger, or Google Hangouts) means.
- Members with a current authorization for Independent Living/Skills Building (ILSB) are advised to receive follow-up visits via telephonic or videoconferencing (such as FaceTime or Skype) means from their ILSB provider. At this time, ILSB providers may conduct follow-up visits via telephonic or videoconferencing means for up to 4 units/week.
- In-person training due dates for Wraparound Facilitators and CSoC waiver providers are extended until May 31, 2020.
- Short-Term Respite providers may continue to provide face-to-face services in accordance with the guidance specified in this notice related to obtaining member/family approval prior to initiating services and infection control procedures; Short-Term Respite providers are not permitted to deliver services through telephonic or videoconferencing means.
- Wraparound Facilitators are advised to conduct required supervisory observation through telephonic or videoconferencing means.
- All providers must adhere to the following guidelines when delivering services through telephonic or videoconferencing means:
  - Confidentiality still applies for services delivered telephonically or through videoconference.
  - The session may NOT be recorded.
  - Verify member's identity, if needed.
  - Obtain verbal permission of the member's parent or legal guardian prior to initiating services with the member and document, if the member is less than 18 years of age.
  - Services should be provided in a quiet, private space that is free of distractions.
  - Facebook Live, Twitch, TikTok and similar video communication applications are public facing and must not be used.
- IF in-person encounters between specialized behavioral health providers are considered medically necessary, and IF both the provider/staff and member/member's family agree that such encounters are necessary and safe, all providers and members are *strongly- advised* to adhere to DO THE FIVE:
  1. HANDS Wash them often
  2. ELBOW Cough into it
  3. FACE Don't touch it
  4. FEET Stay more than 6ft apart
  5. FEEL sick? Stay home
- All providers are strongly advised to limit in-person encounters only to those which cannot be done through telephonic or videoconferencing means, are urgent, and medically necessary. If such in-person visits are required for the health and safety of the member, providers should phone the member/family BEFORE going to homes or community locations. At this initial telephonic communication, the provider should screen the member/family for COVID-19 risk, exposure or symptoms, including but not limited to the following:
  - Report of history of or current temperature/fever, signs and symptoms of respiratory illness and relevant travel and exposure history.
  - Document the absence of any temperature/fever, shortness of breath, new or change in cough, and sore throat prior to engaging the member.
  - Personnel that live in a community where community-based spread of COVID-19 is occurring,

should not engage members if exhibiting respiratory symptoms and should be screened before engaging in member encounters.

- All providers, including Wraparound Facilitators, are required to continue to document service activities in accordance with the Behavioral Health Services Provider Manual and guidance issued by Magellan. For services delivered telephonically or through videoconference, the provider and Wraparound Facilitator must specifically indicate in the documentation the date permission was obtained from the member/member's family and who gave permission and their relationship to the member, whether the meeting was conducted telephonically or through videoconference, the specific videoconferencing platform used if the meeting was not conducted by telephone, all individuals who participated in the call and their agency and role if applicable, time and date of the call, phone numbers used, reason for the contact, plan of care goals/objectives addressed during call, specific interventions, and progress made toward functional and clinical improvement.
- Requirements for reimbursement are otherwise unchanged from the Behavioral Health Services Provider Manual.

## COVID-19 Resources and Information

- For tips and resources from the Louisiana Department of Health, visit: <http://ldh.la.gov/Coronavirus>
- Specific information for Medicaid providers, visit: <http://ldh.la.gov/index.cfm/page/3872>
- Have questions for Magellan? Email us at [LACSOCInfo@magellanhealth.com](mailto:LACSOCInfo@magellanhealth.com)
- Magellan's Coronavirus Response Page, visit <https://www.magellanhealthcare.com/covid-19/>
- Missed a provider announcement? Visit <https://www.magellanoflouisiana.com/providers/provider-toolkit/provider-announcements/>

Thank you for all that you do in supporting the members of CSoC and for partnering and trusting in Magellan Healthcare.