

Provision of Case Management during COVID-19

Case managers play a pivotal role in supporting persons with intellectual and developmental disabilities. BDDS recognizes effective case management during a crisis is integral to ensure health, safety, and that a person's needs are met. Case managers are encouraged to make contact with individuals on a more regular basis, particularly given the evolving situation with COVID-19. It is important to recognize that someone's situation could change rapidly, more frequent contacts provide opportunities to ensure that individuals continue to receive appropriate supports and assistance.

BDDS' priority is in ensuring those needs are met and are relying on case managers to support the individual and team in adjusting expectations, adapting to the evolving environment, and most importantly applying person-centered approaches and responses. Case managers are a critical partner in supporting individuals and teams to problem-solve, prioritize activities, and advocate for the individual's best interest.

In recognition of this role, and in response to the COVID-19 pandemic, the following temporary flexibilities will allow case managers to support individuals to assure current needs are met and health and safety are upheld during this difficult time.

- BDDS will temporarily authorize the use of telephone or virtual meetings as an alternative to face-to-face meetings, including annual team meetings, using the criteria outlined at <https://www.in.gov/fssa/ddrs/5755.htm>.
- Under current policy, teams may submit a budget modification request for up to 90 days once per plan year. If a 90-day BMR has been requested previously, additional BMRs may be requested for a period of up to 60 days (e.g., March 16 to May 15) until further notice. In addition, BDDS will temporarily allow BMRs to be filed within 60 calendar days of the event or status change. This submission extension from 45 to 60 calendar days is in effect until further notice.
- Teams are encouraged to consider the flexibilities being provided under Appendix K and described in guidance when supporting individuals in developing alternate support options. The document "Guidance for BDDS providers on temporary policy changes related to COVID-19 and Appendix K" is available at <https://www.in.gov/fssa/2328.htm>.
- BDDS is working on additional system changes to allow for streamlined BMR submission process, as these changes are implemented this guidance will be updated.
- Case managers may enter RHS-Daily to RHS-Hourly changes without intervention by BDDS. Guidance and instructions have been sent to CMCOs.
- BDDS will not strictly monitor timelines for various processes. However, BDDS does expect case managers to complete and document these activities within a reasonable timeframe.
- BDDS will temporarily extend the timeline for completing and finalizing initial person centered individualized support plans from 45 days to 105 days and the annual PCISP from 365 days to 425 days (providing 60 additional days).
- BDDS will allow the Level of Care Screening Instrument to be completed over the phone or virtually.

- LOCSIs due on or before June 30, 2020, will have the due date extended until December 31, 2020.
- BDDS will temporarily waive the requirements for a new confirmation of diagnoses to complete the LOCSI for re-entries to waiver services.
- For individuals temporarily visiting their family home, but maintaining their supported living residence, an emergency transition is not required. The case manager should document the visit in case notes. However, should the visit be longer than 60 days, an emergency transition should be submitted.
- For individuals temporarily visiting another supported living home due to staffing needs or similar provider limitations, an emergency transition is not needed as long as the visit is limited to seven days or less. Case managers are to document the temporary relocation in case notes. If the visit exceeds seven days, an emergency transition is required.
- For individuals receiving residential supports on the Community Integration and Habilitation waiver, case notes should accurately indicate a change in condition or living arrangement, the reason for the change, and the expected time frame for the change in living arrangement.
 - If the living arrangement change is expected to be a permanent change, the case manager must ensure the individual's living arrangement is updated.
- Choice of service providers may be documented via a pick list using one of the two methods outlined in <https://www.in.gov/fssa/ddrs/5755.htm>. Technology such as Hello Sign or PDFfiller may be used if available to and accessible by the individual and guardian, if applicable.
- Signatures required on the BDDS signature page may be obtained using one of the two signature methods outlined in <https://www.in.gov/fssa/ddrs/5755.htm>. Technology such as Hello Sign or PDFfiller may be used if available to and accessible by the individual and guardian, if applicable, and team members.
- The timeline for filing an Incident Report has been expanded to 48 hours of knowledge except in the following:
 - Incidents related to alleged abuse, neglect, or exploitation must be reported within 24 hours.
 - IRs are to be filed within 24 hours when an individual is presumed positive with COVID-19. Presumed positive means the individual has at least one respiratory specimen that tested positive at a state or local laboratory.
- The requirement for case managers to take and pass the State Certification Exam within 90 days of their hire date will be waived until further notice.
- When questions arise, case managers are encouraged to speak with their supervisor first. If questions remain, supervisors should contact BDDS as follows:
 - Case management question should be sent to Beckie Minglin, CMCO Liaison, at Beckie.Minglin1@fssa.in.gov.
 - Systems questions and issues should be submitted via Jira.
 - Incident reporting questions should be sent to Micca.Stewart@fssa.in.gov.
 - All other questions may be directed to BQISHelp@fssa.in.gov.

