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Modified July 1, 2020

TO: All Regional Office and Targeted Case Management Support Coordinators

FROM: Marcy Volner, Assistant Director, Division Developmental Disabilities (DD) *Marcy Volner*

SUBJECT: Alternative Process for Support Coordinators conducting Individual Support Planning and Individual Support Plan (ISP) Monitoring and Review via Phone

On March 19, 2020, the COVID-19 emergency compelled the Division of Developmental Disabilities to conduct ISP Planning Meetings and ISP Monitoring and Reviews in a non-standard method so as to protect the health, safety, and welfare of Missouri's population served by DD. The ISP Planning and the ISP Monitoring and Review processes were modified to allow for completion without the need for face-to-face meetings.

Support coordination plays a critical role to ensure the health and safety of people receiving services through the Division. To that end, it is important to take steps to resume in-person monitoring. Effective July 1, 2020, support coordination will begin transitioning ISP planning and service monitoring for all services from remote phone/video visits to in-person open air visits in counties across the state, where feasible. Support coordinators should continue to review paper documentation remotely, as much as possible, and use video monitoring to tour/view the home environment. Day Program environments can also be toured remotely or in-person before or after programming hours. In person visits will require social distancing and use of face coverings.

- Prior to an in-person open air visit, support coordinators should complete a pre-planning call to determine if case management services can be safely delivered. See Appendix A for a guide on how to complete this pre-planning call.
- Support coordinators will not enter the home at this time. Visits can be completed on the individual's porch, yard, driveway, or other open air space where the individual can be observed and interacted with from a distance.
- Individuals who have difficulty social distancing may meet and talk with people through a window or door.
- Environmental checks and documentation reviews can be done at day programs before or after programming hours.
- Support coordinators may visit a place of employment if it is a business open to the public, and the individual can be observed from public space.

The Division has established three monitoring levels: 1) remote only; 2) in-person open air visits; and 3) in-home visits. Support monitoring may move between these levels based on the prevalence of COVID-19 in the county. The Division will monitor data on a county level and post a list of counties on a restricted monitoring level. If a support coordinator lives in a county in a more restrictive monitoring level, the Targeted Case Management (TCM) agency should have a back-up plan in place to have the in-person visit conducted by a different support coordinator. The individual, family/guardian, provider, and support coordinator will work together to identify the best method to accomplish support monitoring. In the event monitoring cannot safely occur, remote visits should continue and reasons for not completing the in-person monitoring should be documented in the monthly support coordinator log notes.

ISP Planning Meetings (when completed remotely)

- Are completed by phone, or other available technology, with no changes to required participants.
- The support coordinator will print each participant's name of the person providing the authorization and document "via phone" next to their name. This applies to all ISP and annual documents, including but not limited to, the Medicaid Waiver and Provider Choice Form, HIPAA Privacy Policy, Provider Directory, etc.
- Email or text communication from the individual or guardian will be considered as written approval, if available.
- The support coordinator will not need to follow up with a signature from the individual/guardian and providers responsible for implementation. The telehealth signature will suffice until the next cycle.
- TCM Technical Assistance Coordinators (TCM TACs) will not identify missing signatures as a finding as of the March 13, 2020, guidance, provided that they have the "via phone" documentation or the email communication prior to the ISP implementation date.

ISP Monitoring and Review

- No changes to frequency of contact.
- Request copy of the service provider's monthly summary and the Residential RN monthly summary. Electronic health records will be used in lieu of paper reviews whenever available to the support coordinator.
- If a service is temporarily stopped, the support coordinator will:
 - Note that services have been temporarily suspended due to the necessity of the declared COVID-19 emergency on the support coordinator monthly/quarterly review report.
 - No document will be requested from the provider.
- If the current service is being replaced by another service, the support coordinator will:
 - Follow the Utilization Review Process Changes Necessitated by the COVID – 19 State of Emergency Guidance. Monitor the new service as outlined above.
 - Follow the frequency of contact for the new service according to Division Directive 3.020 Individual Support Plan Monitoring and Review.
- If the service is going to continue, but in another location, the support coordinator will:
 - Note the change in location due to the necessity of the declared COVID-19 emergency on the support coordinator monthly/quarterly review report.
 - Monitor the service as outlined above.

The support coordinator will utilize the Integrated Quality Management Functions Database (IQFMD) to enter service revisions (following Division Directive 3.020 Individual Support Plan Monitoring and Review section IV) being made due to the current COVID – 19 emergency. The service revisions to be entered into the database are as follows:

- Family member is employed by the Department of Mental Health (DMH) DD contracted provider providing services at a participant's residence.
- Participant is receiving out of home respite services at a family member's residence who is employed by a DMH DD contracted provider.
- Participant is receiving out of home respite by employee of DMH DD contracted provider.
- Family member non-funded DMH.
- An Appendix titled DMH DD IQMFD Entry for COVID 19- Service Revision is located at <https://dmh.mo.gov/media/pdf/iqmfd-entry-covid-19> and includes step-by-step instructions to enter the information into the database.

Questions regarding this memorandum should be directed to Carrie Williams, Director of Targeted Case Management at Carrie.Williams@dmh.mo.gov.