



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

Med-QUEST Division
Health Care Services Branch
P.O. Box 700190
Kapolei, Hawaii 96709-0190

August 13, 2021

MEMORANDUM

MEMO NO.

QI-2123

CCS-2109

TO: QUEST Integration (QI) Health Plans
Community Care Services (CCS)
Community Case Management Agencies (CCMAs)

FROM: *for* Judy Mohr Peterson, PhD *DMV*
Med-QUEST Division Administrator

SUBJECT: COVID-19 PANDEMIC ACTION PLAN FOR QI HEALTH PLANS – PART VII

The purpose of this memorandum is to delay the resumption of in-person health coordination services until October 1, 2021 to maintain the health and safety of QI members, providers, and health plan personnel during the Public Health Emergency (PHE) period that was as declared by the Secretary of the Department of Health and Human Services on January 31, 2020. Med-QUEST Division (MQD) is taking this action due to the recent surge in COVID-19 infections statewide driven by the highly contagious Delta variant. This guidance shall be effective immediately, and MQD will re-evaluate and provide further guidance near October 1, 2021.

Health Coordination Face to Face Visits

- 1) All Health Coordination visits, regardless of the vaccinated or unvaccinated status of the health coordinator or the member shall be prioritized as telehealth visits over in-person visits.
- 2) When conducting health coordination visits remotely, using the telephonic modality is acceptable.

- 3) If the health coordination team determines that it would be beneficial for a member to have an in-person visit, this is allowed with the conditions that the visit take place outside in a garage or similar location. Outside of this specific exception, health coordination visits shall be done via telehealth.
- 4) Community Case Management Agencies (CCMAs) visits should align with Department of Health/Office of Health Care Assurance guidelines.

Level of Care (LOC) Evaluation and Re-evaluation Process

With the PHE extension throughout 2021, MQD will do another round of LOC auto extensions to extend the current round ending on August 31, 2021. This LOC auto extension is for the Medicaid members who reside at their own home in the community, not at a Nursing Facility (NF), Community Care Foster Family Home (CCFFH), Expanded - Adult Residential Care Home (E-ARCH), etc.

See below for the criteria for the upcoming auto-extension from Health Services Advisory Group:

- 1) Extend all 1147, 1147a, 1147E forms two (2) months from the current end date where:
 - a. Present address on the form being extended.
 - b. Current level of care approved = NF Intermediate Care Facility (ICF), NF Skilled Nursing Facility (SNF), At Risk.
 - c. Form is expiring from September 1, 2021 thru October 31, 2021 and there isn't an updated/approved 1147 with the same LOC, meaning if there is an NF ICF form expiring September 15, 2021 but there is already a new 1147 approved for NF ICF September 15, 2021 to September 15, 2022, we would not auto-extend the one expiring September 15, 2021.
 - d. If member has more than one form that falls into the above criteria, then we would extend all forms that meet the criteria.
- 2) New end date should be two (2) months from the old end date (if expiration date is October 21, 2021, the new end date would be December 21, 2021). In some cases it will work out to be a few days more or less than the actual count of two (2) months.

Non-Emergency Medical Transportation (NEMT) Services

The health plan shall obtain the transportation vendor's written agreement that services are delivered using safe practices in accordance with Centers for Disease Control (CDC) recommendations. The same written agreement requirement applies to home care providers/CCFFH providers that use their personal vehicles to transport members. These include, but are not limited to:

- 1) Proper use of masks for driver and all passengers.
- 2) Ridesharing is not allowed, except in the following circumstances:
 - a. Members are from the same household/living setting
 - b. Members ask to ride with a specific person(s)
 - c. When members need an escort
- 3) Practicing hand hygiene and sanitizing surfaces in between rides
- 4) In-vehicle fresh air ventilation
- 5) Limit eating and drinking during the ride

Prior QI Memo Guidance

All other Home and Community Based Services (HCBS) and CCS PHE guidance shall remain in place as described in prior memos: QI-2009, QI-2015, QI-2037A and CCS-2001.

Additional Hawaii Resources

CDC:

- <https://www.cdc.gov/coronavirus/2019-ncov/variants/variant.html>

COVID-19 VACCINATIONS:

- For Homebound Members – DOH vaccine hotline phone number: (808) 586-8332 or (833) 711-0645
- Community-Based Vaccine Site By Island: Pharmacies (CDC): <https://www.vaccines.gov/>
- Community Based Providers DOH (Option#2) – Select your island: <https://hawaiicovid19.com/vaccine/>

COVID-19 TESTING:

- <https://health.hawaii.gov/news/newsroom/partnerships-increase-availability-of-free-covid-19-testing-for-hawaii-residents>

DASHBOARDS:

- COVID 19 Cases: <https://hawaiicovid19.com/>
- COVID 19 Hospitalizations: <https://hiema-hub.hawaii.gov/pages/covid-dashboard>

If you have any questions, please contact Jon Fujii at jfujii@dhs.hawaii.gov