



Coronavirus Updates & Information

Questions and Answers - Individuals & Families

August 22, 2020 Update

To Make Sure You Have the Latest [Q&A](#)

HERE IS THE LATEST IN RED

Medicaid/DMAS is extending the following flexibilities due to the COVID-19 health emergency:

1. **Parents of minor children and spouses** may continue to be paid for personal care until January 26, 2021.
2. **Telephonic or video-conferencing** means may continue until January 26, 2021 in place of face to face visits for routine and supervisory visits, evaluations, assessments, re-assessments, risk assessments, person-centered planning meetings, annual level of care evaluations, the VIDES, and the SIS.

3. The following **services may be provided** via an electronic or telehealth method:

DD Waiver In-Home Support - effective August 15, 2020 requests may be submitted for consideration for approval that will only be approved through October 31, 2020. Contact your Support Coordinator/Case manager if you are interested.

DD Waiver Community Engagement and Community Coaching - effective August 15, 2020 requests may be submitted for consideration for approval that will only be approved through Oct. 31, 2020. Contact your Support Coordinator/Case Manager if you are interested.

Therapeutic Consultation that does not require direct intervention by the provider until January 26, 2021.

Do You Have Other Questions? To submit your question, please email info@thearcofva.org

**On the following pages you will find previous Q&A
with updates that may answer your questions on these topics:**

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Medicaid Health Insurance

Q: What are the changes for Medicaid Health Insurance?

A: Prescriptions and Supplies - most may be filled for up to a 90 day supply.

Refills - “too soon” edits are not required for all drugs prescribed for 34 days or less.

Co-payments - no drug co-payments.

Medicaid Eligibility Protection - No one will lose Medicaid during the Emergency.

Note: Patient Pay is still required.

CHANGE

Q: Does Medicaid require Face-to-Face(in-person) for evaluations, assessments and service planning meetings?

A: All face-to-face requirements including assessments, reassessments and care planning meetings are waived until January 26, 2021 with the exception of situations where there is concern about the person’s health, safety and welfare. Face-to-face meetings are replaced with telephone calls or other telephonic means during the Emergency.

UPDATE

Q: Is personal protective equipment (masks, gloves etc) covered by Medicaid for Medicaid Members, waiver users and service providers?

A: No, personal protective equipment is not covered by Medicaid. However, this summer(2020) Medicaid/DMAS sent PPE to those using Waiver Consumer- Directed services. DMAS is seeking ways to make PPE accessible in the near future.

Q: My brother is in the hospital and due to the Coronavirus no visitors are allowed including family and his Waiver support staff which he desperately needs. Are there any allowances made for people with disabilities who need support?

A: In June the **Office for Civil Rights (OCR) announced a resolution against #COVID19 no-visitor hospital policy.** Strict no-visitor hospital policies prevent people with disabilities from receiving support from family members or staff necessary for them to receive equal access to medical treatment. The resolution makes clear that federal law requires hospitals and the state agencies overseeing them to modify policies to ensure patients with disabilities can safely access the in-person supports needed to benefit from medical care during the COVID-19 pandemic. This is a great step forward. However, Virginia Medicaid does not pay for Waiver staff to support individuals in the hospital.

Behavioral/Mental Health Crisis Services

Q: My family member with a developmental disability is having more behavioral and mental health challenges and it is nearing a crisis point. Who should I contact?

A: If you have a Case Manager or Care Coordinator contact them now for resources. The [REACH](#) Program serves children and adults with developmental disabilities with behavioral and/or mental health challenges. At this time [REACH](#) will determine if they can respond as to whether they can respond in person or via telehealth.

Stimulus Check/ Rebate Check/Economic Impact Payment

(all names for the same thing)

Q: Who is eligible for the Stimulus money?

A: The payments are available to many people, even people who do not make enough money to file taxes usually. People who are not eligible are: those who are undocumented, lack Social Security numbers, file with an Individual Taxpayer Identification Number, or adults who were claimed as dependents.

Stimulus payments to many people on Social Security and SSI will be automatically sent from the IRS.*

***NOTE:** If you became eligible for Social Security or Social Security Income since January 1, 2020, and did not file a tax return for 2018 or 2019, you will need to go to the IRS's Non-File website to enter your information to receive your Stimulus money. [Free File: File Your Taxes Online for Free.](#)

Q: Will the Stimulus money make me lose my benefits?

A: The Stimulus money does NOT affect your Social Security, SSI, SNAP or Medicaid benefits. The Stimulus money must be spent within one year of receiving the money or it will count as a resource and may affect your eligibility for Medicaid and SSI.

Q: How much Stimulus money do people get ?

A: The amount for one adult is \$1,200 for those with incomes at or below \$75,000. For married couples who filed jointly the amount is \$2,400 if their adjusted gross income is below \$150,000. There is a \$500 supplemental payment per child.

Q: I have a representative payee for my SSI/Social Security benefits. How can I spend my Stimulus money? What do I need to know?

A: Your Stimulus money may have been sent to the account that your representative payee manages or your representative payee will receive a check or a prepaid debit card in the mail. The payment belongs to you, not your representative payee.

- Your representative payee should discuss your payment with you. If you want to use the payment without your rep. payee's involvement then your rep. payee should give you the stimulus payment.
- If you want help deciding how to spend it or save (ABLE account) the payment you can ask your rep. payee or someone else you trust to help you.
- The payment must be used within a year from when you receive it so that it will not affect your eligibility for benefits.
- Take your time to decide how you want to spend your stimulus money. You may use it for something you dream about doing, pay bills, get dental treatment or you may even save it in an [ABLE](#) account.
- Be very careful about scams.
- Stimulus money is NOT a Social Security benefit and it is not a SSI benefit.

*A Note for representative payees - Representative payees are not required to account for the Stimulus on the annual Representative Payee Report because the Stimulus is not a Social Security payment and it is not an SSI payment.

Q: My adult daughter received a stimulus payment. Because we claim her on our taxes she should not have received this. How do I return it to the IRS?

A: To return the stimulus payment to the IRS, go to this [website](#) that has instructions on how to return the payment according to the way it was received - direct deposit, paper check etc.

<https://www.irs.gov/coronavirus/economic-impact-payment-information-center#returning>

What About My Job and Waiver Services?

Q: What do I do if my job tells me I can not work through this Emergency?

A: If you have a Case Manager/Support Coordinator call them. If you do not have a case manager call the agency that provides your other waiver services for assistance or your Care Coordinator. If you have a job coach, call your job coach. You may be eligible for unemployment benefits from the [Virginia Employment Commission](#).

Q. Who can help me understand the [Virginia Unemployment Assistance](#)?

A: If you have a job coach ask them for help. Unemployment income is complicated and how you are affected depends on your individual situation. If you don't have a job coach to help, contact the Work Incentive Planning and Assistance Program for free, expert help. To find the program where you live:

For Tidewater- Eastern Shore Call 757-461-8007 TTY 757-461-7527 or click [here](#).

For the rest of of Virginia: 1-571-339-1305 or email: mmorrison@vaaccses.org

Q: If I received VA Unemployment and I also got the additional pandemic unemployment income of \$600 per week, will I lose Medicaid? Will I lose my Medicaid Waiver services?

A: No you will not lose either. The additional unemployment income amount of \$600.00/ week from the CARES Act that ended July 31, 2020, is not counted as part of your gross income for Medicaid. You will not lose your Medicaid or your Medicaid Waiver because of the additional \$600 per week. The unemployment income from Virginia **is** counted as unearned income.

Q: What do I do if my waiver support staff doesn't show or are not able to come work with me?

A: Call the agency that provides your services and let them know. You can also call your DD Case Manager/Support Coordinator, Services Facilitator or Care Coordinator.

Q: Will I be able to get my counseling and psychiatric services during this Emergency?

A: Yes, you may have your counseling and psychiatric services by telephone or telehealth.

Early Intervention Services (0 thru 2 years)

Q: Will Early Intervention(EI) Services funded by Medicaid be provided during the Emergency?

A: Yes, EI Services can continue. EI service providers may use telehealth or remote care delivery for ongoing services to include developmental services, physical therapy, occupational therapy, and speech-language pathology including monitoring of program and instructional implementation, coaching, treatment teaming and service plan development.

Q: Can my child be assessed for Early Intervention Services?

A: Yes. Assessments for new children (birth thru age 2) can be done on a limited basis in person or using synchronous telehealth technologies at the discretion of the EI Services provider with the consent of the family. Find [EI Services here](#).

CCC Plus and Developmental Disability Medicaid Waiver Programs

Q: When will the changes made to Medicaid Waivers due to the Emergency end and how will we know when they end?

A: The individual changes/flexibilities end at different times depending on public health conditions. The Arc of VA updates this Q&A when changes occur.

Q: Can I be screened for the [Developmental Disabilities](#) and/or the [CCC Plus Medicaid Waiver programs](#) during the Emergency?

A: Yes, you may request screenings. The links above will help you find the screening agencies. The Arc of VA provides Waiver Mentoring to help people with waivers. E: info@thearcofva.org

Q: Will anyone with a Medicaid Waiver lose their Medicaid Waiver during the Emergency?

A: No one will lose their waiver during the Emergency.

Update

Q: If someone does not use any waiver services for more than 30 days, can they still keep their waiver?

A: Yes people will still keep their waiver. This flexibility extends until Jan. 26, 2021. Those who do not use a waiver service in a month will be monitored monthly by telehealth or phone. The CCC Plus Managed Health Care Plan will monitor its members. DMAS/Medicaid will monitor those not in a managed care plan.

Q: If my service providers are closing or have closed how would I know?

A: Service providers who do not plan to re-open should notify you. If you are not sure about whether your service provider is going to re-open contact your service providers and ask if they plan to re-open. If you need to find new service providers, contact your case manager/support coordinator, health plan care coordinator and if you have a services facilitator contact them also.

Update

Q: If consumer-directed attendants and EORs are not EVV (Electronic Visit Verification) compliant, will attendants be paid during the Emergency?

A: Virginia/DMAS will no longer pay attendants effective Sept. 1, 2020 if they are not EVV compliant.

Q: I was employed before COVID-19 and now I am eligible for unemployment benefits. If I become a (my child/adult's, or my spouse's) paid consumer directed personal care services attendant will I lose my unemployment benefits?

A: Yes, people who become employed will lose state unemployment benefits.

Q: Are consumer directed(CD) employees eligible for unemployment benefits due to the Coronavirus?

A: Yes, they are if they meet Virginia's requirements and rules for unemployment. Go to the Virginia Employment Commission's [website](#) for information about Coronavirus claims. EORs are encouraged to assist CD employees who become unemployed by directing them to the VEC and very importantly by notifying the fiscal agent.

Q: I need more hours of consumer directed personal care /companion/respite care services. Who should I contact?

A: Contact your Services Facilitator. If you have a case manager or care coordinator contact them also.

Q: If an attendant temporarily moves into the home of a person with a waiver, will the attendant be considered live-in and receive the tax exemption during the Emergency?

A: Yes, based on the attendant changing their address to their new residence with their fiscal agent. The attendant is considered “live-in”. Each individual's situation is different, the appropriate tax exemptions will apply based on information provided to the fiscal agent.

Q: If a person with a waiver temporarily moves into the home of an attendant is the attendant eligible to receive the tax exemption during the Emergency?

A: Yes, based on the person changing their address to match their new residence with the fiscal agent. The attendant will be considered “live-in”. Each individual's situation is different, the appropriate tax exemptions will apply based on information provided to the fiscal agent.

Q: Should I consider leaving my job because of needing to care for my adult/child and become my adult/child's paid attendant?

A: Families should carefully consider if it is the time to make changes and how they may be affected now and in the future.

Update

Q: Are parents of minor aged children and spouses of people using waivers allowed to be paid personal care attendants during the Emergency?

A: Yes. Virginia will pay parents of minor children (under age 18) and spouses of people using waivers for personal care/personal assistance services only on a temporary basis. Parents and spouses may be paid until **January 26, 2021**. ****Note: Respite services requirements have not changed - there must be an unpaid primary caregiver to be eligible for respite.

A paid attendant/provider may not be the Employer of Record (EOR) for the same person using waiver services.

Individuals who are currently serving as the waiver person's back-up plan are not required to have a new back-up plan while they are the paid attendant during the Emergency.

Q: How do I start the process to become a paid consumer directed personal care attendant for my minor child or spouse?

A: Contact your services facilitator, case manager/support coordinator or health care coordinator to discuss your situation and how to start the process.

Update

Q: If a parent of a minor or spouse was the Employer of Record (EOR), then became the paid attendant during the Emergency, when the Emergency is over will the parent/spouse automatically revert back to be the EOR?

A: As of 8.11.2020 DMAS expects that there will be some documentation required; DMAS does not anticipate that the original EOR will have to fill out a completely new packet.

DD Medicaid Waiver Program Only

New

Q: Are residential providers (group homes, sponsored residential) allowed to deny visitors?

A: Yes, residential providers may deny visitors to minimize the spread of infection through the COVID-19 pandemic.

Update

Q. Are case management face to face visits going to be allowed to be received by phone or telehealth?

A: Yes, until 1.26.2021.

Q: Will people on the DD Waiver be required to have face-to-face(in person) meetings for annual plan meetings, the VIDES and the SIS?

A: No, these activities may be completed by telephone or telehealth during the Emergency.

Update

Q: Can Virginia do anything to help service providers stay afloat until we can safely attend services outside the home?

A: To help service providers who lost income due to the Emergency, retainer payments were available for Adult Day Health, DD Waiver Group Day Services, Community Engagement and Community Coaching until July 31, 2020. The retainer payments ended on 8.1.2020.

Change

Q: My son's DD Waiver services providers have stopped services due to the Coronavirus. Is VA making changes to help people receive waiver services during the Emergency?

A: Yes changes are being made. See page 1 for updates.

Seeking Answers to these Questions:

Q: With many people not accessing Medicaid Waiver services due to COVID-19, has there been lower utilization? If there has been lower utilization in either DD or CCC Plus Waiver programs, is DMAS capturing the cost savings associated with decreased utilization rates?

Q: What are DMAS and DBHDS doing to expand access to technology and communication so that people can access help with Supported Employment including job discovery, resume preparation, computer/technology support?

Q: COVID-19 has shown that Assistive Technology is vital for people to live safely. Can DMAS and DBHDS provide a virtual training for Waiver users and other stakeholders about the requirements, steps and service authorization processes for approval of assistive technology?

Do You Have Other Questions?

The Arc of Virginia is collecting questions from people who use services, and then seeking answers to those questions from the State and relevant departments, and posting them here. To submit your question, please email info@thearcofva.org, subject coronavirus.