



Coronavirus Updates & Information

Questions and Answers - Individuals & Families

May 15, 2020 Update See *****New***** for Updates

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

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 copayments.

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

Note: patient pay is still required.

Q: Does Medicaid require Face-to-Face(in-person) delivery of services?

A: All face-to-face requirements including assessments, reassessments and service delivery are waived 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.

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.

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 and at this time [REACH](#) will determine if they can respond as to whether they can respond in person or via telehealth.

Rebate Check/Economic Impact Payment/Stimulus Check

(all names for the same payment one time payment)

Q: Who is eligible for the Rebate Check/ Economic Impact Statement/Stimulus?

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.

Payments from the IRS to most people on Social Security and SSI will be automatic. *

*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-Filers website to enter your information to receive the Rebate Check. [Free File: File Your Taxes Online for Free](#).

Q: Will the Rebate Check make me lose my benefits?

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

Q: How much are the Rebate Checks?

A: The full rebate check 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. Payments are phased out above those amounts. The Rebate Checks come from the IRS.

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

A: Your rebate check may be sent to the account that your representative payee manages or your representative payee will receive a check in the mail. The payment belongs to you, not your representative payee.

-It is NOT a Social Security and it is not a SSI benefit.

-Your representative payee should discuss your payment with you. If you want to use the payment without your rep. payee's involvement then the payment should be given to you. If you want help deciding how to spend it or saving the payment you can ask your rep. payee or someone else you trust to help you.

-Be very careful about scams.

-The payment must be used within a year from when you receive it so that it will not affect your eligibility for benefits.

*A Note for representative payees - the payment is not not a Social Security or SSI payment. Therefore, representative payees are not required to account for the payment on the annual Representative Payee Report.

*****NEW- Deadline Passed*****

Q: I am on SSI and have a child. How do I get a Rebate check for my child?

A: The deadline set by the IRS has passed for people receiving Supplemental Security Income (SSI) who did not file a 2019 or 2018 tax return and have a qualifying child under age 17. If you missed the May 5 deadline, you must wait until next year to file a tax year 2020 tax return to receive the \$500 payment.

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](#) and from the federal Pandemic Unemployment Assistance Program.

Q. Who can help me understand the [Virginia](#) and the Pandemic Unemployment Assistance programs and how I will be affected?

A: If you have a job coach ask them for help. Unemployment is complicated and how you are affected depends on your individual situation. It is strongly recommended that 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 WIPA where you live:

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

For the rest of Virginia:

Call 1-571-339-1305 or email: mmorrison@vaacses.org

Q: If I apply for unemployment and I also get 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 for up to four months from the CARES Act, will not be 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 as it always has been.

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 get your counseling, psychiatric by telephone or through 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 to include monitoring of successful 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: 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 Virginia provides Waiver Mentoring to help people get started. You can email: info@thearcofva.org for guidance through the complex processes.

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

A: No one will lose their waiver during the emergency. For the DD Waiver, DMAS/Medicaid will begin reviewing Retain Slot Requests once the emergency stops and normal reviews will be continued from the point in the individual's process prior to the emergency.

Q: Can case managers/support coordinators, services facilitators and Agency RNs perform their tasks without Face to Face visits to protect everyone's health?

A: Face-to-face visits are not required (with the exception of situations when there is a concern for the member/individual's health, safety and welfare). Telephone and telehealth will be used to be in contact with individuals and families during the emergency.

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. No one will lose their waiver during the Emergency because they did not use/receive waiver services for 30 days or more.

*****NEW*****

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 have lost income due to the Emergency, retainer payments are available for some services. The providers of Adult Day Health, DD Waiver Group Day Services, Community Engagement and Community Coaching are eligible for the payments.

*****New*****

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 they do not plan to re-open and you need services, contact your case manager/support coordinator, health plan care coordinator and if you have a services facilitator contact them also.

Q: Will service authorizations be extended for any Medicaid services?

A: Yes, there are extensions for these services: personal care, respite, private duty nursing, personal emergency response systems with end dates between March 12, 2020 and May 31, 2020. The extension is for two months.

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

A: Virginia/DMAS is continuing to pay attendants during the Emergency. It is extremely important that when attendants and/or EORs have trouble entering time and approving timesheets, that they request assistance from their Fiscal Agent to resolve the problem.

Q: I was employed before COVID-19 and now I am eligible for unemployment benefits including the \$600/week supplement. 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 and federal 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 case 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 due to Coronavirus and become my adult/child's paid attendant?

A: Extreme caution is recommended if you are considering making changes. This is a rapidly changing time with legislation and much is unknown. Families should carefully consider if it is the time to make changes and how they may be affected now and in the future.

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 was approved to pay parents of minor children (under age 18) and spouses of people using waivers for personal care/personal assistance services only. Parents and spouses may be paid effective April 20, 2020 until the end of the Emergency. This is only on a temporary basis. Parents of minor children and spouses will no longer be paid when the Emergency ends.

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.

****Note: Respite services requirements have not changed - there must be an unpaid primary caregiver to be eligible for respite.

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.

*****NEW*****

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: DMAS will be working with the Fiscal Agents on this process. At this time, DMAS does not expect that new EOR paperwork would need to be completed. Watch for updates!

Q: My family member with a waiver is in the hospital for medical reasons. He requires someone to be with him in addition to the hospital staff because of his behaviors including pulling out tubes and his need to have people he knows with him to help him communicate. Since the federal government has approved waiver staff supporting people who are in the hospital, why can't his waiver staff be paid by Medicaid?

A: Answer from Virginia/Medicaid: "While the federal government may be making various policy changes or allowances, states still have actions that they need to take in order to implement those changes at the state level. In this case, the state is reviewing the new changes and will be making decisions. If Virginia decided to move forward, timing would be contingent on the necessary changes that would need to be made to the various waiver amendments. When we have additional information to share about decisions and timelines, we will share with you."

Q: Is Virginia working to determine if other changes for waiver requirements will be permitted?

A: Yes Virginia is working to determine IF other allowances for waiver requirements will be permitted. When further information is known this Q&A will be updated.

*****NEW*****

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 may end at a variety of different times. DMAS plans to provide advance notice in their Medicaid Memos/Bulletins with the end dates. The Arc of VA will update this Q&A when information is available.

DD Medicaid Waiver Program Only

*****NEW*****

Q: My son's DD Waiver services providers have stopped services due to the Coronavirus. Is Virginia making any changes that will help people receive waiver services during the

Emergency?

A: Yes changes are being made. Virginia Medicaid received permission to make the following changes to services.

-Group Day Services may take place in licensed group and sponsored residential homes, supported living AND private homes. Before Group Day Services are provided in homes, providers must ensure that that the individual agrees to receive the service. The Group Day services should not disrupt the lives of others in the residence nor intrude upon their privacy.

- Community Engagement and Coaching may take place in licensed group and sponsored residential homes, supported living AND private homes. They may be delivered via telehealth for individuals who were authorized for these services on or before 3.12.2020.

- In-home Support Services may be provided remotely via an electronic method, including telephonic or audio-visual service in the home for individuals who were authorized for this service on or before 3.12.2020.

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 until the end of the emergency.

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 in a document we will work to keep up to date.

To submit your question, please email info@thearcofva.org, subject coronavirus.