

**Agency for Persons with Disabilities**  
**Curative Testing in APD Licensed Residential Facility**  
**Frequently asked Questions**  
**Updated 8/27/20**

**1. How can I request test kits from Curative?**

APD provided Curative with the initial amount of test kits to be shipped to each licensed residential facility. The numbers were based on the recent information gathered from each facility by APD staff for the number of staff per facility, and the total number of other providers (non-group home staff) that come into the facility to render services. Providers should have already received the initial batch of test kits. These test kits will be for the first two testing cycles. If you need additional test kits between testing cycles, these may be requested by sending an email to [Covid.19.testing@apdcares.org](mailto:Covid.19.testing@apdcares.org). When requesting additional test kits, please specify the number of test kits originally received, additional test kits needed for each location, and whether the additional test kits needed are for facility staff or additional providers needing testing at the facility. APD will be gathering information from the residential providers each month to alert Curative to the number of kits that should be shipped for each facility for subsequent testing cycles.

**2. When does testing begin?**

Testing may begin as soon as kits are received. Per Emergency Rule 65GER20-1, no staff person or provider should be allowed entry to the facility effective 8/24/2020 if the person does not have proof of having been tested. If the provider was tested at another facility, there must be proof that the testing was conducted within the past 14 days.

**3. I am not a group home operator, but I do go into the home and render services. Am I required to be tested? If so, how do I get access to the test kits?**

Yes, if you are rendering services to someone at the licensed facility, you will need to be tested. Test kits are provided to the facilities. You may coordinate with one of the facilities where you render services to arrange testing at that site. Selecting that site as your home base for testing is required and you must be tested at that same location every two weeks. If you were tested at another location (your home base), you must bring proof of testing to the other facilities where you work before being allowed entrance each time.

**4. I am a group home operator; how can I get access to test results for my employees?**

Per the Emergency rule, your employees are required to sign an Authorization for Disclosure of COVID-19 test results allowing the results to be shared with you. This form may be found on the APD website at the following link <https://apd.myflorida.com/covid19/docs/Authorization%20for%20Disclosure%20of%20COVID-19%20Test%20Results.pdf> . Employees are not allowed to work in the group home if they do not sign this release. Once all of your employees and providers of other services who will be tested at your licensed facility have signed the disclosure form and you have registered with Curative, you will be able to go into the portal and review the test results of anyone tested at your site.

**5. What do I need to do with the disclosure forms?**

Signed disclosure forms are not to be sent to Curative. Each licensed residential facility must keep the disclosure forms on file.

**6. I am a foster home provider. I live at the home with my family. Are my family members also required to be tested?**

Yes, all members of the household are required to be tested in an APD foster home, excluding the APD clients.

**7. What is the cost associated with the testing?**

There is no cost for the testing, nor for the shipping to return the test kits. If UPS refuses to pick up a shipment without payment, please contact Curative Customer Care at 1-888-702-9042.

**8. What if I have an employee who refuses to be tested?**

Per the Emergency Rule, individuals who are not tested beginning 8/24/20 and throughout this emergency period should not be allowed entry to the facility.

**9. Is testing required for contractors such as repairmen, pest control, etc. who come into the home to conduct home repairs and services?**

No, vendors conducting non-client related services are not required to be tested. However, they should complete the initial screening criteria including any exposure to someone who has tested positive for COVID-19 in the last 14 days, any recent out of state travel, disclosure of any current medical symptoms, and temperature checks. Vendors should wear appropriate PPE while at the facility. Emergency medical technicians (EMTs) and first responders are not required to be tested to enter a facility.

**10. Who are considered staff for the purpose of testing?**

All paid and non-paid staff in the licensed home who have potential for direct or indirect exposure to the clients, including providers of other services who come into the home such as nurses, behavior analysts, therapists, companion providers, as well as Medication Administration Trainers and Validators.

**11. Will staff or providers who conduct services in multiple homes need to be tested at each home?**

No, staff and providers do not have to be tested at each home. Staff who “float” from one home to another, or providers of other services, must select a single home in which to be tested and should be tested at that same home through this timeframe. These staff and providers must show proof of testing before being allowed entry into the other homes.

**12. If a staff person has tested positive, will they need to complete subsequent testing?**

Staff who have been infected and recovered from COVID-19 must provide valid medical documentation of recovery to the facility. Please refer to the Return to Work criteria for Essential Personnel with Confirmed or Suspected COVID-19 issued by the Centers for Disease Control (CDC <https://www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html>) Once documentation of recovery is provided, these staff are no longer required to be re-tested per the Emergency Rule for a period of 90 days from date of initial positive test result. However, they will need to show the valid medical documentation of recovery at each facility they visit.

**13. I haven't received my welcome email, what do I need to do?**

Please contact the [Covid.19.testing@apdcares.org](mailto:Covid.19.testing@apdcares.org). Please provide the name of facility and the correct email address where the welcome email should be sent.

**14. I haven't received my test kits or the number of test kits are not enough for me to complete the first two rounds of testing, what should I do?**

Please contact the [Covid.19.testing@apdcares.org](mailto:Covid.19.testing@apdcares.org). When requesting additional test kits, please include the following information: the name under which the home is licensed, the number of staff and providers who need to be tested at the home during each testing cycle, the number of initial test kits received, and the number of additional test kits needed. Because providers received enough test kits for two testing cycles, if you do not have enough test kits for the first round of testing, please use test kits sent for the second round of testing so that everyone can be tested during the initial phase. Also please contact the email address as soon as you determine your need, to provide sufficient time for the replacement test kits to be sent. APD regional offices will be contacting the APD licensed residential providers on a monthly basis to obtain number of test kits to be ordered for the next two testing cycles.

**15. I received the test kits but they were damaged, what do I need to do?**

Please contact Curative Customer Care at 1-888-702-9042 to report.

**16. I've watched the video, but I'm still not clear on how to test my staff. What should I do?**

Contact the Curative Customer Care line at 1-888-702-9042 for more information. Also please refer to the Curative website for additional instructional information.

**17. I have multiple sites and want to merge all my locations to one centralized location for testing purposes. I also want to just have one user account and one password instead of a different user id and password for each location. Can I do that, and if so, how do I go about it?**

If providers want to centralize the testing kit delivery process to a central delivery site, these request should be sent to [covid.19.testing@apdcares.org](mailto:covid.19.testing@apdcares.org). APD has established protocols that the provider must follow if they want to centralize the point of contact <https://apd.myflorida.com/covid19/docs/centralized%20point%20of%20contact%20with%20final%20edits%2082620.docx>. Accounts will not be centralized until the attestation is signed and submitted to the Agency.

Per the Emergency Rule, the staff and providers tested at each location must be associated with a specific home throughout the testing process as the Department of Health reports positive findings per site. This means if a single point of contact is requested, this person will still need to continue to make appointments for each employee by facility and will still be responsible for reviewing results by facility.

**18. I have multiple locations and each location received their own test kits. Am I required to put the test kits for the facilities in separate boxes or can they be merged into fewer boxes?**

Per Curative, test kits may be merged into a smaller number of boxes as long as each test kit is properly scanned so that the test is associated to the specific home where the staff person or provider renders services.

**19. I already have a process where my staff and clients are tested at the local health department. Must I have my staff tested using Curative?**

Yes, per the Emergency Rule all staff **must** be tested using the Curative test kits supplied so that consistent tracking and proper reporting to the Department of Health occurs.

**20. I also have an ADT program and provide other services. Do I also test my other employees?**

No, these test kits are for licensed facility staff or providers of other services who provide services in the home. Only if you have other staff enter the licensed facility would they be required to be tested.

**21. What about clients? Are these test kits also for clients?**

No, these test kits are only for the residential staff or providers who come into the APD licensed facility to render services, not for clients.

**22. Am I required to submit test results to APD?**

No, Curative will be providing test results to APD. The provider is not required to submit these to APD. However, because Curative provides the total number of tests processed per facility and number of positive cases, providers still need to report positive findings for either staff or clients to the APD regional office.

**23. In order to be able to send the test kits at the same time, can we refrigerate the ones completed and then send all together?**

Per Curative, test kits may be refrigerated but it is not necessary. Test kits start to degrade after four days and must be sent to Curative within that timeframe

**24. We are planning to hire new staff. Do they need to be tested prior to hire? Do we need to request additional test kits?**

Staff should not be allowed entrance into the facility as of 8/24/20 if they have not been tested. If additional test kits are needed, they may be requested by contacting [covid.19.testing@apdcares.org](mailto:covid.19.testing@apdcares.org)

**25. I am a foster home and the only staff. Can I observe myself?**

You cannot be an observer for your own test. You will need to make arrangements to have an observer, who is trained on proper sample collection protocol at the time of the collection. If no other options are available, this may be conducted virtually. Please contact Lori Gephart@ [lori.gephart@apdcares.org](mailto:lori.gephart@apdcares.org) to arrange.

**26. I am missing shipping labels or have shipping issues. How do I get the test kits sent back to Curative?**

Contact the Curative Customer Care line at 1-888-702-9042.

**27. We are having issues making appointments for testing, logging completed tests and using the Curative software correctly. Who do I need to contact?**

Please go to the Curative website and refer to each section outlined specific to making appointments, logging completed tests and using the Curative software correctly. Also, there are written guidelines in the welcome email. You may also refer these issues to Curative.

Curative website:

<https://sites.google.com/curativeinc.com/florida-resources>

Customer Care:

The Curative Customer Care Team is available if you have any questions or need assistance 7 days a week, 9 a.m.-7 p.m. Central Daylight Time by calling 1-888-702-9042 or via email at [support@curativeinc.com](mailto:support@curativeinc.com).

**28. I recently had the DOH come to my group home and they conducted testing on my staff and the group home clients. Do my staff still have to be tested with Curative? If so, which timeframe do I follow?**

Yes, staff must be tested every 14 days using the Curative testing kits.

**29. I am in the process of purchasing an existing group home that has consumers there. The staff and clients will remain the same. What information should I provide to Curative?**

Curative will need the new point of contact's name, phone number and email address. These changes will need to be emailed to the [covid.19.testing@apdcares.org](mailto:covid.19.testing@apdcares.org)