

**WSC ADVISORY #2020-010**  
**ADDITIONAL COVID-19 CONTACT REQUIREMENTS**  
**MANDATORY ACTION**

**EFFECTIVE DATE: MARCH 19, 2020**

The Agency for Persons with Disabilities is continuing its efforts to keep Waiver Support Coordinators (WSCs) and Consumer-Directed Care Plus (CDC+) Consultants informed of important actions related to COVID-19. This advisory informs WSCs and CDC+ Consultants of responsibilities to ensure the health, safety, and welfare of APD consumers.

Per WSC Advisory # 2020-009 dated March 13, 2020, to prevent the possible spread of COVID-19, WSCs and CDC+ Consultants must replace face-to-face contacts with telephone contacts or use FaceTime, Skype, or other secure video conferences until April 30, 2020. Please note that WSCs remain responsible for ensuring that all electronic communications meet HIPAA requirements for reasonably safeguarding Protected Health Information. This advisory provides additional guidance regarding required meetings and documentation.

**Support Plan Meetings**

WSCs and CDC+ Consultants may facilitate support plan meetings by telephone or secure video conferencing, effective immediately until April 30, 2020. The support plan meeting must include the client, legal representative, and others identified by the client or legal representative to participate. During this contact, it is critical for WSCs and CDC+ Consultants to identify and address any health and safety needs that may be arising.

**Waiver Eligibility Worksheets**

WSCs and CDC+ Consultants must continue to complete the Waiver Eligibility Work Sheet regarding consumer's' eligibility for Medicaid and Medicaid Home and Community-Based waiver services every 365 days. WSCs and CDC+ Consultants may discuss the consumer's choice for waiver services by telephone or secure video conference and document the discussion on the form, effective immediately until April 30, 2020.

**Supported Living Quarterly Meetings**

WSCs and CDC+ Consultants who are responsible for scheduling a quarterly Supported Living meeting with the consumer must hold the meeting by telephone or secure video conference in lieu of face-to-face contact, effective immediately until April 30, 2020. Unless specifically declined by the consumer, the Supported Living providers and Personal Supports providers should also be invited. During this contact, it is critical for WSCs or CDC+ Consultant to identify and address any health and safety needs that may be arising. Once face-to-face visits can resume, the WSC should conduct a visit in the person's home to ensure safety of the living environment and to review financial records.

Individuals in supported and independent living situations can be extremely vulnerable during this time. It is essential that WSCs and CDC+ Consultants pay particular attention to ensure that these consumers continue to receive medically necessary services. WSCs and CDC+ Consultants should also reach out to legal representatives or other individuals who support the consumer to discuss

possible options and plans for recuperation in the event the consumer in a supported living arrangement contracts COVID-19.

### **Signatures on Documents**

WSCs and CDC+ Consultants may document the type of meeting (telephone or video call), date, time, individuals involved, and decisions on the signature line of the form. For example, the WSC or CDC+ Consultant may write the support plan participant's name and indicate, "Support Plan meeting occurred by telephone on April 1, 2020." However, the WSC or CDC+ Consultant will be required to obtain official signatures when in-person contacts resume in the future.

WSCs and CDC+ Consultants who have COVID-19 questions are encouraged to review information on the Florida Department of Health website at <http://www.floridahealth.gov/diseases-and-conditions/COVID-19/index.html>. For assistance in meeting specific consumer needs, WSCs and CDC+ Consultants should contact their APD Regional Office.