

## Agency for Persons with Disabilities

### Guidance Regarding iBudget Waiver Services During Hurricane Michael Recovery for October 2018

***The below instructions are guidance for iBudget Waiver services for implementation and recovery for counties effected per Governor Rick Scott's emergency declaration for Hurricane Michael in October 2018.***

It is imperative for individuals to maintain access to Florida Medicaid services during the disaster recovery period. To this end, the Agency will honor services that are provided in good faith:

- Providers should continue to provide all services, to the best of their ability, without disruption. Providers may seek post authorization for services rendered for the duration of the emergency.
- Prior authorizations for all necessary services (with an emphasis on life sustaining services) should be extended at previously authorized levels for a period that is reasonable to get through the disaster. Provider requirements as specified in the chart below from applicable Florida Medicaid coverage policy or handbook may be waived through October 31, 2018 so long as these requirements do not conflict with licensure or other non-Medicaid requirements that remain active during an emergency. This may be waived for a longer time, depending on the severity of storm impacts.
- Florida Medicaid will reimburse non-traditional providers and for services rendered in non-traditional settings through October 31, 2018 (for example family members not otherwise eligible to render a service or services rendered in public shelter settings). To be reimbursed, the individual must be capable and qualified to render the service in the setting (for example, nursing services must be rendered by a nurse in accordance with nursing license provisions). For guidance and requirements, please visit:

[http://portal.flmmis.com/FLPublic/Provider\\_AgencyInitiatives/Provider\\_UrgentInfo/tabId/146/Default.aspx#Emergent](http://portal.flmmis.com/FLPublic/Provider_AgencyInitiatives/Provider_UrgentInfo/tabId/146/Default.aspx#Emergent)

Individuals providing services should maintain documentation to help the Agency properly and timely adjudicate claims after the storm. This includes:

- Recipient information
- Services rendered with dates and location
- Information on the nature of the emergency necessitating the provision of services (if applicable)

**Payment to Providers for Displaced Individuals**

Medicaid recipients who need to be relocated should first attempt to utilize another qualified Florida Medicaid provider within the state. If this is not an option, the following are permissible (in order of preference):

- Utilize a provider not enrolled in Medicaid but licensed/qualified in the State of Florida to perform the required services.
- If the recipient must relocate out-of-state:
  - o Utilize a provider in another state that is Medicare or Medicaid enrolled. Recent CMS guidance states these providers will not be required to become enrolled with Florida Medicaid after the fact. The Agency will work with these providers to ensure payment for services.
  - o Utilize a provider that is not enrolled with Medicare or another Medicaid in another state.

The Agency can expedite enrollment for providers on a provisional (temporary) basis after services were rendered. CMS will waive the following enrollment requirements temporarily:

- Criminal background checks – 42 CFR 455.434
- Site visits – 42 CFR 455.432
- In-state licensure requirements – 42 CFR 455.412

	<b>Provider Type</b>	<b>Scenario</b>	<b>Documentation</b>
1	WSC	Face-to-face visit cannot be completed due to consumer evacuation, consumer not accessible due to road closures, or other storm related issues. Face-to-face visit cannot be completed due to gas shortage in WSC’s County and WSC was unable to obtain fuel for visits.	Every effort should be made to complete face-to-face visits and all efforts must be documented. WSC must document reason in Case Notes for not doing face-to-face for October 2018. Case notes must also reflect telephone contacts in lieu of face-to-face for October 2018.
2	WSC	The Support Plan or Purchasing Plan cannot be completed in October 2018 due to storm related issues.	Extension granted until November 30, 2018. The WSC is to document in the progress notes of the individuals’ central record explaining the delay. This chart can be used as authorization for the extension.

	Provider Type	Scenario	Documentation
3	WSC	The issuance of service authorization changes that occur in October may be delayed to the provider if there are hurricane related situations that prevent the WSC from delivering the changed service authorization. However, the services authorization must be issued to the provider as soon as possible and a call to the provider must be made to alert them of a change as soon as possible.	Document reason for delay of issuance of service authorization and telephone call made to the provider in the Case Notes.
4	WSC	For the month of October, the 48-hour requirement for turning in records for QSI to APD can be waived by the Region in situations where the WSC was unable to meet the timeframe due to the hurricane.	Document in progress notes.
5	WSC	The due date for the HCBS Waiver Eligibility Worksheets that are due in October are extended through November 2018 for situations where the WSC was not able to see the consumer in October to meet the 365-day requirements.	Document in progress notes. HCBS Waiver Eligibility Worksheets due in October must be completed by no later than November 30, 2018 and be included in the record.
6	All	<p>Qlarant provider discovery reviews (PDR) are temporarily suspended for the month of October in those counties directly impacted by Hurricane Michael and recorded in the Governor's Disaster Declarations.</p> <ol style="list-style-type: none"> <li>1. Providers who experience extenuating circumstances necessitating the review to be delayed are to contact Qlarant to have their appointment rescheduled.</li> </ol>	Retain this document in the provider files.

	Provider Type	Scenario	Documentation
		2. In counties / APD regions not affected by Hurricane Michael, Provider Discovery Reviews (PDRs) are to continue as scheduled.	
7	All	Provider Discovery Reviews issued in October (including reconsideration requests by providers) as well as Plans of Remediation have a 30-day extension (maximum of 120 days to complete a POR in lieu of 90 days). However, all reported alerts must be addressed within the current time requirements of 7 days.	Retain this document in the provider files.
8	Supported Living Coach	The Supported Living Quarterly meeting due in October cannot be completed in person because of a consumer's evacuation, the consumer not being accessible due to road closures, or other storm related issues.	Every effort should be made to complete the quarterly meeting and all efforts must be documented. The Supported Living Coach must provide a signed statement that identifies the reason for the missed meeting and the date for the next quarterly meeting must be provided. Documentation in notes must show phone contact post Hurricane Michael with consumer between 10/09/2018 through 10/31/2018 verifying health and safety.
9	Personal Supports, Respite, Nursing, Residential Habilitation, Life Skills Development I, II, and III (Companion, Supported	Allow retroactive authorizations for October 2018 when a waiver provider or alternative waiver provider rendered services beyond their authorization due to Hurricane Irma.	Service logs must document the hours provided. Provider documentation must include a statement of the reason for the extra hours of service. The provider must notify the WSC of the issue.

	<b>Provider Type</b>	<b>Scenario</b>	<b>Documentation</b>
	Employment, and Adult Day Training) Behavior Analysis, Behavior Assistant, Supported Living Coaching.		
10	Personal Supports, Respite, Nursing, Residential Habilitation, Life Skills, Development I, II, and III (Companion, Supported Employment, and Adult Day Training) Behavior Analysis, Behavior Assistant, Supported Living Coaching.	Services provided in an alternate setting due to Hurricane Michael for October 2018.	Must have service logs and required service documentation. Documentation must specify specific reason an alternate setting is being utilized.
11	Residential Habilitation, Personal Supports, Life Skills Development I and III (Companion, and Adult Day Training).	Staffing Ratios not met due to staff not being able to arrive at group home or ADT site due to curfews, gas shortages, or other issues from Hurricane Michael during October 2018.	Statement of reason for not meeting staffing ratios. Documentation from provider must include how client needs were met during time in question.
12	Consumable Medical Supplies	Allow retroactive authorizations or authorization from non-waiver vendors for consumable medical supplies critical to health/safety that could not be obtained for the consumer due to Hurricane Michael.	Documentation of the need from the WSC of the situation. Include invoices and receipts of items obtained. Regions can address alternate vendor scenarios.

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	<b>Provider Type</b>	<b>Scenario</b>	<b>Documentation</b>
13	All	The 10-day timeframe for providers to submit billing documentation to the WSC is waived for the month of October due to hurricane related activities. Providers must submit the billing documentation for services provided in October by November 30, 2018.	Maintain this document in the provider file.