

DDA Appendix K - Frequently Asked Questions

Topic	Question	DDA Response	Posted
Alternative Sites	Day programs are closed due to the governor's order to maintain social distancing. While day programs are closed, are providers able to bill for day habilitation provided in the home of people who live with their families?	<p>Yes. Day Habilitation services can be provided in the family home and can be provided remotely. Please refer to DDA Appendix K #6 - Staff Training and On-boarding Flexibility and DDA Appendix K #8 - Service Delivery in Alternative Settings and Out of State.</p> <p>Reference:<a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a></p>	5/5/2020
Appendix K	When will Appendix K be submitted and will the public stakeholders have the opportunity to review in advance? Also, can the Appendix K be put on the DDA website?	<p>The DDA's Appendix K was submitted to the Center for Medicare and Medicaid Services (CMS) on April 3, 2020 and approved on April 23, 2020. To view the approved DDA Appendix K, please visit: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a></p>	5/5/2020
Appendix K	The Pennsylvania Appendix K was approved with: Retainer payments may be provided in circumstances in which attendance and utilization for the service location drop to below 75% of annual monthly average 7/1/19 to 2/28/2020. Retainer payments will not exceed 75% of monthly average of total billing under the 1915(c) waivers. Is it possible for you to submit a modification to MD Appendix K that mirrors PA's?	<p>The DDA received approval to provide Retainer Payment at up to 80% of the rate when providers are not providing or paying for services, for a particular person. Increased to Retainer Payments will require additional funding and approval from the Governor's Office before we can revised the approved Appendix K. At this time a request for additional funding will not be submitted.</p>	5/5/2020
Appendix K	So far, our agency spent over \$60k in unbudgeted money for IPads, activities for home, PPEs, and special electrostatic cleaning. Is there anything in Appendix K that will help us cover these additional pandemic-related expenses?	<p>As per the currently approved waiver, assistive technology can be requested. The DDA may also provide some reimbursement for additional cost associated with Personal Protective Equipment (PPE) as an administrative claim.</p>	5/5/2020
Appendix K - Amendment	Should issues arise in the near future that will require accommodations from appendix K, will the DDA be able to modify the appendix	<p>Yes</p>	5/5/2020
Appendix K - Approval Process	What is the timeframe for the RO to send the service authorization form back to the provider and to process and return the staff ratio exception form?	<p>DDA Regional Office will review requests daily, seek additional information as needed, and send decisions to providers as soon as possible. The timeframe will vary based on the volume of request received and the provider's completion of requested information. We hope to respond within a few days or sooner. If you haven't heard from the RO within five (5) business days of submission please reach out to the Regional Director.</p>	5/5/2020

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Appendix K - Community Living Group Home	<p>Regarding Community Living Group Home exceptions—#2 – “Additional authorizations may be added for shared supports in each group home, based on participant’s needs.”</p> <p>1- Will this include additional staffing cost for COVID positive homes?</p> <p>2- Will this cover a temp LPN in a COVID positive home?</p> <p>3- Will this cover the day hour staffing Mon-Fri when day hab could not be billed? If so how will this be handled if another provider bills day hab retainer days and residential still had to cover the supervision?</p>	<p>1- No. The DDA may provide some reimbursement for additional cost associated with Personal Protective Equipment (PPE) as an administrative claim. Additional guidance will be shared once finalized.</p> <p>2- The additional authorization of shared direct support staff can be provided by staff as designated by the provider. The additional shared hours are not nursing services. However, if a provider wanted to use a LPN for the services that would be their choices.</p> <p>3- Yes. Appendix K allow the ability for the day program to bill for a retainer payment and the residential provider to provide services.</p>	5/5/2020
Appendix K - Community Living Group Home	<p>Regarding the Appendix K for Community Living Group Home exceptions—#3 – Nurse Case Management and Delegation</p> <p>1- Will this cover the telehealth training that needed to occur at the COVID positive homes where a hospitalization was not required?</p> <p>2- Will it cover the training after discharge for someone who was COVID positive?</p> <p>3- What documentation will be required?</p>	<p>Information related to access nursing services without DDA preauthorization can be reviewed in the DDA Appendix K #4 - Exceptions to Pre Authorization and Service Requirements.</p> <p>1- Yes. As per MDH COVID-19 #16: DDA Waivers Programs Telehealth and Telephonic Guidance - April 13, 2020 services can be provided using telehealth. Please note if Nursing Services staff perform visits by phone or via telehealth instead of face-to face, they should respond to all communication from participants and/or their representative and residential providers within 24 hours.</p> <p>2- Yes. Nurse Case Management and Delegation Services is available to support training direct support professionals in delegated nursing tasks needed as a result of the change in the participant’s health status or after discharge from a hospital or skilled nursing facility.</p> <p>3- Documentation as per the DDA Service Authorization and Provider Billing Documentation guidance should be followed.</p>	5/5/2020
Appendix K - Forms	Where will the Appendix K forms be located ?	The Appendix K Forms will be on the DDA Appendix K dedicated webpage under the "Forms and Procedure Codes" heading.	5/5/2020

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Appendix K - Forms	Can you provide some clarity on the forms for Appendix K. Are these forms just for agencies? Can they be used by SDS families? Can the forms be used for Day Habs as well? Is there a new cost detail associated with the new form	<p>To streamline request/notification, authorization of new service needs, and meet CMS requirements the follow COVID-19 related forms were developed or revised:</p> <ul style="list-style-type: none"> <li>DDA COVID-19 Service Authorization Form (DDACOVIDForm#1)</li> <li>DDA COVID-19 Site Notification Form (DDACOVIDForm#2)</li> <li>DDA COVID-19 Staff Ratio Exception Request Form (DDACOVIDForm#3)</li> <li>DDA COVID-19 Person-Centered Plan Supplemental Authorization (DDACOVIDForm#4)</li> <li>DDA COVID-19 Self-Direction Form (DDACOVIDForm#5)</li> <li>Revised Cost Detail Sheet</li> </ul> <p>Participants self-directing services will use the DDACOVIDform#5 and Revised Cost Detail Sheet.</p>	5/5/2020
Appendix K - Forms	Can the dda approval of Appendix K be retroactive before today for such things as staff ratios and service authorizations that have already happened?	Yes. Approval can be retroactive to March 13, 2020.	5/5/2020
Appendix K - Guidance	When we will receive guidance on Appendix K once it is approved? Would it include information for all DDA services	The DDA has established a dedicated webpage related to Appendix K that include the approved document and guidance. The DDA posted initial guidance on April 29, 2020 and will be providing webinars to further inform stakeholders. Please visit the dedicated page at: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a>	5/5/2020
Assistive Technology	Are we able to request Assistive Technology funding to purchase tablets and devices for remote/virtual supports? If yes, is an MSFP needed? Can we request emergency review of the MSFP?	<p>Yes. A request on behalf of the participant for Assistive Technology can be submitted using the DDA COVID-19 Request and Notification - Service Authorization form (DDACOVIDForm#1) or revised Cost Detail Sheet. A Modified Service Funding Plan request is not needed.</p> <p>Please refer to:</p> <ul style="list-style-type: none"> <li>1-DDA Appendix K #4 - Exceptions to Pre Authorization and Service Requirements</li> <li>2-DDA Appendix K #5 - COVID-19 New Services Authorization Request Process</li> </ul> <p>Reference: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a></p>	5/5/2020

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Assistive Technology	Can you provide some insight on how to obtain assistive technology for individuals due to COVID-19. Does technology assistance include purchasing new Ipad's?	Participants self-directing services and providers can request approval for Assistive Technology which can include tablets and other devices to meet an assessed need as per the approved DDA waiver programs. DDA-certified providers for Assistive Technology and SERVICES and FMS can purchase items on behalf of participants.	5/5/2020
Behavioral Supports	Do we have to hold off on providing behavior supports until there has been approval through this new process or can we provide behavior supports to unauthorized individuals now?	As per DDA Appendix K #4 - Exceptions to Pre Authorization and Service Requirements 1- Participants currently authorized nursing services, behavioral support services, and respite may access additional services without prior authorization by the DDA. The DDA has updated PCIS2 and fiscal processes to support additional service billing. 2- Participants not currently authorized nursing services, behavioral support services, and respite may access services without prior authorization by the DDA after completion of the DDA COVID-19 Request and Notification - Service Authorization form (DDACOVIDForm#1). Reference: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a>	5/5/2020
Billing	Can you provide some guidance on billing in situations where providers offer their services, but families refuse the services due to social distancing protocol? What kind of documentation is needed to justify payments?	In these situations, the provider can submit a retainer payment for applicable services as noted in Appendix K.	5/5/2020
Billing	When Day Program services are provided in the residential homes, during the day, as a result of COVID-19, for the purpose of attendance in PCIS2, should providers mark clients "Present" in the Day Program for services provided in the residential homes during the day?	Yes	5/5/2020
Billing	Will there be an extension for inputting billing for March? Will guidance be provided prior to end of April for March billing submission?	Yes, the DDA has extended the due date for March billing until the end of May 2020.	5/5/2020
Billing - Retainer Days	For those of us who have certified attendance for March but we should be waiting to see if we can use the new codes for billing, can we uncertify?	If a provider has certified March attendance, the provider can revise the attendance and re-certify the attendance.	5/5/2020
Billing - Retainer Days	How do we bill for retainer days for attendance that has already been previously entered?	If a provider has certified March attendance, the provider can revise the attendance and re-certify the attendance.	5/5/2020
Billing - Retainer Days	When will the additional retainer days be added to PCIS-2 for both residential, DAY, CDS and Employment?	Changes have been made to PCIS2 to support the billing of retainer payments.	5/5/2020

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Budget/ Billing	If we provided a daily program schedule, can we bill for that day?	<p>Yes, as long as the minimum service requirements were met, in addition to the program schedule.</p> <p>As per COVID-19 #17: DDA Meaningful Day Services - Minimum Service:</p> <p>Providers may bill for a day of Meaningful Day services, if they provided the recipient with, at minimum, one hour of cumulative, direct, or remote supports during that day. The provider shall document services provided, service delivery method (e.g., Skype, Zoom, Facetime, telephonic, or direct care.), name of staff person providing service, and start and end times.</p>	5/5/2020
Budget/ Billing	Can you provide some guidance on reimbursement of funds? Are reimbursements solely dependent on the Federal government?	<p>Reimbursement is based on State and federal authorities and authorized funding.</p>	5/5/2020
Budget/Billing	Is there immediate extra funding for providers to cover costs associated with dealing with COVID-19? If so, are there enhanced rates if an individual is quarantined or positive for COVID-19, what service code, and how can we bill for this?	<p>Due to State Executive Orders (including the closures of day programs and schools) and Governor Hogan's Stay at Home Executive Order 3-30-20, the DDA is authorizing:</p> <p>1- A set amount of shared day time service hours to support the additional staffing provider organizations are providing via licensed Community Living-Group Home and Supported Living services. (DDA Appendix K #2 - Residential Day Time Shared Service Hours Authorization)</p> <p>2- Participants (receiving Meaningful Day services prior to the State of Emergency) that currently receive 28 hours or more of Personal Supports per week will automatically be authorized for six (6) additional hours per day, Monday through Friday for a total of 30 hours per week. (DDA Appendix K #3 - Personal Supports Authorization and Exceptions)</p> <p>3- The DDA is implementing increased rates for directly supporting participants that have a positive COVID-19 determination, and therefore are isolated, to account for increased cost the provision of services while maintaining participants' health and safety. (DDA Appendix K #7 - Increased Rate for Supporting Person with COVID-19 Virus)</p> <p>The DDA has made changes to PCIS2, revised invoices, and identified new procedure codes. Fiscal and billing details are outlined in the specific guidance.</p>	5/5/2020

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Budget/Billing	I understand that in order to bill for day program individuals, we have to provide a live session for at least one hour daily M-F. What happens if the family members and other residential providers are declining to spare the 1 hour for a session due to various reasons?	DDA encourage teams to use person-centered thinking skills to discuss each participant's needs, risk factors, and ways to mitigate those risks including what technology, environmental, and staff supports will be provided to mitigate those risk(s) during specific activities and situations. The emphasis and conversation is around why the supports are being provided and the best way to provide them during this State of Emergency. Participant's and families have the choice to receive the services being offered or to decline them.	5/5/2020
Budget/Billing	If the day program provider continues to send the activity lesson plans and also be available for live sessions daily, could that be a billed service delivery even if the family member does not log in for the session?	An activity schedule alone does not meet the standard for service delivery. As per COVID-19 #17: DDA Meaningful Day Services - Minimum Service: Providers may bill for a day of Meaningful Day services, if they provided the recipient with, at minimum, one hour of cumulative, direct, or remote supports during that day. The provider shall document services provided, service delivery method (e.g., Skype, Zoom, Facetime, telephonic, or direct care.), name of staff person providing service, and start and end times. Therefore if the person did not log in for the session, it can not be billed.	5/5/2020
Budget/Billing	As a provider that is approved for both residential and day services are we able to provide individuals with both? Meaning, could we provide remote day services while receiving the shared ILOD at the residential site? Can we bill for both residential and day?	Yes if the person was not authorized for dedicated supports (i.e. ILOD) prior to the crisis. If the person is not authorized for dedicated supports in lieu of day services, then the Provider can bill for both when providing Meaningful Day as per DDA guidance for remote services and minimum service hours. This is because the DDA Appendix K #2-Residential Day Time Shared Service Hours Authorization provides additional shared hours for the home.	5/5/2020
Budget/Billing	Appendix K effective date is March 13, however since some of the guidance came out this week, families who have been providing the supports for the last month were not documenting, nor do we have formal documentation they were trained in the PCP, NPOC, and BP. Are we able to bill as of the effective date for families who provided the service or do we need to begin now, going forward?	As per federal approval, families members must at a minimum have a background check. In an effort to expedite service delivery during the pandemic, training requirements can be waived for family members willing to provide services to participants this includes the PCP, Nursing Care Plan, and Behavioral Plan providing the family members is familiar with them. A provider who chooses to utilize non-traditional staff in direct support positions must initiate appropriate background checks, and MVA checks (if driving), but may place the staff person on the schedule immediately after performing an abbreviated background check using the name, birthdate, and social security number of the potential new hire. Documentation of service delivery is required as per the DDA Service Authorization and Provider Billing Documents guidance. Reference: DDA Appendix K #6 - Staff Training and On-boarding Flexibility at <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a>	5/5/2020

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Budget/Billing	Can you provide some clarity on the codes that should be used in billing? What is the difference between Code C and Code IS? Can IS code be used after a client has been diagnosed as negative for COVID-19 for residential services	<p>For CLGH, Supported Employment, Community Development Services, Career Exploration, and Day Habilitation a provider shall enter "C" day (as reference to COVID-19 Retainer Payment) into PCIS2 attendance sheet. Retainer days will pay through the normal PCIS2 prospective payment process.</p> <p>Community Living - Group Home providers shall enter "IS" referencing Isolation Day in the attendance calendar in PCIS2. It is to be used when the person has a positive COVID-19 determination up to 21 consecutive days. The days identified as Isolation Days will be paid at the increased rate of 150% of the current authorized rate for the Community Living-Group Home service including add-ons as set forth in the participant's person-centered plan and budget.</p>	5/5/2020
Budget/Billing	Can the one hour of meaningful day service be shared by several individuals receiving the one hour	Yes. Supporting documentation is required as per the DDA Service Authorization and Provider Billing Documentation guidance.	5/5/2020
Budget/Billing	Since we are already at more than 18 days being at home, how can we pay staff to retain them beyond this point? if we pay staff for up to 6 hours for providing one hour virtually, where will the money come from to pay both family as staff while we also pay staff for 6 hours ?	The DDA encourage teams to use person-centered thinking skills to discuss each participant's needs and staff (including hiring families) supports provided during specific activities and situations.	5/5/2020
Budget/Billing	Can increased rate start when tests are pending instead of when they are positive?	No. The increased rate can be requested beginning the date that the participant was determined COVID-19 positive and may be billed up to 21 consecutive days while the participant is in isolation.	5/5/2020
Budget/Billing	If a day provider bills for modified meaningful day, will the residential provider still be able to bill for residential day time supports?	Yes. Under the Appendix K Emergency Preparedness and Response, there are circumstances when both providers will bill when both Meaningful Day services and residential providers are provided.	5/5/2020
Budget/Billing	Is it accurate to say that the one hour of "remote" meaningful day supports can be done by one staff in a residential home for multiple people/group of any ratio for that hour? Or does it have to be one hour per person in order to bill?	Yes.	5/5/2020
Budget/Billing - Virtual Services	Can residential services bill during day hours if they providing virtual services supervision for day programs	Yes	5/5/2020

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Constant Contact Information	I am not receiving the emails you have referenced today. I receive some DDA emails from some departments. However, I am not receiving these.	If you are not receiving the emails referenced in the webinar, please complete and submit the form found at: <a href="https://visitor.r20.constantcontact.com/manage/optin?v=001duPUQ89Y6uaUZUHFrfB4sWTTzG_f0OyyaLK5sCA8NzYeIx9bZrBwViCN-BSSaq8x4k2S-x7OlrMxyvzFLzka_MbZ9n3hr4gLvdxhA6vg3Q7gsgNfgdLcGK68pyS-xfQTEsGgMuuCcnjoS7kn0Do6kzzIB55POaSMFJZO8ge9yJrSiffDp5Jw%3D%3D">https://visitor.r20.constantcontact.com/manage/optin?v=001duPUQ89Y6uaUZUHFrfB4sWTTzG_f0OyyaLK5sCA8NzYeIx9bZrBwViCN-BSSaq8x4k2S-x7OlrMxyvzFLzka_MbZ9n3hr4gLvdxhA6vg3Q7gsgNfgdLcGK68pyS-xfQTEsGgMuuCcnjoS7kn0Do6kzzIB55POaSMFJZO8ge9yJrSiffDp5Jw%3D%3D</a>	5/5/2020
Coordinators of Community Services	Are Coordinators of Community Services updated on all guidelines and updates?	All DDA stakeholders receive notification of the DDA guidance posted on the dedicated webpage at the same time. All stakeholders are encouraged to participate in the upcoming webinars. The DDA has been in communicating with Coordinators of Community Services (CCS) management and will be conducting a CSS specific webinar to address questions.	5/5/2020
COVID-19 Testing	Can you confirm the best way to help an individual gain access to a COVID test?	As per the Department's website, generally, only people who exhibit symptoms and are at high risk (older, underlying conditions) require a test. Reference: <a href="https://coronavirus.maryland.gov/pages/symptoms-testing">https://coronavirus.maryland.gov/pages/symptoms-testing</a>	5/5/2020
Death - COVID	What form should we use for someone who passed away due to COVID?	Please immediately notify the Regional Office and complete an incident report as per the Policy on Reportable Incidents and Investigations.	5/5/2020
Electronic Signature	With the Covid-19 it has made it difficult to get the client to sign approve invoice payment is there an option for this approval method if so please explain	The Appendix K provides the option for an electronic method of signing off on required documents.	5/5/2020
Emergency Placements	Is the DDA still reviewing situations for emergency placement? If so, how long would it take to get approval for the funding?	Yes. Please contact the DDA Regional Office for emergency placement request.	5/5/2020
Go-Teams	Do people that self direct their services have access to the Go-Teams?	No. At this time the Maryland Department of Health, in coordination with the Maryland National Guard and other local partners, has assembled "go-teams" to provide support to providers during outbreaks in Congregate Settings/Group Homes.	5/5/2020



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Go-Teams	How is a request for support from a "go-team" made?	<p>To request a "go-team", contact your local health department and local emergency agency. These agencies will assess your organization's current situation and connect you with local resources and the "go-teams" as needed.</p> <p>Contact information for each local entity can be found at: <a href="https://health.maryland.gov/Pages/departments.ASPX">https://health.maryland.gov/Pages/departments.ASPX</a></p>	5/5/2020
Go-Teams	Can you confirm who is eligible to receive support from a 'Go-Team'?	<p>Go-Team information that will be requested can be viewed at: <a href="https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/4.26.20/Go%20Team%20WebEOC%20Information%20Requirements.pdf">https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/4.26.20/Go%20Team%20WebEOC%20Information%20Requirements.pdf</a></p> <p>The Maryland Department of Health, in coordination with the Maryland National Guard and other local partners, has assembled "go-teams" to provide support to providers during outbreaks in Congregate Settings/Group Homes.</p> <p>Reference: <a href="https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/4.26.20/Go%20Team%20WebEOC%20Information%20Requirements.pdf">https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/4.26.20/Go%20Team%20WebEOC%20Information%20Requirements.pdf</a></p>	5/5/2020
Hazard Pay	The state of MD has raised the pay level by \$3.13 for staff who are essential and in close quarters. They get paid this, plus and additional \$2.00 for hazard pay - meaning a positive COVID case. It appears that your Appendix K only requests a bump in hourly wage if there is a positive case. It doesn't even provide a higher wage rate for homes that are quarantined, but with no positive... Why aren't our staff treated fairly and on par with other state employees?	<p>The DDA received approval to provide an increased rate for Community Living - Group Home, Supported Living, Shared Living, Personal Supports, and Nursing Services (e.g. Nurse Health Case Management &amp; Delegation Services, Nurse Consultation, and Nurse Health Case Management) when the person has been determined to be COVID-19 positive.</p>	5/5/2020
Health - CPR	Does DDA have guidance for providers regarding CPR for suspect/positive COVID-19 victims?	<p>Stakeholder should follow guidance from the Center for Disease and Control (CDC). Reference: <a href="https://www.cdc.gov/coronavirus/2019-ncov/index.html">https://www.cdc.gov/coronavirus/2019-ncov/index.html</a></p>	5/5/2020
Incidence Data	Can the DDA breakdown the COVID incidence data by traditional and self direction?	<p>At the present time, the DDA is collecting information from residential providers when they report it to the DDA</p>	5/5/2020
Isolation	Can you clarify what Isolation is ? CDC has a different definition and so does DDA's Appendix K.	<p>The DDA will pay an increase rate for Community Living-Group Homes, Supported Living, Shared Living, and Nursing Service, and Personal Supports when a participant has a positive COVID-19 determination and must be isolated. The increased rate can be requested beginning the date that the participant was determined positive and may be billed up to 21 consecutive days while the participant is in isolation.</p>	5/5/2020

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LTSS Training	Has a plan been put in place for LTSS now that there is less time to support staff in transition? Will LTSS training be rescheduled for another time?	Yes. The DDA is postponing its planned provider billing implementation of LTSSMaryland and the transition to a fee-for-service model with new rates due to the COVID-19 crisis. LTSSMaryland training will be rescheduled. Staff and providers can view training webinars on DDA's LTSSMaryland webpage at: <a href="https://dda.health.maryland.gov/Pages/LTSS%20Maryland.aspx">https://dda.health.maryland.gov/Pages/LTSS%20Maryland.aspx</a>	5/5/2020
MANDT	Will DDA grant extensions for expired/overdue Mandt certifications?	<p>Yes. All licenses and certificates that are scheduled to expire during the State of Emergency and catastrophic health emergency are hereby extended until the 30th day after the date by which the State of Emergency is terminated and the catastrophic health emergency is rescinded as per the Governor's Executive Order.</p> <p>Specific to MANDT, communications that went out to trainers from Mandt stated that Mandt would not extend certifications, but would extend the "grace period" to August 31st so that those staff that missed their recertification date would not have to retake the entire course (4 days). Instead they can take the refresher which is typically 1.5 days as long as it is done by August 31, 2020.</p>	5/5/2020
MBON Requirement	Some provider nurses have described that the Board of Nursing is still going to require face to face or in person visits every 45 or 60 days by the nurse. Is this true? Is this addressed in the appendix k or 1135?	<p>The Maryland Board of Nursing (MBON) has issued a temporary extension of the 45 day assessment to 60 days during the State of Emergency. The MBON has not commented or made a statement about forgoing in person assessment as established in the COMAR regulations and the DDA does not have the authority to issue that change. However, it is the responsibility of the nurse to make decisions and take actions consistent with his/her obligation to provide optimal care and protect the health and safety of the people they support as well as their own health and safety. Therefore, during this State of Emergency, a nurse may make the decision to avoid an in-person contact based on their assessment of the person's health and their environment and conduct phone, skype, or other virtual means. Reference: Public Notice Suspensions of Certain Provisions and Regulations of the Nurse Practice Act.</p>	5/5/2020
MBON Requirement	Does DDA have guidance on providing classes that have been onsite classes as per MBON and DDA. The RN CMDM is mentioned in K; however, delegation is in all RNs licenses without the exemption, thus simply delaying the senate mandated class. There is no reference in Appendix K as to how MT classes will be held during the emergency declaration and it is not addressed by the MBON as the RN notes.	<p>The DDA is unable to provide additional guidance because the MTTP is under the MBON. Please reach out to MBON for further guidance.</p>	5/5/2020

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MBON Requirement	What is required for expired CMT?	The CMTs have 30 days from the date of the Executive Order is lifted to take the course.	5/5/2020
Meaningful Day	Once Day Programs re-open, will we have to mandate mask wearing and temperature checks?	Meaningful Day programs/services should continue to comply with all applicable social distancing requirements or recommendations made by State and local authorities, as well as recommendations from the Centers for Disease Control (CDC). As those continue to change, the DDA will provide information for provider agencies to consider related to community and/or facility-based Meaningful Day services.	5/5/2020
Meaningful Day	Typically, you can't bill for Meaningful Day and Residential hours at the same time. If a person is currently being supported in their residential home and receiving Meaningful Day services at the same time, can both be billed on a given day?	<p>Yes. Under the Appendix K Emergency Preparedness and Response, there are circumstances when both providers will bill when both Meaningful Day services and residential providers are provided.</p> <p>A full day of Meaningful Day service may be billed if people in a residential setting received a Meaningful Day Service at minimum, one hour of cumulative, direct, or remote supports during that day. The Meaningful Day provider shall document services provided, service delivery method (e.g., Skype, Zoom, Facetime, telephonic, or direct care.), name of staff person providing service, and start and end times. The residential provider may have staff on site during this time that can support personal care and behavioral challenges but the primary services and supports should be from the Meaningful Day provider.</p> <p>Additionally, a person receiving Community Living - Group Home (CLGH) and Supported Living (SL) will receive additional add-on hours.</p> <p>However, if a person was authorized for residential dedicated one to one supports (i.e. in lieu of Meaningful Day services) for specific days of the week, then the Meaningful Day provider should not bill for those days.</p>	5/5/2020
Meaningful Day	Any recommendations on the plan for individuals who are not interested in or unable to participate in day services in a remote fashion?	DDA encourage teams to use person-centered thinking skills to discuss each participant's needs, risk factors, and ways to mitigate those risks including what technology, environmental, and staff supports will be provided to mitigate those risk(s) during specific activities and situations. The emphasis and conversation is around why the supports are being provided and the best way to provide them during this State of Emergency. Participant's and families have the choice to receive the services being offered or to decline them.	5/5/2020
Meaningful Day	Meaningful day services provided remotely to individual receiving in-lieu of day services in the group home. Isn't this considered overlap of services? Will both providers be reimbursed?	No. Under the Appendix K Emergency Preparedness and Response, there are circumstances when both providers will bill when both Meaningful Day services and residential services are provided.	5/5/2020

Topic	Question	DDA Response	Posted
Meaningful Day	Can you clarify for CDS the statement of residential staff may provide services for programs such as CDS? If DDA is paying residential provider for CDS but the day provider is providing service remotely how will services be covered?	The DDA will not pay residential providers to provide meaningful day services. The DDA is authorizing a set amount of shared day time service hours to support the additional staffing provider organizations are providing via licensed Community Living-Group Home and Supported Living services.	5/5/2020
Meaningful Day	Can someone get 8 hrs residential during day hours with one provider and overlap with the one hr remote learning with the day program or is this a double-dip?	Yes. Under the Appendix K Emergency Preparedness and Response, there are circumstances when both providers will bill when both Meaningful Day services and residential providers are provided. A full day of Meaningful Day service may be billed if people in a residential setting received a Meaningful Day Service at minimum, one hour of cumulative, direct, or remote supports during that day. The Meaningful Day provider shall document services provided, service delivery method (e.g., Skype, Zoom, Facetime, telephonic, or direct care.), name of staff person providing service, and start and end times. The residential provider may have staff on site during this time that can support personal care and behavioral challenges but the primary services and supports should be from the Meaningful Day provider. Additionally, a person receiving Community Living - Group Home (CLGH) and Supported Living (SL) will receive additional add-on hours.	5/5/2020
Meaningful Day	For doing remote Day Services - does it have to be live or can it be recorded and people watch it later?	However, if a person was authorized for residential dedicated one to one supports (i.e. in lieu of Meaningful Day services) for specific days of the week, then the Meaningful Day provider should not bill for those days. It must be live, it cannot be recorded. A full day of Meaningful Day service may be billed if people in a residential setting received a Meaningful Day Service at minimum, one hour of cumulative, direct, or remote supports during that day. The Meaningful Day provider shall document services provided, service delivery method (e.g., Skype, Zoom, Facetime, telephonic, or direct care.), name of staff person providing service, and start and end times.	5/5/2020
Meaningful Day	Does DDA plan on providing guidance to Meaningful Day service providers related to the re-opening of day services that are facility based?	The DDA will share information for providers to consider during current and future circumstances based on national efforts and recommendations. Each provider will need to consider their business and staffing model when planning for any reopening plans.	5/5/2020

DDA Appendix K - Frequently Asked Questions

Topic	Question	DDA Response	Posted
Meaningful Day	If you have a client who has been on a waiting list with their Day Provider for Employment Services, including Discovery, under Appendix K, could a family member provide those services in their home? Would the PCP need to be amended with the CCS and Day Program Coordinator?	Employment Services are not currently available to those who are not in the pilot program. A person can be authorized for Employment Discovery and Customization (EDC) or Supported Employment (SE) at this time. Participants can complete best practice Discovery activities for Employment under a wide array of Meaningful Day Supports. A family member can provide SE/EDC in their home. Meaningful Day services can be delivered either directly by family members hired by the community-based provider or by phone or through telehealth applications as per COVID-19 #16 -- DDA Waiver Programs Telehealth and Telephonic Guidance -- April 13, 2020 Please see DDA Appendix K # 6 - Staff Training and On-boarding Flexibility at: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a>	5/5/2020
Meaningful Day	For Day Habilitation, can admin time be built into the hour long service? For example, progress notes and unemployment services support.	No. As per COVID-19 #17: DDA Meaningful Day Services - Minimum Service: Providers may bill for a day of Meaningful Day services, if they provided the recipient with, at minimum, one hour of cumulative, direct, or remote supports during that day. The provider shall document services provided, service delivery method (e.g., Skype, Zoom, Facetime, telephonic, or direct care.), name of staff person providing service, and start and end times.	5/5/2020
Meaningful Day	When receiving video day services, who pays for the video equipment and internet...and is the staff providing support while on video from the residential agency compensated as well as the day? How will this work?	Meaningful Day service providers may develop new business models for remote supports. Cost associated with the provider equipment, internet, etc. in the delivery of new business models are part of the provider's operating cost. Participant's with an assessed need for Assistive Technology (AT) devices can be submitted using the DDA COVID-19 Service Authorization Form (DDACOVIDForm#1) or Revised Cost Detail Tool. Please note AT does not include the cost associated with internet access.  DDA is authorizing additional shared service hours for residential sites to support person including assistance with personal care during meaningful day remote supports.	5/5/2020
Meaningful Day - Minimum Service Hours	If daily supports are provided virtually for CDS and Employment clients can we bill if under 4 hours?	Yes. The DDA has received permission under the federal emergency Appendix K authority to temporary suspend the six (6) hour requirement. Please also reference to the COVID-19 #17: DDA Meaningful Day Services - Minimum Service - April 25, 2020 for additional information.	5/5/2020

DDA Appendix K - Frequently Asked Questions

Topic	Question	DDA Response	Posted
Meaningful Day - Minimum Service Hours	Our CDS staff are working to create a curriculum to do with people in their homes. If we are only able to be with the person via facetime, or two hours in person, can we still bill for a day? We will share the curriculum and work as proof of work. However we don't meet the 4 hour guide.	Yes. The DDA has received permission under the federal emergency Appendix K authority to temporary suspend the six (6) hour requirement and for services can be provided remotely.	5/5/2020
Meaningful Day - Payments	Will meaningful day providers (employment, CDS) receive payment during the covid-19 mandated closures?	Yes. The DDA has received permission under the federal emergency Appendix K authority to allow for COVID-19 related retainer payments when participants are not receiving planned services. In addition, services can be provided virtually/remotely and receive payments.	5/5/2020
Meaningful Day - Virtual	If daily supports are provided virtually for CDS and Employment clients will we be able to bill for that day?	Yes. The DDA has received permission under the federal emergency Appendix K authority to add an electronic method of service delivery (e.g., telephonic) allowing services to continue to be provided remotely in the home setting. Please see refer to COVID-19 #16: DDA Waivers Programs Telehealth and Telephonic Guidance, issued April 13, 2020 and effective beginning March 13, 2020 at: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a>	5/5/2020
Meaningful Day - Virtual	If people are in employment services only and their work has ceased in this time and we are doing at home supports with the workplace behavior curriculum and doing facetime or face to face for two hours, can we bill for a day?	Yes. The DDA has received permission under the federal emergency Appendix K authority to add an electronic method of service delivery (e.g., telephonic) allowing services to continue to be provided remotely in the home setting.	5/5/2020
Meaningful Day- Distant learning	What should day programs do if residential providers do not allow individuals to participate in distant learning?	DDA encourage teams to use person-centered thinking skills to discuss each participant's needs, risk factors, and ways to mitigate those risks including what technology, environmental, and staff supports will be provided to mitigate those risk(s) during specific activities and situations. The emphasis and conversation is around why the supports are being provided and the best way to provide them during this State of Emergency.	5/5/2020

Topic	Question	DDA Response	Posted
Meaningful Day- Minimum Service Hours	Typically, our agency bills for Supported Employment on the days the person works, even if we are not providing direct support that day. Under changes in Appendix K, when can we bill for Supported Employment?	<p>Yes. If a person continues to work, a provider can continue to bill for Supported Employment Services, even if no direct support (either remote or in-person) occurs. Additionally, a full day of Supported Employment may be provided (beginning on March 13, 2020 and expiring immediately at the end of the declared emergency or when revised by additional orders such that the Secretary's authority to issue this guidance no longer exists) if the provider:</p> <ol style="list-style-type: none"> <li>1- Provided the recipient with, at minimum, one hour of cumulative, direct, or remote supports during that day. (Per DDA Telehealth and Telephonic Guidance- April 13, 2020)</li> <li>2- Documented services provided, service delivery method (e.g., Skype, Zoom, Facetime, telephonic, or direct care.), name of staff person providing service, and start and end times.</li> </ol> <p>To read Minimum Service Guidance in full go to: <a href="https://files.constantcontact.com/f401fd14401/5671d90d-f98b-4122-b11e-9df7a704a3a1.pdf">https://files.constantcontact.com/f401fd14401/5671d90d-f98b-4122-b11e-9df7a704a3a1.pdf</a></p>	5/5/2020
Medical Appointments	How are residential providers supposed to handle dr appointments if all individuals are home from now through 2021 potentially?	<p>Providers should contact the participant's physician/specialist. Medical professionals are conducting appointments using telehealth.</p>	5/5/2020
MTTP Training	Are there any guidance available on how to provide MTTP training, as training such as Nursing Care Plans, Insulin administration, & Specialized trainings need to be completed in person and are often done in training rooms. Can these courses be provided virtually?	<p>MTTP training is based on the Maryland Board of Nursing (MBON) requirements. Please visit the MBON website at <a href="https://mbon.maryland.gov/Pages/default.aspx">https://mbon.maryland.gov/Pages/default.aspx</a> for current information.</p>	5/5/2020
Outbreak	Can you define what an outbreak is? There is currently different definitions out there. Are group homes categorized in the same group as nursing homes, where one positive is equal to an outbreak.	<p>One positive determination is considered an outbreak.</p>	5/5/2020
Person Friendly COVID-19 Information	Are there resources available for people with support who may not understand all issues related to COVID-19, like social distancing, testing or wearing masks?	<p>Link to person friendly information related to COVID 19: <a href="https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/Information%20for%20People%20and%20Families/COVID%2019%20-%20COVID-19%20(Person%20friendly%20information%20about%20virus).pdf">https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/Information%20for%20People%20and%20Families/COVID%2019%20-%20COVID-19%20(Person%20friendly%20information%20about%20virus).pdf</a></p> <p>The DDA will be hosting a webinar series focused on Maryland's Community of Practice Supporting Families and will include resources related to this. To sign up for the webinars go to DDA's Training Calendar <a href="http://events.r20.constantcontact.com/calendar/monthview?eso=001qyf_MFnlwY_n7IYnREKvKw%3D&amp;llr=pce56arab">http://events.r20.constantcontact.com/calendar/monthview?eso=001qyf_MFnlwY_n7IYnREKvKw%3D&amp;llr=pce56arab</a></p>	5/5/2020

DDA Appendix K - Frequently Asked Questions

Topic	Question	DDA Response	Posted
Person-Centered Plan	What are the expectations with PCPs and other regulatory meetings as we reduce onsite staff and are forced to layoff more staff?	The DDA Appendix K provides the option to conduct person-centered planning meetings virtually/remotely in lieu of face-to-face meetings.	5/5/2020
Person-Centered Plan	If a person has add ons such as one to one services, BSS, state only funded therapy that expires in PCIS at the annual PcP date, how will this be extended without approval of the MRSC and PCP to the sixty days allowed? It will automatically drop out of PCIS, so how will the system continue these services?	<p>To support the immediate need for new COVID-19 related services and supports, the DDA is issuing a new temporary services authorization request process. A request on behalf of the participant for add on services can also be submitted using the DDA COVID-19 Request and Notification - Service Authorization form (DDACOVDForm#1) or revised Cost Detail Sheet. A Modified Service Funding Plan request is not needed.</p> <p>Please refer to:                      1-DDA Appendix K #4 - Exceptions to Pre Authorization and Service Requirements                      2-DDA Appendix K #5 - COVID-19 New Services Authorization Request Process                      Reference: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a></p>	5/5/2020
Personal Protective Equipment	Will more Personal Protective Equipment be made available?	As additional PPE becomes available, the DDA will send out information.	5/5/2020
Personal Protective Equipment	Please provide some insight on acquiring PPE, what is the protocol to request PPE from the regional office. When can we expect to receive the new order form and where is the PPE request form located? Are any of the PPE going to the Health Departments?	<p>The DDA has a limited supply of Personal Protective Equipment (PPE) to distribute to licensed residential settings and participants in the self-direction service delivery model. Disbursement of PPE by the DDA is based on need, utilization of other resources, and continued availability. DDA licensed settings can complete the required form shared by the Regional Offices (RO) and submit based on need to the RO. Self-Directed participants will receive the form from their Fiscal Management Service (FMS) who will assist in submitting to the DDA.</p> <p>Providers directly supporting people who are working can contact the RO to share needs.</p>	5/5/2020
Personal Protective Equipment	Are PPE available to SDS participants? Will there be a revised PPE request form for people in SDS?	Yes. Self-Directed participants will receive the form from their Fiscal Management Service (FMS) who will assist in submitting to the DDA.	5/5/2020



Topic	Question	DDA Response	Posted
<p>Personal Supports</p>	<p>Participants that currently receive 28 hours or more of Personal Supports per week who were receiving Meaningful Day services prior to the State of Emergency will automatically be authorized for six (6) additional hours per day, Monday through Friday for a total of 30 hours per week.</p> <p>Five questions:</p> <p>(1) PCIS has 72 hours per month retainer units in the system, when and how will provider be paid for those units once rendered and attendance completed in PCIS?</p> <p>(2) Where shall provider enter the balance of additional units (total 30 per week - 72 retainer monthly hours)? There is no space in PCIS? When and how will provider be paid for those units?</p> <p>(3) PCIS has retainer units entered for individuals who were not receiving meaningful day services at this time (as an example services ended 3 years ago) - this contradicts the memo, can personal supports provider still bill those units for services rendered or those were entered in error into PCIS for individuals and PCIS will be fixed?</p> <p>(4) Should Individuals return back to day program - are 30 hours per week of PS services no longer authorized to be billed through PCIS?</p> <p>(5) As we understand, day programs are allowed to bill 6 hours per week even when services are provided via phone for at least 1 hour, will this be a duplication for Personal Supports and Day program billing same time?</p>	<p>1- The DDA will process through the regular pay cycle.                  2-Providers shall enter authorized services into the Base Calendar.                  3-The additional personal support hour authorization is separate from the ability to request a retainer payment.                  4-Yes, when people return back to their meaningful day services these additional hours will be ended.                  5- No</p>	<p>5/5/2020</p>

Topic	Question	DDA Response	Posted
Reportable Incidents	Can OHCQ not keep investigating every time someone goes in the hospital as there is nothing any of us could do to prevent an infection other than what we are doing, disinfecting, masks, etc.	<p>The OHCQ will only conduct investigations and site visits for:</p> <ol style="list-style-type: none"> <li>1. Complaints and facility-reported incidents triaged as an immediate jeopardy, Type 1A;</li> <li>2. Licensure of new sites approved by the DDA and forwarded to OHCQ;</li> <li>3. Complaints or facility-reported incidents alleging or related to serious infection control issues (not merely the lack of PPE);</li> <li>4. Complaints or facility-reported incidents involving children receiving services;</li> <li>5. Biannual surveys of providers serving children;</li> <li>6. Offsite administrative reviews of complaints and facility-reported incident;</li> <li>7. Offsite administrative reviews of complaints or facility-reported incidents related to abuse or neglect with onsite investigations that meet one of the above criteria; and</li> <li>8. Off-site mortality reviews with on-site investigations that meet one of the above criteria.</li> </ol>	5/5/2020
Residential	Are DDA funded Community Living-Group Home sites considered as "Other facilities" in Gov. Hogan's most recent executive order?	This order does not apply at this time.	5/5/2020
Residential	Can you please clarify if DDA residential providers are part of the Governor's Executive Order from April 29th?	This order does not apply at this time.	5/5/2020
Residential	Will the DDA provide us client list for shared residential hours? When will they let us know who has the shared residential hours?	Yes, the DDA will share the list of with providers. We anticipate sharing in the next week.	5/5/2020
Residential Day Time Shared Hours	For residential services we can bill up to 8 hours in a home w/ up to 3 people. Is that hours total or 8 hours per person?	It is eight (8) shared hours for the home, not per person. Please refer to the DDA Appendix K #2 - Residential Day Time Shared Service Hours Authorization guidance at: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a>	5/5/2020
Residential Day Time Shared Service Hours	What form does residential providers submit to bill for day hours and when can we submit?	Shared add-on service hours will be added to one or more persons in each home (via a data patch in PCIS2) where at least one (1) participant is currently receiving Meaningful Day Services and will be based on the number of people supported in the home. There are no forms to complete. There are no changes to the billing process. Providers shall enter and certify attendance in PCIS2. Any payable day will include the additional shared hours and paid through the normal quarterly payment process. (Reference: DDA Appendix K #2 - Residential Day Time Shared Service Hours Authorization)	5/5/2020

DDA Appendix K - Frequently Asked Questions

Topic	Question	DDA Response	Posted
Residential Day Time Shared Service Hours	Will there be a relief for residential programs who are providing unfunded services for individuals who are typically in day programs?	Yes. Shared add-on service hours will be added to one or more persons in each home (via a data patch in PCIS2) where at least one (1) participant is currently receiving Meaningful Day Services and will be based on the number of people supported in the home. Reference: DDA Appendix K #2 - Residential Day Time Shared Service Hours Authorization	5/5/2020
Residential Day Time Shared Service Hours	How are you going to handle payment for "services in lieu of day"? Residential providers are supporting individuals during the day and are not funded for this. Do we have do a new plan for every person?	<p>If a person typically receives Meaningful Day services, but needs to be supported in their home during this crisis, it is not necessary to do a Modified Service Funding Plan (MSFP) or to request Residential dedicated supports (i.e. in lieu of day). A person can receive Meaningful Day Services in their home or can be supported by their Residential staff and receive a Residential Retainer Day for the home, or a combination of both on the same day.</p> <p>In circumstances where Meaningful Day services can not be provided, due to State Executive Orders (including the closures of day programs and schools) and Governor Hogan's Stay at Home Executive Order 3-30-20, the DDA is authorizing a set amount of shared day time service hours to support the additional staffing provider organizations are providing via licensed Community Living-Group Home and Supported Living services. A new plan is not required. Please see the DDA Appendix K #2- Residential Day Time Shared Service Hours Authorization at: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a></p>	5/5/2020
Residential- Distant learning	Please provide some insight on distant learning for residential providers. What are some distant learning options?	There are various distant learning and remote service delivery options. Please refer to the resources listed on the dedicated DDA COVID-19 pages for (1) Information for People and Families, (2) Information for Direct Support Professionals; and (3) Information for Providers at <a href="https://dda.health.maryland.gov/Pages/DDA_COVID-19_Information.aspx">https://dda.health.maryland.gov/Pages/DDA_COVID-19_Information.aspx</a> .	5/5/2020
Residential- Distant learning	Will residential providers receive funding for distance learning? What about billing, can it be billed back to March 13th?	No	5/5/2020

DDA Appendix K - Frequently Asked Questions

Topic	Question	DDA Response	Posted
Retainer Payment	Please provide some guidance on what a retainer is. When would it be approved?	<p>Retainer payments are for direct care staff and providers who normally provide services that include habilitation and personal care, but are currently unable to due to: (1) health and safety risk; (2) State mandates; (3) complications experienced during the COVID-19 pandemic because the participant is sick due to COVID-19; and/or (4) the participant is isolated or quarantined based on local, State, federal and/or medical requirements/orders.</p> <p>Retainer payments have been authorized for the following services: Employment Services, Supported Employment, Community Development Services, Career Exploration, Day Habilitation, Personal Supports, Community Living - Group Home and Supported Living services.</p> <p>Under the self-directed service delivery model, the participant, as the employer of record, must approve it.</p>	5/5/2020
Retainer Payment	Is it appropriate that people are utilizing the enhanced sick and safe leave as well as PTO without cap at this time?	DDA cannot provide legal advice or technical guidance related to employment issues.	5/5/2020
Retainer Payment	We were told that Providers would be made whole via Appendix K but it shows Providers will only receive 80% from the retainer days. How are Providers to make up the remaining 20% to prevent further cuts?	<p>The DDA received approval to provide Retainer Payment at up to 80% of the rate when providers are not providing or paying for services, for a particular person. Providers are encouraged to explore Small Business Administration (SBA) payroll loans and traditional loans. For more information related to Maryland Coronavirus Information for Businesses, visit: <a href="https://govstatus.egov.com/md-coronavirus-business">https://govstatus.egov.com/md-coronavirus-business</a> and DDA's Provider Funding Flexibilities At a Glance at <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a></p>	5/5/2020

Topic	Question	DDA Response	Posted
Retainer Payment	What services are the retainer days approved for?	<p>DDA has received approval for retainer payments for the following services:</p> <p>Traditional Service Delivery Model</p> <ol style="list-style-type: none"> <li>1. Employment Services, Supported Employment, Community Development Services,</li> <li>Career Exploration, and Day Habilitation</li> <li>2. Personal Supports</li> <li>3. Community Living - Group Home</li> <li>4. Supported Living</li> </ol> <p>Self-Directed Service Delivery Model</p> <ol style="list-style-type: none"> <li>1. Employment Services, Supported Employment, Community Development Services,</li> <li>Career Exploration, and Day Habilitation</li> <li>2. Personal Supports</li> </ol>	5/5/2020
Retainer Payment	How can retainer payments be billed?	<p>For CLGH, Supported Employment, Community Development Services, Career Exploration, and Day Habilitation a provider shall enter "C" day (as reference to COVID-19 Retainer Payment) into PCIS2 attendance sheet. For Supported Living services, a provider shall bill the retainer days using the Community Pathways invoice along with the corresponding CMS 1500s. For Personal Supports services, there are two calendars in PCIS2. Providers shall enter regularly authorized services into the Base Calendar and enter 15-minute units for retainer payment on the new "COVID-19 Retainer Calendar". Participants, who are enrolled in the self-directed services delivery model, shall send authorization for retainer payments to the FMS provider.</p> <p>DDA guidance related to retainer payments can be viewed in the DDA Appendix K #1 - Retainer Payment Guidance.</p>	5/5/2020
Retainer Payment	How will the "up to 80% retainer fee will be assessed? What will the stipulation of the retainer payment be? Does it factor in a person's matrix score or add-ons?	<p>Retainer payment for Meaningful Day services will be paid at 80% of the authorized rate including add-ons for both the self-directed and traditional service delivery models, as set forth in the participant's person-centered plan and budget, for both the self-directed and traditional service delivery models.</p>	5/5/2020
Retainer Payment	Can retainer payments be used to pay staff whose agencies are currently closed?	<p>Yes, providers may request a COVID-19 Retainer Payment when they are not providing or paying for services for a participant.</p>	5/5/2020

Topic	Question	DDA Response	Posted
Retainer Payment	Will MSFPR be required to add retainer days to SDS budgets?	No	5/5/2020
Retainer Payment	What are the current limits associated with retainer payments?	<p>At this time retainers payments are limited as follows:</p> <ul style="list-style-type: none"> <li>1-Career Exploration up to 18 days or 108 hours under self-directed services;</li> <li>2-Community Development Services up to 18 days or 108 hours under self-directed services;</li> <li>3-Community Living-Group Home services up to 18 days;</li> <li>4-Day Habilitation up to 18 days;</li> <li>5-Employment Services up to 108 hours;</li> <li>6-Personal Supports up to 72 hours;</li> <li>7-Supported Employment up to 18 days or 108 hours under self-directed services; and</li> <li>8- Supported Living up to 18 days.</li> </ul>	5/5/2020
Retainer Payment	Can extra retainer days be requested?	No	5/5/2020
Retainer Payment	Will the day retainer days be billed through PCIS? When will the additional retainer days be added to PCIS-2 for both residential, DAY, CDS and Employment?	Yes. The DDA has modified PCIS2 to include a new "C" day (as reference to COVID-19 Retainer Payment).	5/5/2020
Retainer Payment	To clarify, is it 18 retainer days total for Meaningful Day or 18 days per month?	The authority is for 18 total days per calendar year.	5/5/2020
Retainer Payment	K states retainer days are approved on case by case basis, will each individual need approval in their plan to use retainer days or can we assume if the entire center was closed we can apply retainer days?	Retainer payments do not need to be approved in Person-Centered Plans. Providers can submit a claim as per the DDA Appendix K #1 - Retainer Payment Guidance located at: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a>	5/5/2020
Retainer Payment	Is DDA pursuing any other methods of funding or supporting Day Programs during this crisis? With only 18 days being covered and we're in day 45 or so, that's going to be a tremendous shortfall for Day Providers.	The DDA received approval to provide Retainer Payment at up to 80% of the rate when providers are not providing or paying for services, for a particular person. Providers are encouraged to explore Small Business Administration (SBA) payroll loans and traditional loans. For more information related to Maryland Coronavirus Information for Businesses, visit: <a href="https://govstatus.egov.com/md-coronavirus-business">https://govstatus.egov.com/md-coronavirus-business</a> and DDA's Provider Funding Flexibilities At a Glance at <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a>	5/5/2020

Topic	Question	DDA Response	Posted
Retainer Payment	Can you clarify the # of retainer currently approved for residential services in CPW? Your appendix K guidance says 30 days (plus the new 18 days). I thought it was 33 in the existing waiver.	The DDA has been informed by CMS that retainer payment time limit may not exceed the lesser of 30 consecutive days or the number of days for which the State authorizes a payment for "bed-hold" in nursing facilities (Reference: CMS Olmstead Update letter #3 July 25, 2000). The approved Appendix K Retainer Payment replaces the Residential Retainer Fee noted within the FDA's Community Pathways approved waiver. Therefore, a provider can only seek payment for up to 18 days for Retainer Payments per calendar year. DDA Appendix K #1 - Retainer Payment Guidance was revised May 3, 2020 to reflect this information.	5/5/2020
Retainer Payment	With regards to Appendix K, on the letter, it says that it will be effective from 3.13.20-3.12.21. With regards to the retainer days, can they be used throughout this whole time period?	Yes up to the approved limit per service.	5/5/2020
Retainer Payment	If we already certified March attendance without retainer days marked "C", are we able to add those in and re-certify for March?	Yes	5/5/2020
Retainer Payment	For a day program - the 18 days retainer is this only 18 days from March 13th. In other words, if we still had an individual that we were able to serve but not as many days as we would normally, do those true present days count against the max 18 retainer days or are the 18 additional for days we would normally serve the individual that we weren't able to?	Retainer payment can be used when Meaningful Day services and programs have been closed due to State mandates to protect the public's health. In these situations, providers may request a COVID-19 Retainer Payment when they are not providing or paying for services for a participant. For each day you were able to support the person, you should bill as a present day.	5/5/2020
Retainer Payment	Will the DDA be requesting for additional retainer days	No. The time limit for the retainer payment may not exceed the lesser of 30 consecutive days or the number of days for which the State authorizes a payment for a "bed-hold" in nursing facilities. Currently, Maryland Medicaid State Plan nursing facility "bed-hold" days are limited to 18 days. If either the Maryland Medicaid State Plan "bed-hold" days or federal restrictions are changed, COVID-19 retainer payments may be paid up to 30 days which is already approved in the Appendix K.	5/5/2020
Retainer Payment	Are the 18 days mentioned in appendix K pro-rated by a person's average hours per their current funding? Does this apply to all staff or per staff?	Meaningful Day hourly services (provided under self-direction service delivery model and the pilot) retainer payment time limit may not exceed 108 hours is per service regardless of the number of staff providing the service.	5/5/2020
Retainer Payment	Must retainers day be billed consecutively?	No	5/5/2020
Retainer Payment	Are retainer days only able to be used during executive order or any time until expiration of Appendix K.	Retainer payments are available from March 13, 2020 to March 12, 2021.	5/5/2020

DDA Appendix K - Frequently Asked Questions

Topic	Question	DDA Response	Posted
Retainer Payment	Can DDA provide some guidance on what providers should do after the 18-day limit on retainer days have passed for the services such as residential services. Because a lot of us have already gone beyond the 18-day limit.	The DDA received approval to provide Retainer Payment at up to 80% of the rate when providers are not providing or paying for services, for a particular person. Providers are encouraged to explore Small Business Administration (SBA) payroll loans and traditional loans. For more information related to Maryland Coronavirus Information for Businesses, visit: <a href="https://govstatus.egov.com/md-coronavirus-business">https://govstatus.egov.com/md-coronavirus-business</a> and DDA's Provider Funding Flexibilities At a Glance at <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a>	5/5/2020
Retainer Payment	Please provide some guidance. What happens to the funding for a service provider when a client who is usually in residential services has been moved home since March 15th due to COVID -19. I am worried that the provider will not be reimbursed. If family members are able to provide services to their family, does that eliminate the 18-day retainer day payment?	The DDA Appendix K provider the opportunity to provide services in alternative settings such as the family home and to hire family members as staff to provide residential services in the family home. In this situation the residential services could be billed. When services is rendered by relatives or legally responsible individuals, the provider agency authorized to render the Community Living - Group Home is responsible for ensuring that services are provided as authorized in the PCP and that billing occurs in accordance with DDA requirements. For additional information please see DDA's guidance on DDA Appendix K #6 - Staff Training and On-boarding Flexibility and DDA Appendix K #8 - Service Delivery in Alternative Settings and Out of State.	5/5/2020
Self-Directed Service Delivery Model	When will the FMS start processing requests?	We anticipate FMS will start processing request after the May 6th webinar.	5/5/2020
Self-Directed Service Delivery Model	When will payments for day service for residential providers began?	As per the DDA Appendix K #2 - Residential Day Time Shared Service Hours Authorization service are effective March 13, 2020.	5/5/2020



Topic	Question	DDA Response	Posted
Self-Directed Service Delivery Model	How do we CCS's request for the \$2000? Can that be done through the form or will it be done automatically	<p>The DDA has authorized self-directed budgets to be increased by \$2,000 for the use of the following services or combination of these:</p> <ul style="list-style-type: none"> <li>1-Additional Direct Support Service Hours (e.g., Personal Supports, Community Development Services);</li> <li>2-Increase Support Broker hours (up to 20/month);</li> <li>3-Staff Recruitment – limited to an additional \$500 for a total of \$1,000; and</li> <li>4-Personal Protective Equipment/Supplies not limited to gloves, masks, gowns, face shields, cleaning supplies, etc.</li> </ul> <p>The FMS providers can approve up to an additional \$2,000, above a participant's current approved budget amount, for specific services noted above. Participants will use a new DDA COVID-19 Self-Direction (DDACOVIDForm#5) to inform the FMS how they would like to utilize the funding for the above services.</p>	5/5/2020
Self-Directed Service Delivery Model	When will FMS be able to apply to Appendix K regarding Self-Direction?	<p>The DDA is conducting a webinar on May 6th so that participants in self directed services, families and FMS will have all the needed information to implement new provisions.</p>	5/5/2020
Self-Directed Service Delivery Model	If MSFP's are not required, what is the requirement of tracking needs and expenditures (pertains to items that would be approved normally, primarily increase in PTO, staff support, new or increased use of vendor agencies as back up, etc.) and are FMSs given go ahead to pay.	<p>The DDA is working with the FMS agencies to develop simplified processes and form to request and be authorized for services including:</p> <ul style="list-style-type: none"> <li>1- The use of DDA COVID-19 Self-Direction Form (DDACOVIDForm#5) to: <ul style="list-style-type: none"> <li>a- Move funds from one budget line item to another including new services without DDA preauthorization;</li> <li>b- Access an additional \$2,000 for increase in staffing, staff recruitment, increase Support Broker supports, and purchase of Personal Protective Equipment;</li> <li>c- Authorize Retainer Payments; and</li> </ul> </li> <li>2- The use of the Revised Cost Detail Sheet to request new services or increase other existing services.</li> </ul>	5/5/2020
Self-Directed Service Delivery Model	Can an SDS individual provide retropayment to their family member if the family member has been providing services in lieu of a normal staff person that has been unable to provide the services due to COVID-19?	<p>Yes providing they meet all standards and requirements outlined in the federally Appendix K and the DDA Waiver program.</p>	5/5/2020
Self-Directed Service Delivery Model	When will it be a good time to submit New Service Authorization Request?	<p>They can be submitted at any time to the dedicated DDA Regional Office email account noted in the DDA Appendix K #5 - COVID-19 New Services Authorization Request Process guidance.</p>	5/5/2020

DDA Appendix K - Frequently Asked Questions

Topic	Question	DDA Response	Posted
Self-Directed Service Delivery Model	If we hire a family member to do PS, can they still give their loved ones medications?	Yes	5/5/2020
Self-Directed Service Model	Can retainer payments be accessed for people that are self directing services?	Yes. See DDA Appendix K #1 - Retainer Payment Guidance at <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a> .	5/5/2020
Self-Directed Service Model	Are regional offices still processing Budget modifications and plan modifications.	Yes. The RO are processing plan and budget modifications unless as otherwise noted in the DDA Appendix K topic specific guidance.	5/5/2020
Self-Directed Service Model	Is funding available for SDS to increase support hours for students who are not currently receiving services?	Yes	5/5/2020
Self-Directed Service Model	As a self-directed service individual, I need some clarity on what you mean by "COVID-19 Retainer Payment for Personal Supports, up to 120 hours within the authorized limit, unless otherwise authorized by the DDA" Does this mean that we will only have 120 hours for retainer pay? Can this be modified if need be?	As per DDA Appendix K #1 - Retainer Payment Guidance, Personal Support (PS) retainer payment time limit may not exceed 72 hours. Increases to Retainer Payments will require additional funding and approval from the Governor's Office.	5/5/2020
Self-Directed Service Model	How can SDS Participants and their teams proceed to allow "retainer" payments to be included in their plan and budgets?	The DDA is authorizing the use of retainer payments for all participants self-directing services as per DDA Appendix K #1 - Retainer Payment Guidance. Therefore plans and budgets do not need to be updated.	5/5/2020

Topic	Question	DDA Response	Posted
Self-Directed Service Model	Can you provide some guidance on how to pay staff who are affected with COVID-19 especially with the self directed program. Can staff be paid if they don't work due to virus safety concerns?	<p>Participants self-directing services, as the employer of record, determine staff schedules, pay rates, benefits including paid time off (PTO), and authorize timesheets/invoices based on their approved budget.</p> <p>Under Appendix K, the DDA received approval so that participants may access Retainer Payments to pay staff. Retainer payments are for direct care staff and providers who normally provide services that include habilitation and personal care, but are currently unable to due to: (1) health and safety risk; (2) State mandates; (3) complications experienced during the COVID-19 pandemic because the participant is sick due to COVID-19; and/or (4) the participant is isolated or quarantined based on local, State, federal and/or medical requirements/orders. Retainer payments have been authorized for the following services: Employment Services, Supported Employment, Community Development Services, Career Exploration, Day Habilitation, Personal Supports, Community Living - Group Home and Supported Living services.</p> <p>Under the self-directed service delivery model, the participant, as the employer of record, must approve PTO and retainer payments as per their authorized budget and DDA Appendix K #1 - Retainer Payment Guidance.</p>	5/5/2020
Self-Directed Service Model	Can Self -Directed individuals use appendix k to increase staff wages during pandemic and how is funding added to the budget and also for the added support broker hours. Can we provide premium pay to staff who will be exposed	<p>Participants self-directing services have the option to increase pay and add additional support broker hours including:</p> <ol style="list-style-type: none"> <li>1- Moving funding within their existing budget to support this increase (Reference DDA Appendix K);</li> <li>2- Authorizing up to \$2000 above their authorized budget to support any of the following (1) increased need in services (e.g., Personal Supports, Community Development Services); (2) increase Support Broker hours, (3) Staff Recruitment; and (4) Personal Protective Equipment/Supplies (Reference DDA Appendix K);</li> <li>3-Increasing current rate for personal supports, supported living, and nursing, by no more than 50%, for directly supporting the participants that have a positive COVID-19 determination for up to 21 consecutive days. (Reference: DDA Appendix K #7 - Increased Rate for Supporting Person with COVID-19 Virus); and</li> <li>4- Submitting a Revised Cost Detail Sheet to the DDA Regional Office to request additional funding for Support Broker services (Reference: DDA Appendix K #5 - COVID-19 New Services Authorization Request Process)</li> </ol>	5/5/2020

DDA Appendix K - Frequently Asked Questions

Topic	Question	DDA Response	Posted
Self-Directed Service Model	Can you provide some guidelines what forms individuals in Self – Direction should use for Appendix K for implementation?	Participants self-directing services will use the DDA COVID-19 Self-Direction (DDACOVDForm#5) and Revised Cost Detail Sheet.	5/5/2020
Self-Directed Service Model	Provide some guidance on what to do for individuals in self directions who have personal support staff that work normal part time hours due to day programs. Since the day program has been closed due to the virus. Will person support staff be paid for more hours than in the current budget? Will overtime be allowed? What if the staff is family member?	Participants self-directing services, as the employer of record, determine staff schedules and authorize timesheets/invoices based on their approved budget.  Under Appendix K, the DDA received approval so that participants and providers may hire legal guardians and relatives for the delivery of services for greater than 40-hours per week without FDA's prior authorization. Please refer to DDA Appendix K #8 - Service Delivery in Alternative Settings and Out of State at: Reference:https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx	5/5/2020
Self-Directed Service Model	Can people self-directing services use COLA funds to assist during this time?	No. The COLA is for specific staff benefits and increases not for services.	5/5/2020
Self-Directed Service Model	If a participant in self-direction needs additional supports during this time, how do they request an increase or new service?	Participants self-directing services will use the DDA COVID-19 Self-Direction (DDACOVDForm#5) and Revised Cost Detail Sheet.	5/5/2020
Self-Directed Service Model	To protect DD individuals with medical issues, some families have moved their family members home during this time of social distancing. We need some guidance on how to continue paying staff. Some have funds under "Health and Other Benefits" line under both Personal Services and Community Learning categories that they plan to use as PTO. Moving forward, is there a need to modify the budget to move money from other lines?	Yes. Participants can use the DDA COVID-19 Self-Direction (DDACOVDForm#5) to move funding to PTO.	5/5/2020
Self-Directed Service Model	For individuals using Direct Support services, is there a different code that should be used to indicate the time is being justified under appendix K?	The DDA has established specific codes related to Appendix K that are incorporated into PCIS2 and invoices and will be provided to Fiscal Management Service providers to submit claims.	5/5/2020
Self-Directed Service Model	If someone in self-directed receives 5 hours a day, but during the pandemic are receiving reduced hours of virtual services, can we bill for the 5 hours we would normally bill?	No	5/5/2020

Topic	Question	DDA Response	Posted
Self-Directed Service Model	What approval is need for people self-directing services to use the additional \$2000 for self-directed services?	For those in self-direction, the DDA has authorized self-directed budgets to be increased by \$2,000. The Fiscal Management Services authorize up to \$2000 above the authorized budget to support any of the following (1) increased need in services (e.g., Personal Supports, Community Development Services); (2) increase Support Broker hours, (3) Staff Recruitment; and (4) Personal Protective Equipment/Supplies.	5/5/2020
Self-Directed Services - Essential Staff	Now that the governor has issued an executive order to close non-essential businesses, are self-directed services considered essential?	Direct support staff that provide services for individuals in self-direction are considered essential personnel. For additional guidance related to essential staff travel, please visit: <a href="https://files.constantcontact.com/f401fd14401/1660019e-8512-4fd6-94a1-ab5bf25206f8.pdf">https://files.constantcontact.com/f401fd14401/1660019e-8512-4fd6-94a1-ab5bf25206f8.pdf</a>	5/5/2020
Self-Directed Services - Essential Staff	If Montgomery County issues shelter in place what does this mean for self directed participants who have and need direct support staff everyday. Will the staff be able to come to work?	Yes, direct support staff are able to continue working for self-directed participants, as they are considered essential personnel. For more information, please Governor Hogan's Executive Order: <a href="https://governor.maryland.gov/wp-content/uploads/2020/04/Disability-Services-3.31.20.pdf">https://governor.maryland.gov/wp-content/uploads/2020/04/Disability-Services-3.31.20.pdf</a>	5/5/2020
Self-Directed Services - Hazard Pay	Can people using Self Directed Services pay Hazard Pay differential up to the maximum customary rate if it's within their current budget to do so?	Yes	5/5/2020
Self-Directed Services - Retainer Days	In Self Directed Services, under Appendix K, will 120 hours be allotted for each 30 day time period until this COVID crisis is resolved?	No. The Retainer Payments limits apply from March 13, 2020 through March 12, 2020. Under self-direction, the limits are: 1-Career Exploration up to 108 hours; 2-Community Development Services up to 108 hours; 3-Day Habilitation up to 108 hours; 4-Employment Services up to 108 hours; 5-Personal Supports up to 72 hours; and 6-Supported Employment up to 108 hours.	5/5/2020
Self-Directed Services - Staff Paid Time Off	I am a support broker and have some clients who are uncomfortable having staff in house right now. Can we put the staff on unemployment insurance or at least keep paying them since it is not their fault that they cannot work, we are telling them not to come to work, I really do not want all the staff to suffer and not be able to pay their bills at this time. I do think this pandemic is going to be affecting staffing for several months not weeks I don't want to put staff in a desperate situation.	As the employer of record, the participant or their authorized representative can make this decision. The DDA has received permission under the federal emergency Appendix K authority to allow for additional payments for COVID-19 related retainer payments when participants are not receiving planned services under the self-directed services delivery model. Therefore, participants can make decision for their staff related to retainer payments within the limits of the approved Appendix K.	5/5/2020

Topic	Question	DDA Response	Posted
Self-Directed Services - Staff Paid Time Off	Please provide clarity if self-directed participants are required to pay their direct support staff PTO, particularly in situations where the staff is sick during this COVID-19 pandemic. Will payment for PTO affect the participant's self-directed budget?	As the employer of record, the participant or their authorized representative can make this decision. The DDA has received permission under the federal emergency Appendix K authority to allow for additional payments for COVID-19 related retainer payments when participants are not receiving planned services under the self-directed services delivery model. Therefore, participants can make decision for their staff related to retainer payments within the limits of the approved Appendix K.	5/5/2020
Self-Directed Services - Staff Paid Time Off	Given the Governor's order to stay home, can DDA provide some guidance for self-directed services on how to make sure that staff is being paid? Should sick and safe leave be used in cases where day programs are closed, and staff needs to be paid to stay afloat. Will families and providers be given the opportunity to modify their budgets to reflect leave?	As the employer of record, the participant or their authorized representative can make this decision based on local and State employment requirements. The DDA has received permission under the federal emergency Appendix K authority to allow for additional payments for COVID-19 related retainer payments when participants are not receiving planned services under the self-directed services delivery model. Therefore, participants can make decision for their staff related to retainer payments within the limits of the approved Appendix K.	5/5/2020
Self-Directed Services - Staff Paid Time Off	Will providers have to pay unemployment since the governor made an announcement about relaxing unemployment benefits	The DDA cannot provide legal advice or technical guidance related to employment issues.	5/5/2020
Self-Directed Services - Staff Paid Time Off	Can you provide some guideline on PTO, how much of it can be given, what do we do if do not have it in our budget to provide our staff with PTO especially most of programs have been closed?	The DDA initially authorized the ARC of Central Chesapeake Region and Medsorce Financial Management Services to process and pay all self-directed staff Paid Time Off (PTO) if the person's plan does not currently include PTO or have enough PTO in the budget until we received approval for our Appendix K. With the approval of Appendix K option for participants to use retainer payments, this authorization was discontinued on May 5, 2020. Participants, as the employer of record, will make decisions as to whom to authorize retainer payments or paid time off.	5/5/2020
Self-Directed Services - Staff Paid Time Off	How is DDA going to pay overtime to SD caregivers (who can not work with their clients because of COVID), without further financial assistance added to his budget in the way of modification?	Staff supporting people under the self-directed services delivery model are not eligible for overtime for work they have not provided.	5/5/2020
Self-Directed Services - Staff Paid Time Off	Is a plan modification signed by DDA necessary if an individual would like to offer PTO that is not in their current budget? Is adding a line item to a budget a plan modification necessary anytime an individual does a budget modification?	Participants can use the DDA COVID-19 Self-Direction (DDACOVIDForm#5) to move funding to PTO.	5/5/2020

Topic	Question	DDA Response	Posted
Self-Directed Services - Staff Paid Time Off	Is the PTO guidance provided by DDA is applicable to direct service vendors (vs employees). Any clarification you can provide would be helpful and I will pass the information along as requested.	No, PTO is not applicable to vendors. These staff are employees of an 'agency' - therefore; the 'agency' is responsible to provide.	5/5/2020
Self-Directed Services - Staff Paid Time Off	If the individual's family has requested that the provider not work with the person in SDS and that staff is no longer receiving income from that job , but she has another job not in the DDA field, does that make them ineligible for unemployment?	The DDA cannot provide legal advice or technical guidance related to employment issues.	5/5/2020
Self-Directed Services - Staff Paid Time Off	As of Friday is PTO now permitted if it was not already in Plan? Can I submit timesheet to MedSource for PTO beginning March 18?	Participants self-directing services have the option to pay staff PTO within the limits of their current budget or use Appendix K Retainer Payments within the federal approved limits. This can be effective as of March 13, 2020.	5/5/2020
Self-Directed Services - Staff Paid Time Off	People have chosen to go without support, reduced support or have family and friends support and need to retain their employees. Is PTO allowed limitlessly due to COVID 19 precautions?	No. PTO is limited to the person's authorized budget, DDA temporary PTO approvals, and Appendix K retainer payment limits.	5/5/2020
Self-Directed Services - Staff Paid Time Off	Do the limits on retainer fees also apply to PTO?	No. Paid time off is established by the participant as the employer of record.	5/5/2020
Self-Directed Services - Testing	What support is available to people in Self direction when they or their staff test positive for COVID 19?	In the event that a self-directing individual or their staff tests positive for COVID-19, the FMS can authorize up to \$2000 above the authorized budget to support Personal Protective Equipment/Supplies. Participants and their teams should utilize their emergency plan to ensure that needs are being addressed. Additional services and supports can also be requested.	5/5/2020
Self-Directed Services - Unemployment	Our daughter is Self-Directing, do staff apply for unemployment. Is this FDA's policy?	As the employer of record, the participant or their authorized representative makes this decision.	5/5/2020
Service Needs	Concern with the people in service who had the virus and if there are some lingering effects from the virus what supports will be there for those people once they return to their programs?	If after the pandemic, an individual experiences a change in their habitative or health and safety needs due to COVID-19, the individual and team will submit a revised PCP identifying their new assessed needs, and requesting additional services to request those needs.	5/5/2020

Topic	Question	DDA Response	Posted
Staffing Flexibility	Can the DDA provide some guidance on family providing care to their family members. What is required from the family members in order for them to provide services (extended family acceptable? what education and trainings are required) What type of DDA services are they allowed to provide. Do they have to complete a background check, are all required trainings waived at this time?	<p>To maintain and support expansion of the current workforce, modifications have been federally approved related to staffing qualifications and onboarding requirements including hiring relatives and legally responsible individuals to provide services. Relative is defined as a natural or adopted parent, step parent, or sibling. Services include: Community Development Services, Day Habilitation, Community Living - Group Home, Supported Living, Behavioral Support Services, Nursing Services, Personal Supports, and Respite Services. Participants and providers have the ability to waive training requirements based on the service being provided.</p> <p>Additional information can be viewed in the DDA Appendix K #6- Staff Training and On-boarding Flexibility Guidance at: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a></p>	5/5/2020
Staffing Flexibility	Are virtual courses and training available for CPR, CMT, and MANDT?	<p>Yes. Provider agencies and participants enrolled in self-directed services delivery model, may choose to provide on-line training, such as CPR and First Aid, in lieu of in-person training. MANDT is also offering the use of the e-learning and testing options available in the Mandt Resource Center (MRC).</p> <p>For addition information please refer to:</p> <ol style="list-style-type: none"> <li>1- DDA Appendix K 6- Staff Training and On-Boarding Flexibility</li> <li>2 -COVID-19 Mandt System Training Impact Statement –March 19, 2020</li> <li>3- The American Red Cross offers online CPR/First Aid Courses at: <a href="https://www.redcross.org/take-a-class/first-aid/first-aid-training/first-aid-online">https://www.redcross.org/take-a-class/first-aid/first-aid-training/first-aid-online</a>.</li> <li>4-The American Heart Association also offers online courses at: <a href="https://www.heart.org/en/cpr">https://www.heart.org/en/cpr</a></li> </ol> <p>Reference: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a></p>	5/5/2020
Staffing Flexibility	Will extensions be provided for recertification, relicensing, licensure renewals for MBON, CMTs, First Aid etc.	<p>Yes. Pursuant to the Governor’s authority under the Constitution and Laws of Maryland, on March 12, 2020, the Governor issued an Executive Order extending the expiration date of all licenses, permits, registrations, and other authorizations issued by any agency of the State of Maryland, including, but not limited to, the Maryland Board of Nursing, until the 30th day after the date by which the State of Emergency is terminated and the catastrophic health emergency is rescinded. You may read the Executive Order by clicking on the following link: <a href="https://governor.maryland.gov/wpcontent/uploads/2020/03/Licenses-Permits-Registration.pdf">https://governor.maryland.gov/wpcontent/uploads/2020/03/Licenses-Permits-Registration.pdf</a></p>	5/5/2020



Topic	Question	DDA Response	Posted
Staffing Flexibility	Is there a parameter around which family members can provide support, does it have to be immediate family or can extended family provide services also.	The DDA Appendix K provides the opportunity to hire family members as staff to provide services. When services is rendered by relatives or legally responsible individuals, the provider agency authorized to render services is responsible for ensuring that services are provided as authorized in the PCP and that billing occurs in accordance with DDA requirements. Relative is defined as a natural or adopted parent, step parent, or sibling. For additional information please see DDA's guidance on DDA Appendix K #6 - Staff Training and On-boarding Flexibility at: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a>	5/5/2020
Staffing Flexibility	If a person is typically supported in a group in a Day Hab setting and is now being supported in their home, how do we access proper funding for this 1:1 support?	In circumstances where Meaningful Day services can not be provided, due to State Executive Orders (including the closures of day programs and schools) and Governor Hogan's Stay at Home Executive Order 3-30-20, the DDA is authorizing a set amount of shared day time service hours to support the additional staffing provider organizations are providing via licensed Community Living-Group Home and Supported Living services. Please see the DDA Appendix K #2-Residential Day Time Shared Service Hours Authorization at: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a>	5/5/2020
Staffing Flexibility	If family members are hired as staff, are they required to go through training and background checks?	<p>Family members must go through a modified background check. The DDA Appendix K includes several flexibilities related to training and background checks for family members as staff. As per DDA Appendix K #6 - Staff Training and On-boarding Flexibility including:</p> <p>1- In an effort to expedite service delivery during the pandemic, training requirements could be waived for family members willing to provide services to participants until 60 days following the end of the State of Emergency.</p> <p>2-A provider who chooses to utilize non-traditional staff in direct support positions must initiate appropriate background checks, and MVA checks (if driving), but may place the staff person on the schedule immediately after performing an abbreviated background check using the name, birthdate, and social security number of the potential new hire.</p> <p>Reference: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a></p>	5/5/2020
Staffing Flexibility	Reviewing Appendix K, There is frequent reference to the ability of legally responsible people – like spouses and ‘parents of minor children’ being able to temporarily be paid for providing supports (Personal Support and Respite) to their family member. Does this include parents of adult (children) who reside with them?	Yes	5/5/2020

Topic	Question	DDA Response	Posted
Staffing Flexibility	We have had our son at home since March 15. If family members can be service providers, does that eliminate the 18 day residential retainer day problem?	The DDA Appendix K authority provides the option for family members to provide services and for services to be provided in alternative settings such as the family's home instead of the provider licensed site. Providers can hire family members as staff to provide the Community Living- Group Home services in the family home and bill for an "attendance" day instead of using a retainer day.	5/5/2020
Staffing Ratios	Can you provide some insight on what is the rates we can use to project for the additional shared staff in residential during the day? Also, are the additional hours per day per house or per person per day per house?	Shared add-on service hours are per house per day. They will be added to one or more persons in each home (via a data patch in PCIS2) where at least one (1) participant is currently receiving Meaningful Day Services and will be based on the number of people supported in the home as follows: 1-Up to 8 additional hours in a home serving up to three (3) participants x 5 days/week (40 hours); 2-Up to 16 additional hours in a home serving up to five (5) participants x 5 days/week (80 hours); and 3-Up to 24 additional hours in a home serving up to nine (9) participants x 5 days/week (120 hours).  Shared hours will be added in PCIS2 (indicated as COVID Direct Support Shared hours) to one or more persons in the home based on order of preference outlined in the guidance. Reference: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a>	5/5/2020
Support Broker - Delivering Waiver Services	Can Support Broker for other agencies support during this State of Emergency?	Yes. As per Appendix K, the requirement that a Support Broker is prohibited from providing any other Waiver program service, besides Support Broker services, is temporarily waived. The Support Broker may be paid to provide other Waiver program services (e.g. personal supports) to the participant at the rate applicable to that other Waiver program service.	5/5/2020
Testing	This week the Governor made universal testing for COVID-19 available to staff working in nursing home settings. What is the status of expanding universal testing for direct support workers being paid through Community Pathways, including in congregate and self-directed settings? According to CDC data people with IDD are also at high risk.	This order does not apply to the DDA.	5/5/2020
Testing	Please provides some insight on how is testing conducted at various sites? What is the procedure for testing and reporting. Do staff and clients get tested and you report out the results, or are patients and staff tested based on a criteria? If every staff and patient is not tested How would you know	The Local Health Departments collect the data for the State. The DDA collects the information from what providers report related to the participant and direct support professionals to their regional directors and our PCIS2 system for participants.	5/5/2020

Topic	Question	DDA Response	Posted
Training and Onboarding	Can the DDA provide some guidance on Onboarding and Training for staff?	<p>To maintain and support expansion of the current workforce, modifications to the following staffing qualifications and onboarding requirements are outlined in this guidance:</p> <ul style="list-style-type: none"> <li>A. Service by Relatives or Legally Responsible Individuals;</li> <li>B. Staff Age Requirements;</li> <li>C. Waiver of High School or GED Requirement;</li> <li>D. Criminal Background Checks;</li> <li>E. Training Requirements;</li> <li>F. Waiving the Health Screen and PPD Test;</li> <li>G. Exception to Maryland Professional Licenses; and</li> <li>H. Sharing Staff Among Providers.</li> </ul> <p>Providers are encouraged to utilize all staff in the provision of direct support. This includes management and clerical staff, as examples. The training exceptions and expectations for this staff (e.g. management and clerical staff) is the same as described in this guidance. Reference: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a></p>	5/5/2020
Training Flexibility - CMT	What flexibilities exist related to Certified Medication Technician (CMT) Training Requirements?	<p>As per the approved Appendix K, MTTP/Medication Technician Training Standards and Requirements include:</p> <ul style="list-style-type: none"> <li>1-All staff who are responsible for administering medication must have medication administration training.</li> <li>2-Direct Support Professionals who have taken and passed MTTP courses may begin administering medications immediately.</li> <li>3-MTTP licenses current as of March 13, 2020, but expiring between March 13, 2020 and the end of the State of Emergency shall not be required to be renewed until 90 days after the end of the State of Emergency.</li> <li>4-Provider shall maintain listing of staff under this exception and provide upon request by the DDA.</li> </ul> <p>Additional information can be viewed in the DDA Appendix K #6- Staff Training and On-boarding Flexibility Guidance at: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a></p>	5/5/2020

Topic	Question	DDA Response	Posted
Virtual/Remote Support	Can text messages and emails instead of video conferencing be billed?	<p>No. Text messaging and emailing are not an acceptable form of telehealth per COVID-19 #16: DDA Waivers Programs Telehealth and Telephonic Guidance, issued April 13, 2020 and effective beginning March 13, 2020. The guidance note:</p> <ol style="list-style-type: none"> <li>1-When appropriate, services can be delivered through telehealth using a real-time audio-visual connection that allows the staff member to both see and hear the participant.</li> <li>2-Personal care services that only require verbal cueing (the ability to hear a verbal response from the participant) can also be delivered by phone.</li> <li>3-The provider shall document services provided, service delivery method (e.g., Skype, Zoom, Facetime, telephonic, or direct care.), name of staff person providing service, and start and end times.</li> <li>4-If participants are unable to access originating sites possessing fully qualified technology (ability to pan/focus camera, multiple views, etc.) this emergency policy will permit the use of notebook computers or smartphones.</li> <li>5-If participants cannot access any video technology, audio-only telephone calls will be permitted.</li> </ol> <p>To access guidance in full go to: <a href="https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/MDH%20Guidance%20-%20COVID-19%20DDA%20Waiver%20Program%20Telehealth%20and%20Telephonic%20Guidance%204-13-2020%20Final.pdf">https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/MDH%20Guidance%20-%20COVID-19%20DDA%20Waiver%20Program%20Telehealth%20and%20Telephonic%20Guidance%204-13-2020%20Final.pdf</a></p>	5/5/2020
Virtual/Remote Support	Appendix K does not specifically refer to the use of telehealth/video conferencing. Please clarify how long these methods of service can be used?	<p>DDA's Appendix K Addendum page 17 #2 provides the authority use an electronic method of service delivery. This authority extends to March 12, 2021.</p>	5/5/2020

Topic	Question	DDA Response	Posted
Virtual/ Remote Support	Can the DDA provide some guidance on what can be categorized under Virtual Support?	<p>As per COVID-19 #16: DDA Waivers Programs Telehealth and Telephonic Guidance, issued April 13, 2020 and effective beginning March 13, 2020:</p> <ol style="list-style-type: none"> <li>1-When appropriate, services can be delivered through telehealth using a real-time audio-visual connection that allows the staff member to both see and hear the participant.</li> <li>2-Personal care services that only require verbal cueing (the ability to hear a verbal response from the participant) can also be delivered by phone.</li> <li>3-The provider shall document services provided, service delivery method (e.g., Skype, Zoom, Facetime, telephonic, or direct care.), name of staff person providing service, and start and end times.</li> <li>4-If participants are unable to access originating sites possessing fully qualified technology (ability to pan/focus camera, multiple views, etc.) this emergency policy will permit the use of notebook computers or smartphones.</li> <li>5-If participants cannot access any video technology, audio-only telephone calls will be permitted.</li> </ol> <p>To access guidance in full go to: <a href="https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/MDH%20Guidance%20-%20COVID-19%20DDA%20Waiver%20Program%20Telehealth%20and%20Telephonic%20Guidance%204-13-2020%20Final.pdf">https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/MDH%20Guidance%20-%20COVID-19%20DDA%20Waiver%20Program%20Telehealth%20and%20Telephonic%20Guidance%204-13-2020%20Final.pdf</a></p>	5/5/2020
Virtual/Remote Support	Can full day activities be provided via virtual support, if so will that be billable?	Yes	5/5/2020
Virtual/Remote Support	Can providers bill for virtual support services if it does not meet the minimum?	No. As per COVID-19 #17: DDA Meaningful Day Services - Minimum Service, providers may bill for a day of Meaningful Day services, if they provided the recipient with, at minimum, one hour of cumulative, direct, or remote supports during that day. The provider shall document services provided, service delivery method (e.g., Skype, Zoom, Facetime, telephonic, or direct care.), name of staff person providing service, and start and end times.	5/5/2020

Topic	Question	DDA Response	Posted
Virtual/Remote Support	Can DDA provide some guidance on how to deal with staff claiming to provide services through email/chat-line and or face -time to participants without approval from family, opting out of coming to work since they consider themselves high risk and demanding computer time with participants	DDA encourage teams to use person-centered thinking skills to discuss each participant’s needs, risk factors, and ways to mitigate those risks including what technology, environmental, and staff supports will be provided to mitigate those risk(s) during specific activities and situations. The emphasis and conversation is around why the supports are being provided and the best way to provide them during this State of Emergency. Participant’s and families have the choice to receive the services being offered or to decline them.	5/5/2020
Virtual/Remote Support	Can DDA provide some insight into providing services to participants virtually. Will this service expense be waiver eligible?	Due the Stay-at-Home order and the recommendation of social distancing during the COVID-19 pandemic, the DDA recommends that residential homes, own homes, micro-boards, and the homes of people in self-directed services temporarily suspend visits from family, friends and others during COVID-19 pandemic unless considered essential. Additionally, the DDA recommends the virtual visits via phone, video chat or conferencing applications, to allow socialization and contact with family and friends. The DDA has received permission under the federal emergency Appendix K authority for electronic method of service delivery (e.g., telephonic) allowing services to continue to be provided remotely in the home and community settings. The following services based on needs of the participant and scope of services: 1-Behavioral Support Services including Brief Support Implementation Services 2-Case Management (i.e. Coordination of Community Services) 3-Community Development Services 4-Day Habilitation 5-Employment Discovery and Customization 6-Employment Services 7-Personal Supports 8-Supported Employment 9-Nursing Services	5/5/2020
Virtual/Remote Support	At this time, if a provider had been providing virtual services daily, but the session does not meet the minimum of 1 hour of remote services, based on individual need, and since there was no guidance yet, will we be able to bill “present” for that day	No. If less than 1 (one) hour of cumulative, direct, or remote supports were provided in a given day, a billable Meaningful Day service may not be billed.	5/5/2020

Topic	Question	DDA Response	Posted
Virtual/Remote Support	If a full day of activities are provided, and a form of virtual support is provided, will that be billable for that day	<p>A full day of Meaningful Day Service may be provided (beginning on March 13, 2020 and expiring immediately at the end of the declared emergency or when revised by additional orders such that the Secretary's authority to issue this guidance no longer exists) if the provider:</p> <ol style="list-style-type: none"> <li>1- Provided the recipient with, at minimum, one hour of cumulative, direct, or remote supports during that day. (Per DDA Telehealth and Telephonic Guidance- April 13, 2020)</li> <li>2- Documented services provided, service delivery method (e.g., Skype, Zoom, Facetime, telephonic, or direct care.), name of staff person providing service, and start and end times.</li> </ol>	5/5/2020
Virtual/Remote Support	What if an individual is scheduled for one hour of Day Habilitation services while at home, but ends the remote session after 30 minutes, but check-ins via text message are made throughout the day? Does this constitute a billable Meaningful Day service?	<p>No. If less than 1 (one) hour of cumulative, direct, or remote supports were provided in a given day, a billable Meaningful Day service may not be billed. The provider must (1) provide the recipient with, at minimum, one hour of cumulative, direct, or remote supports during that day. (Per DDA Telehealth and Telephonic Guidance- April 13, 2020) and (2) Documented services provided, service delivery method (e.g., Skype, Zoom, Facetime, telephonic, or direct care.), name of staff person providing service, and start and end times.</p> <p>To read Minimum Service Guidance in full go to: <a href="https://files.constantcontact.com/f401fd14401/5671d90d-f98b-4122-b11e-9df7a704a3a1.pdf">https://files.constantcontact.com/f401fd14401/5671d90d-f98b-4122-b11e-9df7a704a3a1.pdf</a></p>	5/5/2020
Virtual/Remote Support	We have been providing virtual supports for 5 weeks now. Will the guidance provided regarding minimum services and use of virtual (telephonic) supports be retroactive to March 13th or be in compliance starting when the guidance comes out?	<p>The ability to provide telephonic and/or less than minimum requirements for Meaningful Day became effective retroactive to March 13 2020.</p> <p>To read Minimum Service Guidance in full go to: <a href="https://files.constantcontact.com/f401fd14401/5671d90d-f98b-4122-b11e-9df7a704a3a1.pdf">https://files.constantcontact.com/f401fd14401/5671d90d-f98b-4122-b11e-9df7a704a3a1.pdf</a></p> <p>To read Telephonic Guidance in full go to: <a href="https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/MDH%20Guidance%20-%20COVID-19%2016%20DDA%20Waiver%20Program%20Telehealth%20and%20Telephonic%20Guidance%204-13-2020%20Final.p">https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/MDH%20Guidance%20-%20COVID-19%2016%20DDA%20Waiver%20Program%20Telehealth%20and%20Telephonic%20Guidance%204-13-2020%20Final.p</a></p>	5/5/2020

Topic	Question	DDA Response	Posted
Virtual/Remote Support	If staff remotely engaged with a participant playing an interactive video game, is this allowable under the telephonic requirements for Meaningful Day Services?	Yes, provided there is a way to connect with the person through audio or visual means and at a minimum, one hour of cumulative, direct, or remote supports are provided during that day. Reference: MDH COVID-19 #16: DDA Waivers Programs Telehealth and Telephonic Guidance - April 13, 2020 at: <a href="https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/MDH%20Guidance%20-%20COVID-19%2016%20DDA%20Waiver%20Program%20Telehealth%20and%20Telephonic%20Guidance%204-13-2020%20Final.pdf">https://dda.health.maryland.gov/Documents/COVID%2019%20Documents/MDH%20Guidance%20-%20COVID-19%2016%20DDA%20Waiver%20Program%20Telehealth%20and%20Telephonic%20Guidance%204-13-2020%20Final.pdf</a>	5/5/2020
Virtual/Remote Support	Is there a uniform way that CCS can conduct meetings via virtual as well get signatures for compliance documents?	Please refer to the MDH COVID-19 #16: DDA Waivers Programs Telehealth and Telephonic Guidance - April 13, 2020 related to remote supports. In addition, MDH is seeking federal approval for the use of verbal consent for person-centered plans. Currently electronic signature are acceptable. The DDA will share additional guidance related to verbal consent once approved.	5/5/2020
Virtual/Remote Support	How will we need to report any additional expenses we have had to incur to facilitate virtual supports? Will DDA be reimbursing any of that?	Meaningful Day service providers may develop new business mode for remote supports. Cost associated with the provider equipment, internet, etc. in the delivery of new business models are part of the provider's program service cost. Participant's with an assessed need for Assistive Technology (AT) devices can be submitted using the DDA COVID-19 Service Authorization Form (DDACOVDForm#1) or Revised Cost Detail Tool. Please note AT does not include the cost associated with internet access.	5/5/2020
Visitation	Is there a projected date for family visitation or pickup of resident in long term care facility?	The visitation policy is developed by the Long Term Care (LTC) facility. The DDA has no authority over LTC.	5/5/2020



Topic	Question	DDA Response	Posted
Webinar	Can you provide us with information for the Appendix K webinars? Where will they be located and how can we register for them? What is the capacity? Will the webinars be archived	The DDA will be hosting a series of webinars next week from 10 a.m. to 11:30 a.m. that will provide an overview of topic specific guidance on May 5th through May 7th. They will be provided through a Webcast that will support more than 500 participants. The webinars will be uploaded to the DDA Appendix K webpage at <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a> . To register for the webinars, please enter your information at this link: <a href="https://register.gotowebinar.com/rt/7207622383084817423">https://register.gotowebinar.com/rt/7207622383084817423</a>	5/5/2020
Working Ratios	Please provide some clarity on why and when an individuals should be moved from 1:1 supports to a higher ratio? If an individual is supported 1:4 in CDS can they be moved to 1:8? Can this be done remotely or does it have to be done individually	DDA encourage teams to use person-centered thinking skills to discuss each participant's needs, risk factors, and ways to mitigate those risks including what technology, environmental, and staff supports will be provided to mitigate those risk(s) during specific activities and situations. The emphasis and conversation is around why the supports are being provided and the best way to provide them during this State of Emergency. Participant's and families have the choice to receive the services being offered or to decline them. If you believe a person who is currently authorized 1:1 or 2:1 can be supported in a higher ratio (e.g. 1:2) then you can submit a request for DDA approval using the DDA COVID-19 Staff Ratio Exception Request Form (DDACOVIDForm#3). CDS may support more than 4 people at a time remotely.	5/5/2020