MaineCare Telehealth Guidance for Home- and Community-Based Waiver Service Providers During the COVID-19 Emergency
May 28, 2020

As we respond to COVID-19, we encourage MaineCare Home- and Community-Based Services (HCBS) waiver providers to consider utilizing telehealth for the delivery of MaineCare-covered services when appropriate and necessary. MaineCare has long had a robust telehealth policy and has recently created additional flexibility for its usage. Please read this document in its entirety to understand your options and additional resources.

This document is intended for providers of Sections 18, 20, 21, and 29 and provides guidance on the utilization of telehealth for covered services within those sections.

Please see MaineCare's comprehensive telehealth policy guidance for more information on utilizing and billing for services delivered via telehealth.

Contents

Community Support: Sections 20, 21, and 29
During the COVID-19 emergency, Community Support may be provided using interactive telehealth and, when video is not an option, telephone options (i.e. video chat, FaceTime, Skype, Zoom, or phone calls). Please see additional guidance on the use of these platforms.

Community Support services/activities provided via telehealth and telephone options must be consistent with the "Description of Service" and "Goals" in the Person-Centered Plan, thus coinciding with the member's current Person-Centered Plan and services outlined in the MaineCare Benefits Manual.

Ratio of Support: 1 Direct Service Provider (DSP) with up to 3 members remains in effect for all telehealth and telephone options.
Per the March 26, 2020 Telehealth Town Hall for Maine HealthCare Providers Q&A and Medicare updates: *As with in-person group sessions, you need to ensure that there are ground rules set regarding privacy, thoughtful participation, respectful treatment of all participants, etc. Best practice would be to obtain verbal consent with each individual participant via phone before the group session. Some of the challenges unique to telehealth include the potential for technical difficulties, which might be compounded with multiple connections from multiple sites. Be sure you know how to troubleshoot these (for example, if there are a lot of participants, turning off video and going audio only), and have a backup*

plan for participants to join via audio only. Background noise can also be an issue, and noise from one site can distract people at the others, so talk with your participants ahead of time about videoconferencing etiquette, etc.

Documentation: Comparable to face-to-face encounters, progress/daily notes should document how the intervention(s) provided via Telehealth and telephone options directly addressed Person-Centered Plan goals and identified services along with required units, service provided, staff name/signature, dates and times. If a group activity is provided, the provider will maintain documentation outside of a consumer file that lists the names of all participants.

Community Support provided remotely in congregate settings: Members may receive Community Support, Work Support, or Career Planning services via telehealth at the same time they receive per diem services (Home Support- Agency Per Diem, Family-Centered Support, or Shared Living).
In Section 21, the per diem rate for Home Support- Agency Per Diem varies, as the rate methodology includes weekly authorized support hours. Should a Section 21 member receive a telehealth service in a Home Support- Agency Per Diem setting, that time may still be counted by the Home Support- Agency Per Diem provider toward the actual support hours delivered that week. This is due to the fact that, during any given hour when a member receives telehealth in a Home Support- Agency Per Diem setting, the Home Support- Agency Per Diem provider is still required to provide protective oversight and supervision.

Supporting members in the use of electronic devices and equipment: Provider staff must directly support members to access services remotely, as needed. This includes direct support professionals and personal support specialists in group home settings providing support in the set up and use of electronic devices and equipment. Direct staff support may be necessary for individuals to access telehealth technology and ensure they receive the benefits of services delivered remotely.

Services Allowed Under Community Supports	Ideas/resources for Telehealth
C1 Self-Care/ADLs	Support selfcare/check in about needs, support, ongoing learning, need for supplies/plan
C2 Mobility	Discuss mobility needs, check in on mobility devices
C3 Medication Administration	N/A under telehealth
C4 Independent Living Skills	Researching recipes, attend virtual cooking class
C5 Accessing Community Events & Activities	Access on line events such as museum tours, zoos and other virtual events
C6 Accessing Community Resources	Explore community websites to see if they are offering anything virtually- Public library, YMCA, Maine State Library Find and share/discuss/signup for resources such as Meals on Wheels, Food pantry deliveries and other needs, set up
C7 Job Preparedness	Discuss jobs and careers through sharing videos, using resources

C8 Interpersonal Skills	Provide support to be/stay connected with friends-i.e. assist member with setting up a way to connect virtually with friends, family etc.
C9 Safety Skills	Review use of stove, microwave Share and talk about COVID-19
C10 Activity & Physical Exercise	Online yoga/exercise class, researching and providing support regarding options for online classes, exercise calendar and plan
C11 Communication	Checking in, talking through the day, week, assist the member to call friends, stay connected, review communication devices/needs
C12 Spiritual / Religious Activities	Explore livestreaming worship/Facebook live services for/with a member, attend and discuss afterwards
C13 Personal Development & Learning	Reading groups, music lessons/group, knitting groups, art classes, make and share, increase financial literacy
C14 Building Unpaid Relationships	Write/compose thank you notes, emails to others, make a card/sign to thank the mailman or the clerk at the grocery store, first responders

Home Support – Quarter Hour: Sections 21 and 29

During the COVID-19 emergency, Home Support-Quarter Hour (Sections 21 and 29) may be provided using telehealth and telephone options (video chat, FaceTime, Skype, Zoom, or phone calls). See MaineCare's telehealth guidance for more information about utilizing these platforms.

Home Support - Quarter Hour services/activities provided via telehealth and telephone options must be consistent with the "Description of Service" and "Goals" in the Person-Centered Plan, thus coinciding with the member's current Person-Centered Plan and services outlined in the MaineCare Benefits Manual.

Ratio of Support: 1 DSP to 1 waiver member.

Documentation: Comparable to face-to-face encounters, progress/daily notes should document how the intervention(s) provided via telehealth and telephone options directly addressed Person-Centered Plan goals and identified services along with required units, service provided, staff name/signature, dates and times and the delivery and duration of the service through telehealth.

Services Allowed Under Home Support	Ideas/resources for Telehealth
H1 Self-Care/ADLs	Support selfcare/check in about needs, support, ongoing learning, and practicing proper hand washing; watch COVID-19 videos and review resources such as face covering usage
H2 Mobility	Check in re use of equipment and mobility, assist with needs/make plan

H3 Meal Planning & Preparation	Research recipes, plan meals, sign up for Meals on Wheels, Food Pantry resource
H4 Independent Living Skills	Online banking assistance/budgeting, meal preparation, shopping lists and support plan
H5 Medication Administration	N/A in telehealth
H6 Interpersonal Skills	Assist to keep in touch with family, friends using Zoom, mail, phone
H7 Safety Skills	Review fire evacuation plan, safety at home, develop a call list for emergency
H8 Activity & Physical Exercise	Online classes, create exercise plan- review and celebrate fitness goals
H9 Communication	Use communication device, explore apps for communication together
H10 Spiritual / Religious Activities	Explore livestreaming worship/Facebook live services for/with a member, attend and discuss
H11 Personal Development & Learning	Practice the use of technology, find free online classes to take, sign up and use audio books
H12 Accessing Community Events & Activities	Explore community websites to see if they are offering anything virtually- Public library, YMCA, sign up and attend together
H13 Accessing Community Resources	Explore resources such as Meals on Wheels, Food pantry deliveries and other needs, set up Explore Maine State Library audio books, book groups

Work Support, Employment Specialist, and Career Planning: Sections 18, 20, 21, and 29

During the COVID-19 emergency, Work Support, Employment Specialist and Career Planning (Sections 18, 20, 21, and 29) may be provided using telehealth and telephone options (video chat, FaceTime, Skype, Zoom, or phone calls). See MaineCare's telehealth guidance for more information utilizing these platforms.

Services/activities provided via Telehealth and telephone options must be consistent with the "Description of Service" and "Goals" in the Person-Centered Plan, thus coinciding with the member's current Person-Centered Plan and services outlined in the MaineCare Benefits Manual.

Ratio of Support: All services are to be provided with the ratio of 1 staff to 1 member, except for Work Support-Group which is determined by individual work setting.

Documentation: Comparable to face-to-face encounters, progress/daily notes should document how the intervention(s) provided via telehealth and telephone options directly addressed Person-Centered Plan goals and identified services along with required units, service provided, staff name/signature, dates and times. If Work Support-Group is provided, the provider will maintain documentation that lists the names of all participants outside of the client file.

Work Support and Career Planning provided remotely in congregate settings: Waiver members may receive per diem services (Home Support- Agency Per Diem, Family-Centered Support, or Shared Living) as well as telehealth Community Support, Work Support, or Career Planning services.

In Section 21, the per diem rate for Home Support- Agency Per Diem varies, as the rate methodology includes weekly authorized support hours. Should a Section 21 member receive a telehealth service in a Home Support- Agency Per Diem setting, that time may still be counted by the Home Support- Agency Per Diem provider towards the actual support hours delivered that week. This is due to the fact that, during any given hour when a member receives telehealth in a Home Support- Agency Per Diem setting, the Home Support- Agency Per Diem provider continues to be required to provide protective oversight and supervision.

Supporting waiver members in the use of electronic devices and equipment: Provider staff must directly support members to access services remotely, as needed. This includes direct support professionals and personal support specialists in group home settings providing support in the set up and use of electronic devices and equipment. Direct staff support may be necessary for individuals to access telehealth technology and ensure they receive the benefits of services delivered remotely.

Services Allowed Under Work Support/ Employment Specialist	Ideas for Telehealth
W1 Adhering to Workplace Policies	Connect to any remote learning/training provided by employer
W2 Maintaining or Improving Productivity	Research, teach use of apps for technology
W3 Maintaining Employment	Connect to employer/business plan return to work schedule and needs, timeline
W4 Support for Hygiene, Self-care, Dress Code, etc.	Create picture lists, discuss support needs, plan, develop technology supports
W5 Building Co-worker (natural) Supports	Assist to stay connected to coworkers through attending meetings, phone calls
W6 Promoting Workplace Relationships	Assist to stay connected to Supervisor/HR on a regular basis
W7 Adhering to Safety Practices	Review Company Policies, Procedures and any safety trainings available
W8 Career Advancement	Explore careers using virtual platforms, visit virtual businesses
W9 Other	Assist with gathering benefit information, resources such as unemployment and weekly reporting
ES1 Periodic Interventions to Reduce Paid Supports	Research and train technology options for return to work
ES2 Transferring to Another Similar Job	Assist with exploring options if job is eliminated
ES3 Job Development (ONLY when BRS has denied services)	Develop employment plan, update resume and references
Services Allowed Under Career Planning	**Ideas for Telehealth**
CP1-Initial Development of Discovering Personal Genius Plan/Career Plan	Development of the Career Plan, review and discuss finding, next steps

CP2-Discovering Personal Genius/Career Plan Activities	Research businesses, plan outreach, find connections and schedule on-site activities for fall, practice informational interviews
CP3-Assistance with Referral to Vocational Rehabilitation Services	Gather information, complete application, review and submit to Vocational Rehabilitation by mail or electronically
CP4-Assistance with Referral to Benefits Counseling Services (BCS)	Gather information for referral packet, complete, review and submit to BCS
CP5-Assistance with Assistive Technology Referral	Discuss technology needs, explore options and gather information for referral packet, review and submit
CP6-Development of the Employment Staging Record/Career Plan	Develop and review Career Plan, schedule interviews, gather information

Additional Resources and Links

Information on Using Technology: National Council on Aging: Tools for Reaching a Remote Audience

Self-Advocacy videos: Wisconsin Self Determination Channel

Job Preparation: Explore Work website

Career Videos: Career One Stop

Career Workshops: DVR Career Exploration Workshop (CEW) curriculum, DVR Transition CEW curriculum for high-school students, and DVR Bridges CEW curriculum

Job Seeking: Job Hunting in Maine Guide, Guided Group Discovery for Youth (and individuals with limited or no work experience), and Guided Group Discovery for Youth (and individuals with limited or no work experience) PowerPoint

Personal Development: Maine Financial Education Framework and Resource Guide, Cultural and Virtual Museums, National Park Service, The Smithsonian, The Smithsonian Science Center, The National Gallery of Art, the National Library Service for the Blind and Print Disabled

Activity and Physical Exercise: Nike Training Club Videos, Planet Fitness is offering free on-line workout classes on their Facebook page and YouTube channel

Exploring Work: Resources to help individuals think about the advantages to working, what interests, skills, abilities they have and how they relate to making a good job match.
National Career Development Association and Explore Work Training Courses

Discovery Education: Learn more about careers related to Agriculture

Career Interest Assessments: Photo Career Quiz, O*Net OnLine, Career One Stop, Career Clusters Interest Survey (printable PDF)

Resume Guides: Job Star Central

Make Digital Career Portfolios: Wishboard App (Android), Corkulous App (Apple), iMovies

Financial Literacy: These links provide information and activities to learn more about money habits, wants vs. needs, banking, credit and how to develop a budget:
Maine Financial Education Framework and Resource Guide; Cents and Sensibility: A Guide to Money Management; MyMoney.Gov: Resources for Youth; Money Smart: Selecting the Money Smart Curriculum; and Mint: A free service that helps individuals manage their money with oversight

Remote Coaching and Task Lists: MeMinder

Provider Technical Assistance with Telehealth
Providers who need assistance with implementing and/or have general billing questions regarding telehealth services are encouraged to contact the Northeast Telehealth Resource Center (NETRC) by email: netrc@mcdph.org or 1-800-379-2021. Specific questions can also be submitted to NETRC at https://www.netrc.org/contact.php. Many other helpful telehealth resources are available on NETRC's website, including NETRC's Telehealth Toolkit for COVID-19.

MaineCare providers with telehealth questions related to MaineCare-specific billing and/or policies should contact their Provider Relations Specialist or call Provider Services at 1-866-690-5585.