

May 20, 2020

North Dakota (ND) Medicaid: Coronavirus (COVID-19) Health Tracks Restart Guidance

This guidance is a set of Health Tracks provider recommendations to assist in evaluating their readiness and plans for the restart of Health Tracks screenings. This guidance will also assist providers in considering all the necessary precautions to keep the Health Tracks individuals safe and healthy.

The Restart Plan should occur in phases. Providers are to evaluate the risks of in-person service delivery and the needs/preparatory status of their agency. Considerations should also be given to which phase North Dakota is in as well as the COVID-19 status of their county. Strategies may be based on feasibility given their individual settings and programs, which portions of this guidance are applicable to each, and when they should be implemented. This document is to provide recommendations only. Each situation is unique and may require alternative considerations to provide for the health and safety of individuals.

This document may be updated as we move into phases of reopening and when new information arises. Additionally, in preparation for future disruption to services due to COVID-19 periodic resurfacing, providers should review their emergency plan and make changes to enhance it for the future.

Link to ND Smart Restart

<https://www.ndresponse.gov/covid-19-resources/covid-19-business-and-employer-resources/nd-smart-restart>

Applicable to Health Tracks Screenings

- Providers should reach out to individuals and families to determine interest and schedule their screening. If not ready to be screened, compile a list to be called later.
- Ensure the Health Tracks team is aware of any policies/changes prior to restart and contact the team to discuss additional strategies as on-going needs occur.
- Providers must maintain open communication with individuals receiving services, families/guardians, and other providers.
- Monitor the individual's mental health/well-being and how social isolation has impacted the person.
- Recognize that both individuals and staff may be dealing with grief, anxiety, stress and fears and develop tools and resources to support their mental health (self-care training, stress management, encouraging breaks and lunches, debriefing opportunities, etc.)
- Decisions should be based on individualized risks, needs and choices. Individual planning and support are important in order to have the necessary information to identify

their potential risk and appropriate strategies that can be implemented to support their health and well-being.

- Considerations may be given to individuals at higher risk for COVID-19 to determine if they should continue to stay home until the risks are reduced.
- Consider if there are family/caregivers that are at greater risk to get sick and discuss potential ways to decrease their possible exposure.
- Develop expectations, protocol, and mitigation for someone refusing to use PPE or practice safety precautions.
- Assess work sites compliance with social distancing.
- Develop protocols regarding sanitizing upon arrival and after leaving.
- All staff should wear a face mask.
- People receiving services and family members are encouraged to wear a face mask, if possible.
- Screen all staff and clients for fever and other symptoms before they enter the facility. Clients, parents, and guardians must follow the same hygiene practices required of staff.
- Develop protocols for number of family members that may attend a Health Tracks screening at one time.
- Develop policies and procedures for workforce contact tracing following a COVID positive test.
- Ensure and monitor sufficient resources including PPE, workforce, sanitation supplies, etc.

Additional Resources:

ND DoH Workplace Assessment for COVID-19

https://www.health.nd.gov/sites/www/files/documents/Files/MSS/coronavirus/Workplace_self_assessment_ND.pdf

ND DoH Employee Screening and Work Practices/Exclusion

https://www.health.nd.gov/sites/www/files/documents/Files/MSS/coronavirus/ND_Smart_Restart_Workplace_Screening_and_Guidance_for_Employees.pdf

Behavioral Health Resources

<https://www.behavioralhealth.nd.gov/covid-19>

CDC information

<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>