

March 18, 2020

ND Dept of Human Svc – Aging & Adult Services Division
Guidance on conducting essential HCBS Case Management functions

If a facility, building, or client DOES HAVE visitor restrictions (includes consumers who refuse case management visits), your options are:

For current clients:

- If the client does not have any changes to the care plan, the case manager can extend the current care plan by 60 days, or the case manager can complete the assessment over the phone or via video/telehealth. (Telehealth is likely only available in some nursing homes or basic care facilities.)
 - For care plans that are extended the 60 days, a new client signature is not required. If the case manager completes the assessment on the phone/telehealth and a new care plan is developed, a client signature is required. The case manager can send the Care Plan to the client to sign by mail or email.
 - If there are any changes to the current care plan, the case manager will complete the assessment over the phone/telehealth instead of extending the current care plan, and the client will need to sign the care plan. The case manager can send the Care Plan to the client by mail or email.
 - For Quarterly Reviews for Medicaid Waiver and MSP Level C, where a face to face contact is required and there is a visitor restriction in place: The case manager can complete the visit by phone with the client / guardian. It will be necessary to obtain collateral information if the client has communication or cognitive impairments.
 - It is advised that since the case manager is completing the assessment over the phone/telehealth, that the case manager gather collateral information if available from facility staff, family members and/or the QSP.
- All care plans extended or signed must still be sent to the State office so they can be entered into MMIS as a SA. Continue to send a copy to the client and providers.

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For new clients and referrals:

- If the facility, building, or client has visitor restrictions, the assessment can be completed by phone/telehealth. Again, gathering collateral information may be necessary. The client will need to sign the care plan and all other initial forms. The case manager can send the forms to the client by mail or email for their signature.

If a facility, building, or client DOES NOT have visitor restrictions, your options are:

For current clients:

The case manager should continue to see those clients and complete the assessments in their home while practicing the precautionary measures for home visits described on dhs.nd.gov.

For new clients and referrals:

The case manager should continue to see those clients and complete the assessments in their home while practicing the precautionary measures for home visits described on dhs.nd.gov.