

## Federal Medical Assistance Percentage (FMAP)

### **Will Adult Family Homes (AFH) receive the \$29 FMAP increase?**

Currently, the \$29 daily rate increase from the increased Federal Match Assistance Percentages program applies only to nursing homes. However, DSHS (AL TSA and DDA) are in the process of implementing rate increases for Adult Family Homes that are also funded from the FMAP increase. AFHs will be notified of those rate increases via a Dear Provider letter.

<https://content.govdelivery.com/accounts/WADSHSAL TSA/bulletins/2840d34>

### **What is the status of surplus emergency funds? Will any of that money be allocated to Skilled Nursing Facilities (SNF)?**

All surplus funds have been applied to critical purchases like PPE. The Department will continue to work with OFM to see if other funding becomes available.

### **Has the Washington State Plan Amendment (SPA) been updated and approved by Centers for Medicare and Medicaid Services (CMS)?**

Yes, the State Plan Amendment through CMS does reflect the add-on. The CMS approval letter reflects a date of 2/1/2020.

<https://www.medicaid.gov/sites/default/files/State-resource-center/Medicaid-State-Plan-Amendments/Downloads/WA/WA-20-0011.pdf>

### **Is the SPA backdate of 2/1/2020 protected?**

The CMS approval letter of the State Plan Amendment (SPA) reflects a date of 2/1/2020.

<https://www.medicaid.gov/sites/default/files/State-resource-center/Medicaid-State-Plan-Amendments/Downloads/WA/WA-20-0016.pdf>

### **How long will the FMAP increase remain in effect?**

Per the Medicaid website - "The increase extends through the last day of the calendar quarter in which the public health emergency declared by the Secretary of Health and Human Services for COVID-19, including any extensions, terminates." The current increases are in effect through June 30, 2020. If the public health emergency extends into July rates will need to change based upon the amount of available FMAP in the next quarter (July-Sept)

<https://www.medicaid.gov/state-resource-center/downloads/covid-19-section-6008-faqs.pdf>

### **Will rates go up in the short term?**

We can't say with certainty, but we do maintain a page on nursing facility rates and reports. Bookmark this link for quick access over the short term.

<https://www.dshs.wa.gov/altsa/management-services-division/nursing-facility-rates-and-reports>

## Adult Family Homes (AFH)

### Who is eligible to receive training for COVID-19 testing?

The CDC's guidance for health care professionals on evaluation and testing directs providers to contact their local health department for direction.

The DOH and Local Health Jurisdictions are leading the training of facility staff in performing testing for COVID-19

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-criteria.html>

<https://www.doh.wa.gov/AboutUs/PublicHealthSystem/LocalHealthJurisdictions>

### Staff attendance may be an issue due to safety fears – how might Adult Family Homes (AFH) prepare for absenteeism?

Absenteeism may be a common issue for health care workers during the COVID -19 outbreak. Communicating closely with your staff, clearly demonstrating safety and sanitation measures, and developing contingency plans for absent staff are recommended. Review OSHA guidance on preparing your workplace during the COVID-19 outbreak.

Adult Family Homes can contact their local RCS office and Field Manager for consultation regarding staffing shortages and workforce concerns.

<https://www.osha.gov/Publications/OSHA3990.pdf>

<https://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices>

### Are Adult Family Home (AFH) owners tested for COVID-19 during the licensing process?

This is not a current requirement of the licensing process.

### Are Adult Family Homes (AFH) still subject to inspection during this emergency period, despite visitor prohibitions?

Annual licensing inspections have been suspended during this period. However, Residential Care Services is still required to investigate any allegations that rise to the level of harm or imminent danger to residents. RCS has also been tasked with completing a targeted infection control visit in every AFH in WA.

## Personal Protective Equipment (PPE)

### **If providers do not receive masks issued to them, whom should they contact?**

Contact the issuing agency with the details of your request and shipment. If you are unable to receive adequate PPE through your usual vendors please contact your local emergency management agency for direction on how to request PPE.

<https://www.dshs.wa.gov/altsa/information-providers-and-long-term-care-professionals#PPE>

### **What is current guidance for selecting appropriate levels of PPE, and for conserving and re-using PPE?**

The Washington State Department of Health provides updated information about PPE use, conservation strategies and prioritization.

<https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020COVID19/HealthcareProviders>

### **Where do we request PPE?**

Home Care Agencies and Individual Providers have been instructed to contact their emergency management office to request PPE. If serving a client with suspected or confirmed COVID-19, and you do not have access to proper PPE, contact.

[https://www.dshs.wa.gov/sites/default/files/ALtsA/Requests%20for%20PPE%20Limited%20Supply%20and%20Ongoing%20Process-%20IP-HCA\\_FINAL.pdf](https://www.dshs.wa.gov/sites/default/files/ALtsA/Requests%20for%20PPE%20Limited%20Supply%20and%20Ongoing%20Process-%20IP-HCA_FINAL.pdf)

Nurse delegators and private duty nurses have been instructed to contact their local emergency management office to request PPE. If serving a client with suspected or confirmed COVID-19, and you do not have access to proper PPE contact (insert link here) the HCS Wellness Improvement Nursing Unit (WIN) team.

<https://www.dshs.wa.gov/sites/default/files/ALtsA/Requests%20for%20PPE%20Limited%20Supply%20and%20Ongoing%20Process-%20ND%20and%20PDN.pdf>

Long Term Care facilities and agencies can request PPE following the guidance provided in the RCS Dear Provider Letter below.

<https://www.dshs.wa.gov/sites/default/files/ALtsA/rcs/documents/multiple/020-04-21.pdf>

### **What can in-home care providers do to protect clients and themselves?**

Follow DOH and CDC guidance which includes frequent hand washing, social distancing whenever possible, washing down surfaces and wearing washable cloth masks if you do not have access to proper PPE and cannot maintain six feet separation when providing services and use of proper PPE when available. In addition ALTSA has issued policy allowing the delivery of some personal care tasks using remote strategies such as telephone.

[https://www.dshs.wa.gov/sites/default/files/AL TSA/Requests%20for%20PPE%20Limited%20Supply%20and%20Ongoing%20Process-%20IP-HCA\\_FINAL.pdf](https://www.dshs.wa.gov/sites/default/files/AL TSA/Requests%20for%20PPE%20Limited%20Supply%20and%20Ongoing%20Process-%20IP-HCA_FINAL.pdf)

### **How can individual providers request or access PPE?**

There is a shortage of PPE - this may be a challenge for the foreseeable future. At the state level, PPE is being prioritized to supply caregivers with PPE in instances where they are caring for a client with suspected or confirmed COVID-19. Please refer to this document to review the request and screening process for individual providers.

[https://www.dshs.wa.gov/sites/default/files/AL TSA/Requests%20for%20PPE%20Limited%20Supply%20and%20Ongoing%20Process-%20IP-HCA\\_FINAL.pdf](https://www.dshs.wa.gov/sites/default/files/AL TSA/Requests%20for%20PPE%20Limited%20Supply%20and%20Ongoing%20Process-%20IP-HCA_FINAL.pdf)

### **How can Adult Family Homes (AFH) request or access PPE?**

Our "Dear Provider" letter issued on April 21 provides instruction for PPE requests. Please pay close attention to these letters, as the process for requesting PPE has evolved over the course of the outbreak and may change again in the future.

<https://www.dshs.wa.gov/sites/default/files/AL TSA/rcs/documents/multiple/020-04-21.pdf>

### **How can supported living agencies request PPE?**

Our "Dear Provider" letter issued on April 10 provides instruction for PPE requests. Please pay close attention to these letters, as the process for requesting PPE has evolved over the course of the outbreak and may change again in the future.

[https://www.dshs.wa.gov/sites/default/files/AL TSA/Requests%20for%20PPE%20Limited%20Supply%20and%20Ongoing%20Process-%20IP-HCA\\_FINAL.pdf](https://www.dshs.wa.gov/sites/default/files/AL TSA/Requests%20for%20PPE%20Limited%20Supply%20and%20Ongoing%20Process-%20IP-HCA_FINAL.pdf)

### **If providers do not receive masks issued to them, whom should they contact?**

Contact the issuing agency with the details of your request and shipment. Escalate to your local emergency management jurisdiction if you face an urgent shortage and requested materials have not arrived.

### **My agency was denied PPE - what is my recourse?**

There is a shortage of PPE - this may be a challenge for the foreseeable future. It is regrettable that all requests cannot be fulfilled - the quantity available does not match the need. We recommend staying in touch with your local emergency management agency or health jurisdiction for specific guidance.

<https://www.dshs.wa.gov/sites/default/files/AL TSA/rcs/documents/Directory%20of%20Local%20Health%20Jurisdictions%20in%20Washington%20%28pdf%29%20-%20Update.pdf>

## Training and Certification

### **Will the Department of Health (DOH) accept Home Care Aid certifications if issued during this emergency period?**

Many certification and audit protocols have been suspended during this emergency period. If you were able to complete trainings through an approved training program during this time, these trainings will be accepted. If you have proof of training that was completed prior to the crisis, DOH is accepting this information at this time.

### **Who is eligible to receive training for COVID-19 testing?**

The CDC's guidance for health care professionals on evaluation and testing directs providers to contact their local health department for direction.

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-criteria.html>

<https://www.doh.wa.gov/AboutUs/PublicHealthSystem/LocalHealthJurisdictions>

### **Many certification and Continuing Education (CE) requirements have been suspended during this emergency period. Will the CE requirement reset after this emergency period to allow workers to continue practicing?**

Plans are being outlined to phase requirements back in and address trainings staff could not complete during the crisis. It is not yet clear what process will be implemented, but the goal is to ensure workers are able to continue working while they complete necessary requirements.

### **Have Continuing Education (CE) requirements for Adult Family Home (AFH) workers been suspended during this emergency period?**

Yes. Like many certification and audit protocols, Continuing education requirements have been temporarily suspended: first by the Governor Proclamation and second through a legislative extension.

<https://www.governor.wa.gov/sites/default/files/proclamations/20-10%20Coronavirus%20LTC%20Workers%20%28tmp%29.pdf>

### **Have CPR/First Aid certification requirements been suspended through this emergency period?**

Yes. Like many certification and audit protocols, CPR/First Aid recertification requirements have been temporarily suspended: first by the Governor Proclamation and second through a legislative extension.

<https://www.governor.wa.gov/sites/default/files/proclamations/20-10%20Coronavirus%20LTC%20Workers%20%28tmp%29.pdf>

### **Are Developmental Disability (DD) Specialty classes available online?**

DDA is offering Developmental Disability (DD) Specialty classes online. The first four modules are readily accessible online, but subsequent 12-hour segment will be administered through Zoom. One class will be offered in each region with a class size limit of 15.

<https://www.dshs.wa.gov/dda/dda-specialty-training>

## Residential Care Services (RCS)

### **May a provider continue with initial inspection and licensing before completing a Washington Association of Building Professionals (WABO) inspection?**

An inspection by the local building inspector is required before the initial licensing team can complete an initial inspection. However, you may reach out to the application unit to determine if the all the other steps of the application process can be started while waiting for the local building inspection office to reopen.

### **For startup or Change of Ownership (CHOW) facilities applying for license, what requirements for coursework are suspended during this emergency period?**

Any trainings that are found in WAC 388-112A are suspended

### **Are Adult Family Home (AFH) owners tested for COVID-19 during the licensing process?**

RCS does not conduct COVID testing. The licensor may ask screening question related to resident and caregiver symptoms and health screenings, and recommend that the provider reach out to the local health jurisdiction if there are COVID-related concerns. RCS does not perform COVID testing. If the provider or prospective provider suspects exposure, they should reach out to the local health jurisdiction to determine if testing needs to be done.

### **Licensors come and go from facilities, increasing their risk of exposure. What screening procedures are in place to protect staff and clients from this potential source of exposure?**

All visitors allowed within long term care facilities should be screened upon entry:

- Screening for signs and symptoms of COVID-19
- Check for identification and entry into a detailed visitor log
- Evidence of any sign or symptom of COVID-19 will prevent access to the facility, including fever, cough or difficulty breathing

<https://fortress.wa.gov/dshs/adsaapps/lookup/FacilityStatus/includes/Nursing%20Facility%20COVID-19%20Visitation%20Guidelines.pdf>

### **Family of clients may often identify care problems. As family visits are prohibited, are there plans to perform investigations or inspections to identify potential issues?**

Anyone who has concerns regarding care and services should contact the complaint resolution unit with residential care services at (800) 562-6078. Any concerns of harm or imminent danger to residents still requires onsite investigation.

<https://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-online-incident-reporting>

**A survey identified environmental issues, but having work done is difficult during the shutdown. Will our deadline for compliance be extended?**

Contact your local field manager or regional administrator to discuss options. There have been some exemptions made to timelines for certain situations. The field office will best be able to assist you.

**Is there a public database for facilities with positive or suspected cases of COVID-19?**

There is not a public database listing facilities.

**Are there specific guidelines for visitor personal protective equipment (PPE) at care facilities?**

The CDC does recommend the use of cloth masks for visitors of care facilities.

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html>

**How does one navigate Change of Ownership (CHOW) procedure now that many certification requirements are temporarily suspended during this emergency period?**

Please contact the Business Analysis and Applications Unit and they can help you navigate the system. They are aware of exemptions and have plans in place for continuing to move CHOWs forward during this time period.

## Home and Community Services (HCS)

### **Will Home Care Services (HCS) suspend compliance deadlines related to Medicaid applications for long-term care?**

CMS has not removed the standard of promptness timelines for applicants, but they are not holding States accountable to them. In addition, they have provided significant flexibility regarding verification requirements, which should make the application process much quicker and more streamlined. This includes the ability to accept a client's self-attestation of income, resources, and other eligibility elements. There is also flexibility to extend due dates and timelines if the applicant is having problems providing information due to COVID-19. In addition, current recipients are eligible for continued Medicaid coverage through the end of the month in which the national emergency ends so no one will be losing Medicaid coverage right now. However services may change based upon level of care determination and medical necessity standards.

### **What is the process for a new hire resuming caregiving curriculum once current suspensions are lifted?**

We recognize that it will take time for all of the individuals who have been unable to take training to enroll and complete required classes once in-person classes are allowed to resume. We will work within the context of any directive the Governor and Department of Health provide in terms of the size of in-person gatherings and classes and how to phase-in re-opening of operations. Additional information will be made available as we have more detail about new timelines, etc.

### **Are nurse delegated tasks client-specific?**

Yes, nurse-delegated tasks are very specific to the client, task, and caregiver.

### **Will client assessments reflect their COVID-19 status if they have tested positive?**

It may be included in the client's CARE assessment if the client reports their COVID-19 status to their Case Manager during their assessment. Clients are not required to disclose their COVID-19 status during the assessment.

### **Are virtual trainings an acceptable substitute for in-person trainings during the emergency period?**

Yes, by an approved entity. Currently, Cornerstone is the only company approved to offer virtual classroom training. The approved training courses are Mental Health Specialty, Dementia Specialty and Adult Education classes. (Cornerstone's virtual classroom allows participants to connect, from anywhere, into an online classroom where the instructor is facilitating the training. It includes interaction, discussion, and participation that seeks to duplicate the experience participants have in the classroom. Competency tests are proctored online.)

Some continuing education classes are available online through the Training Partnership and some qualified community- and facility-based trainers.

### **What is the guidance for discharging patients to nursing homes?**

RCS has provided many guidelines to SNF operators during this time of COVID-19 Response to include:

- CMS/CDC infection control guidance and transfer/discharge flexibilities.
- Guidelines to ensure safety and quality in nursing facilities
- Resources and information regarding the novel coronavirus
- Guidance and clarification regarding end of life situations
- Approval process for nursing facility utilization of alternate space to increase capacity
- Information on allowing an exceptional rate for nursing facility admissions from acute care hospitals

Provider letters that have been sent to facilities can be found here:

<https://www.dshs.wa.gov/altsa/residential-care-services/altsa-provider-letters>

AL TSA has also provided an FAQ to hospital staff and nursing facility operators regarding an exceptional rate for admissions to a nursing facility directly from an acute care hospital setting:

<https://www.dshs.wa.gov/sites/default/files/AL TSA/FAQ%20for%20SNF%20Exceptional%20Rates%20Hospital%20Surge.pdf>  
<https://www.dshs.wa.gov/altsa/information-providers-and-long-term-care-professionals>

### **What state-approved certifications, classes, or testing are available online for Assisted Living professionals?**

- Core Basic: Cornerstone and Relias are the only online training programs approved for Core Basic. These are self-paced courses.
- Continuing Education: Cornerstone, Relias and In the Know offer online classes. Most recently, COVID-19 CE classes have been approved for CEs, offered through Leading Age and NextStep.
- Orientation and Safety: available online through Relias and Cornerstone. Many ALF corporations have developed their own online ORSA they use only for their facility staff.

### **What state-approved Nurse Delegation certifications, classes, or testing are available online?**

None. Nurse Delegation is a self-study class. Once students read the material, they take a test. We have been flexible in allowing alternate ways for instructors to give tests during this time (COVID 19), to include by webinar. If testing is a barrier, ALFs should contact the training team [TrainingApprovalTPC@dshs.wa.gov](mailto:TrainingApprovalTPC@dshs.wa.gov) for assistance in finding instructors able to administer tests other than in-person.

## Are new hires that have not yet completed Nurse Delegation Training allowed to work in a facility?

Yes, once the individual completes two hours of orientation and three hours of safety training approved by the Department of Social and Health Services. However, long-term care workers may perform nurse-delegated tasks only if they meet one of the following requirements:

- **A long-term care worker with a current home care aide certification:**
  - A certificate of completion for the CORE training
    - *(9 hours of Nursing Assistant for Nurse Delegation and 3 hours of Special Focus on Diabetes)*
- **A long-term care worker with a current nursing-assistant certified credential:**
  - A certificate of completion for the CORE training
    - *(9 hours of Nursing Assistant for Nurse Delegation and 3 hours of Special Focus on Diabetes)*
- **A Long-term care worker exempt from the requirement for a home care aide certification must have:**
  - A nursing assistant-registered credential, and...
  - A certificate of completion for the CORE training
    - *(9 hours of Nursing Assistant for Nurse Delegation and 3 hours of Special Focus on Diabetes)*

Long-term care workers who are still within 200 days of their date of hire may perform nurse delegation only if they have:

- A nursing assistant-registered credential, and...
- A certificate of completion for the CORE training
  - *(9 hours of Nursing Assistant for Nurse Delegation and 3 hours of Special Focus on Diabetes)*

## Where can I find current waiver information?

We have posted a list of approved waivers here:

<https://www.dshs.wa.gov/altsa/covid-19-federal-waiver-approvals>

## Where can I find telehealth guidance?

To reduce exposure and infection spread risks for clients and providers during the COVID-19 state of emergency, the delivery of in-home personal care and adult day health services will be modified in some circumstances to allow for telephonic services based on client and provider health and safety and related care needs. The policy directives we have provided to HCS around the ability to provide services remotely are found in Management Bulletin H20-018:

<https://fortress.wa.gov/dshs/adsaapps/Professional/MB/HCSMB2020/h20-018%20delivery%20of%20in-home%20personal%20care%20and%20adult%20day%20health%20services%20during%20the%20covid-19%20outbreak.docx>

In addition, other Management Bulletins have been issued to describe when remote delivery of other services authorized by HCS can be provided including services such as nurse delegation, community choice guide, supportive housing and behavior supports.

- HCS Management Bulletins: <https://www.dshs.wa.gov/altsa/home-and-community-services/hcs-management-bulletins>
- RCS Management Bulletins: <https://www.dshs.wa.gov/altsa/residential-care-services/rcs-management-bulletins>

Further guidance can be found on the Health Care Authority COVID-19 page:

- <https://www.hca.wa.gov/information-about-novel-coronavirus-covid-19>.
- <https://www.cms.gov/About-CMS/Agency-Information/EPRO/Current-Emergencies/Current-Emergencies-page>

### **Are new caregivers also subject to the suspensions of training and testing requirements?**

Yes.

### **Does visitor screening include a question about direct care for a patient with COVID-19 or work in an affected facility?**

Facilities have been directed to screen for:

- Symptoms of COVID-19:
  - Fever of 100.4 or higher, cough, difficulty breathing
- Transmission Risks:
  - Contact with a person with a confirmed diagnosis of COVID-19 in the last 14 days, contact with a person under investigation for COVID-19.

### **Are new residents subject to COVID-19 testing prior to admission?**

Some skilled nursing facilities (SNF) place new admits on a 2-week quarantine upon arriving at the SNF, which temporarily decreases their overall bed capacity.

SNFs with openings are being more thorough in their admission review process. Some facilities require proof from hospital of a negative COVID-19 test prior to admission.