

May 11, 2023

Dear Care Coordination Partners,

## **COVID - 19 public health emergency (PHE) and face-to-face visit requirements**

DHS has communicated that the COVID-19 Public Health Emergency (PHE) will end on May 11, 2023 and that the following COVID-19 waivers **remain in effect temporarily for up to 6 months after the end of PHE:** (See [eList announcement](#) )

- ✓ Allowing LTSS Assessments/Reassessments to be conducted remotely.
- ✓ Allowing CM visits to be conducted remotely.
- ✓ Allowing adult day services to be provided remotely

The following COVID-19 waiver remains in effect until further notice from DHS:

Preventing termination of eligibility in LTSS programs (see [May 16, 2022, eList](#) and [Frequently asked questions about maintaining HCBS eligibility under COVID-19 requirements](#) webpage). DHS will communicate more about this change and the transition timeline.

Blue Plus Care Coordinators are advised that these waivers and the ability to do assessments/visits remotely are tied to COVID PHE. It is expected that Blue Plus Care Coordinators will provide face-to-face contacts and assessments following normal policies. All members should be offered a face-to-face and if requested by the member that it be done remotely due to COVID PHE related circumstances the CC may pivot to a remote assessment/visit and document, until the time that this waiver ends.

As a reminder no assessments for members residing in the nursing home can be excluded due to a Refusal or Unable to Reach. A chart review and visit with the member and facility staff are required as part of our process. Normal process remains that if a member is unable to participate in the assessment/interview section and you are unable to contact the responsible party or they directly refuse to participate in the member/responsible party interview section, document and complete the rest of the assessment and enter the assessment into Bridgeview.

Thank you,

**Partner Relations Team | Government Markets**

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