



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**


**ROY COOPER** • Governor

**MANDY COHEN, MD, MPH** • Secretary

**JOYCE MASSEY-SMITH, MPA** •  
Director, Division of Aging and Adult Services

**DAAS ADMINISTRATIVE LETTER NO. 20-12**

**TO:** Certified ADC/ADH Providers  
Area Agency on Aging Directors  
County Department of Social Services' Directors  
County Department of Social Services' Adult Services Supervisors

**FROM:** Hank Bowers, Assistant Director 

**DATE:** June 29, 2020

**RE:** Extension of Reimbursement for ADC/ADH services through Home and Community Block Grant, State Adult Day Care Fund and State In-Home Fund

Thank you for the work you are doing in the face of this unprecedented public health emergency.

We know that you have adjusted the manner in which you do business in order to protect the health, safety and well-being of your participants, while continuing to provide vital services.

The Division of Aging and Adult Services has received approval from the Department to authorize currently certified Adult Day Services providers, who are continuing to provide remote/virtual services, to continue to bill for participants based on the daily participant count as of March 10, 2020, as provided in DAAS ADMINISTRATIVE LETTER NO. 20-05. This authorization is effective July 1, 2020 and will continue to be considered and evaluated up through September 30, 2020.

Should current conditions under COVID-19 improve to such a point that reopening under the Governor's three-phase plan and precautions necessary to protect the health of program participants permit prior to September 30, 2020, we will plan to revert back to the traditional payment method.

ADC/DH programs receiving these payments must continue to provide services as remotely/virtually as they can, in addition to conducting daily telephone wellness checks with all enrolled participants, documenting the results, and seeking assistance from local and state resources as needs arise, as specified in DAAS Administrative Letter No 20-05.

In order to ensure that the funds are reimbursed properly, it is imperative that the scheduled days of attendance continue to be listed on each participant's service plan in his/her record and that the fund paying for each of the scheduled days of attendance is clearly identified on each service plan per North Carolina Adult Day Care/Day Health Services Standards for Certification.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF AGING AND ADULT SERVICES**

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

It will remain necessary for providers to enter all applicable days covered by this temporary policy into the appropriate reporting/reimbursement system(s).

If you have questions or need guidance to implement this temporary policy, please contact Heather Carter at [Heather.Carter@dhhs.nc.gov](mailto:Heather.Carter@dhhs.nc.gov) or 919-855-3416 or Glenda Artis at [Glenda.Artis@dhhs.nc.gov](mailto:Glenda.Artis@dhhs.nc.gov) or 919-855-3412.

JMS/HC/GA/pg