



NC DEPARTMENT OF
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LME-MCO Joint Communication Bulletin # JCB367

Date: June 18, 2020

To: Local Management Entities-Managed Care Organizations (LME-MCOs)

From: Renee Rader, Assistant Director for Policy and Programs, DMH/DD/SAS
Deb Goda, Behavioral Health Unit Manager, NC Medicaid

Subject: Update to JCB 365: Department of Health and Human Services COVID-19 Service
Guidance for IDD Supported Employment Services

- This bulletin updates language and removes “telephonic” as an option for the provision of Supported Employment. This was noted in error and conflicts with guidance issued in *SPECIAL BULLETIN COVID-19 #75: Telehealth and Virtual Patient Communications Clinical Policy Modifications - Behavioral Health Service Flexibilities – Innovations and TBI Waivers Appendix K and Developmental Disability State Funded Benefit Plans*. This bulletin also provides links to updated guidance on supporting individuals with IDD during the COVID-19 crisis.

This guidance is intended to help agencies that provide IDD supported employment services make informed decisions about COVID-19 and minimize the risk of exposure to individuals served and staff. Please see the following links from the Centers for Disease Control (CDC) website for guidance on supporting individuals with I/DD during the COVID-19 crisis:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/direct-service-providers.html>

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/developmental-behavioral-disorders.html>

Retroactive to March 13, 2020, LME/MCOs may apply the same flexibilities to state funded IDD Supported Employment and Long-Term Vocational Supports as those allowed under the NC Medicaid NC Innovations Appendix K to the extent that funding is available.

The following guidance applies to Medicaid Innovations, Medicaid 1915(b)(3) and State-funded Supported Employment and Long-Term Vocational Support services for the IDD populations:

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NC MEDICAID • DIVISION OF HEALTH BENEFITS

LOCATION: 1985 Umstead Dr, Kirby Building, Raleigh, NC 27603
MAILING ADDRESS: 2501 Mail Service Center, Raleigh, NC 27699-2001
www.ncdhhs.gov • TEL: 919-855-4100 • FAX: 919-715-9451

**DIVISION OF MENTAL HEALTH, DEVELOPMENTAL
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- Tele-health (two-way real-time interactive audio and video,) may be used to provide Supported Employment services to individuals to:
 - Support with navigating job search, applying for job, application follow-up, interview preparation, interview support (during interview), and assistance with pre-hire packages in person or electronically at companies continuing to hire during the COVID-19 pandemic. Consideration should be taken regarding accessing the employment site and the individual's capacity to work independently. In the event, the decision should be made, or consideration given to the needs for that short-term or long-term onsite support prior to supporting the individual with obtaining employment and further discussed with the individual and the person-centered planning team.
 - Support can be provided in person, via live two-way real-time interactive audio and visual interface, or telephonically as deemed clinically appropriate and effective for the individual served. If in person services are not clinically appropriate or the individual refuses, attempts should be made to engage the individual in live two-way real-time interactive audio and visual interface prior to defaulting to telephonic support. The following activities may be done via telehealth:
 - Support the individual to learn new job duties, monitor progress, and gain employer feedback on work performance.
 - Support the individual with communicating with current employer regarding working status.
 - Support to train on social distancing practices of the employer site and workplace safety related to COVID-19.
 - Support to apply for unemployment benefits as deemed appropriate for the individual served.
 - Support with fulfilling everyday service delivery functions related to their current place of employment.
 - Support the individual to enroll in classes or training programs that align with their employment/Career Profile goals.
 - Support the individual to link to resources that either help the individual stay employed or help the individual work towards employment/education goals.
 - Support the individual with finding the job, talking with the employer or preparing employee checklist for the individual, as well as recording verbal prompting instructions or videos for the individual served.

Supported employment services may be provided by the residential service provider, including Alternative Family Living (AFL) staff.

Additional hours for State Funded Supported Employment will require prior authorization.

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Information regarding Medicaid flexibilities, including Innovations Waiver and the TBI Waiver flexibilities, can be found at the following links:

<https://medicaid.ncdhhs.gov/about-us/coronavirus-disease-2019-covid-19-and-nc-medicaid/covid-19-policy-flexibilities>

<https://medicaid.ncdhhs.gov/about-us/covid-19-guidance-and-resources/providers/covid-19-special-medicaid-bulletins>

If you have any questions, please contact LaToya Chancey at latoya.chancey@dhhs.nc.gov or Kenneth Bausell at kenneth.bausell@dhhs.nc.gov.

Previous bulletins can be accessed at:

www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins

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