

Appendix K- Resuming Assessments and Reassessments

The Appendix K transition plan directs the OBRA and Act 150 Program Service Coordinators (SCs) to resume performing face-to-face assessments and allows telephonic assessments when risk factors are present in the participant's home. The transition plan also allows the SCs to make adjustments (additions or reductions) to service plans as determined by the participant's assessment.

SCs should do as much upfront telephonic work as possible to ask the CMI questions in an effort to shorten the time needed for the face-to-face visit. The Service Coordination Entities must ensure that all SCs and participants have appropriate Personal Protective Equipment (PPE) to conduct the face-to-face visit which must include masks and may include gloves and gowns. In addition;

- SCs must follow all Centers for Disease Control and Prevention (CDC) and Pennsylvania Department of Health (DOH) guidelines in regard to social distancing and infection control, including the following:
- SCs should take off the PPE and discard it in a paper or plastic bag after each face-to-face visit.
- SCs must use new clean PPE for each visit.
- SCs can do multiple visits a day if they comply with above for PPEs but should try to limit potential cross exposure as much as possible.
- Service Coordination Entities must ensure that screening and possible testing policies and procedures are in place for SCs and other staff.

A. Participants scheduled for a reduction prior to COVID

Assessments that are 90 days old or older that did not result in adjustments to the individual service plan (ISP) at the time of the assessment because of the Public Health Emergency (PHE) cannot be used to adjust the participant's ISP. The SCs must follow the comprehensive needs assessment process in the OBRA Waiver and Act 150 Program Guidelines prior to making any service reductions on the participant's ISP.

What happens if the participant refuses the face-to-face reassessment?

If a participant refuses a face-to-face reassessment, the SC may use the assessment that is older than 90 days if they meet the following conditions:

1. The SC must make 3 attempts on 3 different days and at 3 different times to schedule the assessment with the participant.
 - a. If the SC makes contact and the participant refuses a face-to-face visit based on having a high-risk diagnosis, having been exposed to COVID or any another reason, the SC only needs to document one verbal denial. Document in the service notes the date/time of the call, who you talked to and the reason the participant/family refused to have a face-to-face assessment done.
 - b. The SC must advise the participant either verbally or through text or email of the following - The results of the last assessment conducted on [Date] show a reduction in services is needed. The SC is attempting to schedule a new assessment that could show different results; however, if the participant refuses a new assessment, the SC

will move forward with a reduction of services based on the last face to face assessment.

2. The SC must allow for delays in scheduling when the participant or another household member is on a 14-day quarantine due to a potential COVID exposure. The assessment should be put on hold until after the 14 days at which time the SCs should contact them to offer a face to-face-assessment.
3. The Denial Notice sent to the participant must include the date of the assessment being used to justify the service reduction and indicate a more recent assessment is not available due to the participant's refusal to be reassessed. The notice should list the date/time that the participant was informed that refusal of the reassessment would lead to a reduction of services, and the date/time and reason for refusal of the reassessment.

What if the participant refuses a face-to-face assessment but requests a telephonic assessment?

1. If the participant refuses a face-to-face assessment, but requests an updated assessment be completed telephonically, the SC may conduct the telephonic assessment and make the necessary adjustments to the ISP based on the telephonic assessment.
2. If there is a potential denial or reduction in the ISP services based on the telephonic assessment, a denial notice can be processed as long as the SC discussed it with the participant on the phone and the reason is documented in the denial notice –(i.e. We called you on August 20, 2020 and you refused a home visit to do your assessment and therefore it was done over the phone. During the phone call we discussed that services may be reduced or changed based on the assessment that we are doing on the phone.) The SC would then proceed with the standard process for notices with appeal rights. The SC should also make note of the telephone discussion in the service notes.

B. Participants overdue for their Annual Reassessment due to the PHE

1. The SC must make 3 attempts on 3 different days and at 3 different times to schedule the assessment with the participant.
 - a. If the SC makes contact and the participant refuses a face-to-face visit based on having a high-risk diagnosis, having or been exposed to COVID or another reason then the SC can do the assessment telephonically – the SC only needs to document one verbal denial in the service notes.
 - b. If the SC makes three phone calls and there is no answer or call back, a letter should be sent to participant. The SC should also work with the PAS agency to make the contact through them. A drive by and home visit should be completed if there are immediate health and safety concerns.
2. If the participant refuses a face to face assessment/reassessment, a telephonic assessment may be completed. If there is a potential denial or reduction in the ISP services based on the telephonic assessment, a denial notice can be processed as long as the SC discussed it with the participant on the phone and the reason is documented in the denial notice –(i.e. We called you on August 20, 2020 and you refused a home visit to do your assessment and therefore it was done over the phone. During the phone call we discussed that services may

be reduced or changed based on the assessment that we are doing on the phone.) The SC would then proceed with the standard process for notices with appeal rights. The SC should also make note of the telephone discussion in the service notes.

At this time, the SC cannot complete a PA 1768 to remove a participant from the program because of lack of contact – for participants that you are unable to contact after calls, letters, etc. keep the documentation and work with OLTL to assist.