

Resuming In-Person Contacts
Proposed update to Case Management Entity COVID-19 Reopening Guide

Please see the draft policy update below, along with some questions and answers. Please let us know your feedback on the policy update **and** the questions and answers.

DRAFT In-Person Contact Policy Update:

Between July 1, 2021 and before December 31, 2021, all children and adults enrolled in K Plan, Waiver, or annual plan / “case management only” services must have one face-to-face in-person visit with their SC/PA, unless:

- The person lives in a county deemed “Extreme Risk”
- The person and/or guardian refuses due to risk of COVID-19 exposure
- The case manager refuses due to risk of COVID-19 exposure

If the visit cannot occur due to one or more of the above reasons, case managers must describe this in a progress note.

This face-to-face in-person visit satisfies the annual in-contact requirement for 2021. This visit should be short, outdoor when possible, and PPE and health screening provisions surrounding in-person meetings contained in this guide still apply.

DRAFT In-Person Contact Questions and Answers:

Q: Is one visit the minimum? Would more face-to-face contacts per person be preferred?

A: Unless there are health and/or safety concerns, only one visit is allowed, followed by a return to virtual case management services.

Q: Do case managers need to see the interior of an individual’s home?

A: No. Outdoor, socially distant (6 feet or more) visits are strongly encouraged over indoor visits.

Q: County risk levels change frequently. What if a person’s county of residence is deemed “Extreme Risk” one week, and then changes to “High Risk or vice versa?

A: Case managers should stay apprised of changes, and reschedule the visit so it occurs once the county reaches High, Moderate, or Low risk.

Q: What if a case manager has a pre-existing condition and/or cannot get vaccinated due to health risks?

A: Another case manager from the CME could volunteer for the face-to-face visit, or the case manager could arrange for a short, outdoor, socially distant visit.

Q: Can I require an individual and members of the household be vaccinated before an in-person visit?

A: No. You can ask if a person/household is vaccinated, but they must be informed of their right to not disclose this information. Vaccination status may be a deciding factor in a person refusing an in-person visit. This is allowed and should be documented in a progress note.

Q: Do I have to disclose my vaccination status if an individual will only meet with me if I'm vaccinated?

A: No, you do not have to disclose this information, but we strongly encourage you to do so. Regardless, an individual has the right to decline an in-person visit if you don't disclose or you are unvaccinated.