

April 3, 2020

In response to the National Public Health Emergency associated with the Novel Coronavirus (COVID-19) outbreak, adjustments are being made to the Medically Fragile Waiver Level of Care (LOC) process.

The following is **effective from March 25, 2020 until 90 days after the end of the emergency declaration.**

Medically Fragile Waiver

1. The 90 and 45-day LOC written reminder notices issued by the Third-Party Assessor (TPA), Comagine Health, are suspended during the duration of the Public Health Emergency.
2. No new LOC information should be submitted to the TPA after March 25, 2020, unless there is a change in the LOC.
3. The TPA will follow the routine process for LOC submissions and RFIs issued prior to March 25, 2020. DDS will be assisting the TPA to reach Case Managers to respond to outstanding RFIs.
4. Beginning March 25, 2020, the TPA will process 2020-2021 LOCs using the 2019-2020 approved LOC documents. The TPA will create a new "episode" for the 2020-2021 LOC in the Comagine Health Provider Portal. The episode will contain the recipient's historical 2019-2020 LOC information. The TPA will review and approve the 2020-2021 LOC utilizing this historical information.
5. The approved 2020-2021 DOH 378 and approval letters will be available electronically to Case Managers through the Comagine Health Provider Portal.
 - a. Approval letters will not be mailed directly to recipients and guardians during this time.
 - b. Case Managers can obtain the recipient letters through the Comagine Health Provider Portal and provide to recipients and guardians electronically upon request.
6. For initial LOCs or LOC changes, the level of care submission will follow the normal process and the LOC packet will be submitted to the TPA. The TPA will review the submission and the final decision will be available in the Comagine Health Provider Portal.
 - a. In the event that a review results in a denial, the DOH 378 and the denial letter will be available electronically in the Comagine Health Provider Portal. The TPA will place a phone call to inform the recipient/guardian of the denial.

Annual Individual Service Plan (ISP) and Budget Submissions

With the exception of remote annual ISP meetings, the annual ISP and budget development and submission process remains the same. IDT meeting minutes may have electronic signatures or other notation of verification phone/email attendance during this time.