

Date: June 29, 2021

To: All DD Waiver, Mi Via Waiver, Medically Fragile Waiver, Supports Waiver, State General Fund Providers and Stakeholders

From: Jason Cornwell, Director
Developmental Disabilities Supports Division



Subject: Resuming In- Person Case Management/Community Support Coordinator/Consultant Monitoring in DD Waiver, Mi Via Waiver and Supports Waiver

Following Governor Lujan Grisham's announcement that the State of New Mexico will reopen on July 1, 2021, the DD waiver, Mi Via Waiver, Supports Waiver and Medically Fragile Waiver will resume in person case management¹ visits as required by each program. In-person case management monitoring is an important element of the work of the case manager and is critical for health and safety of participants in waiver services.

Case Management Agencies are responsible for ensuring face to face, in person visits according to the frequency established by the specific waiver standards. This means visits required monthly must be started in person by end of July 2021; visits required quarterly must be started in person by end of September 2021; and visits required every other month must be started in person by end of August 2021. Resuming in-person visits will not apply if tribal borders are closed. Tribal orders supersede requirements in this memo.

Planning

1. All case management agencies must have a COVID-19 Safe Practice plan that includes:
 - Communication.
 - Addressing an outbreak.
 - Screening routine for employees and contractors.
 - Screening procedures for all visitors to office prior to in-person meetings facilitated by case manager.
 - COVID-19 safe training for employees and contractors.
 - Accessing Personal Protective Equipment Coverage for employees/ subcontractors unable to conduct in-person visits when indicated.
 - Support for telehealth and teleconferencing based on individual health and safety concerns.
2. COVID-19 Safe Agency Plans must be available to DDS immediately on request by Close of Business July 6, 2021.
3. Guidance for health care workers applies to case managers to include wearing masks and should be included in the COVID-19 Safe Practices plan.
4. Meetings in preparation for in-person monitoring and other in-person clinical visits must be planned and facilitated by the case manager. Meetings may not be considered as in person visits if held remotely.

¹ For the document, case management and case manager are umbrella terms used interchangeable to refer to DD Waiver case manager, Mi Via Consultant, Medically Fragile Case Manager, and Supports Waiver Community Supports Coordinator.

5. Frequency and location of in-person visits must follow applicable waiver standards. In DD Waiver, when visits during Customized Community Supports and Community Integrated Employment services are provided at home or virtually, count the in-home visit during those hours as a day services visit.

Waiver Participant Choice

1. Safety of in person visits must be continually assessed and can change from day to day, week to week and should include the preference of the waiver recipient and their family.
2. If a waiver participant requests that a required in person visit be conducted telephonically, via telehealth or in a setting other than the setting required, an exception to standards may be submitted to the DDSD Regional Office and will be reviewed within 15 days. Exceptions requests should be based on how an in-person visit might jeopardize a waiver participant's health and safety, not the agency or staff person's need.

In Person Safeguards

1. In person monitoring should not include any physical contact and may take a variety of forms depending on risk level and need.
2. Curbside or outside visits, wearing masks and social distancing is acceptable. However, case manager entry into the facility or home to view the setting for health and safety and other required monitoring activities must occur at some point during an in-person visit.
3. Inside visits must follow screening protocol of host home agency or family. If individual does not have a screening protocol the screening routine defaults to that of the case management agency. Limit contact with any shared, high-touch items (pens/devices/ doorknobs etc.).
4. Social distancing and number of people present must be considered for individual safety at in person meetings.

For further questions please contact waiver leads as follows:

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