

NOTICE: All provider agencies that receive this publication are REQUIRED to distribute this update in a timely manner to ALL therapy practitioners and/or case managers contracted or employed by your agency. Thank you so much for all you do!

Please note – During the COVID-19 pandemic, we continue to work in a very fluid situation and directives can and do change rapidly. This *Therapist Updates* is current as of the time of release, but therapists and readers should follow the latest guidance available.

COVID-19 and Therapy Services Information

As we enter the seventh month of the pandemic, we have seen a cautious reopening followed by an increase in the number of cases. As of 10/13/2020, per the Governor, no more than 5 people may be at a mass gathering. Remember we are obligated to always abide by the Public Health Orders issued by the Governor's Office as well as information from the Centers for Disease Control and Prevention related to COVID-safe practices.

In addition, autumn is the start of flu season. Flu vaccines are widely available and strongly encouraged. As always, your efforts are appreciated.

- Please refer to the DDSD memo dated 10/1/2020 for a summary of the guidance that was current on that date. With the exception of the new mass gathering limit decreasing from 10 to 5 persons, all information is still current as of the date of this publication. PLEASE share any announcements from Tammy Barth in the PEU with your staff and visit DDSD COVID-19 website for the most current updates.
- **The DDSD COVID-19 site** <https://nmhealth.org/about/ddsd/diro/ddcv/> consolidates information especially relevant to DDSD providers including: all DDSD COVID-19 Numbered Response Memos; Guidance Documents; Policies; and a variety of very helpful Resource Documents. Please check this site often for updates!
 - DDSD is back to sending out memos and other information on the 1st and 15th of each month. Please be sure to check your inbox for those updates.
- Therapists are able to provide services remotely and in-person based on the wishes of the person or their guardians. Teams should have already met to address the plan to proceed with providing therapy services.
- Note that the DDSD Therapy and BSC Clinical Session Requirements Guidance dated 8/1/2020, states that no more than one therapist or BSC may conduct a session in the home at the same time. Some teams have identified that co-treatment by two therapists is needed. When unique circumstances occur, teams may request exceptions for delivery of services through their Regional Office. Please specify why this is needed, treatment goals, and the estimated number of visits needed.
- We continue to receive frequent calls about providing services outdoors. Therapists are not prohibited from visiting with clients outside the home. This should have been addressed in the IDT planning meetings. Remember, COVID-Safe Practices must be followed at all times.

- **WiFi Access:** As of 7/1/2020, all DD Waiver Residential (Supported Living, Family Living, and Intensive Medical Living) agencies were required to provide WiFi access to individuals as a “basic utility.” If you continue to experience difficulties with compliance, please contact your therapy consultant, Felicia Vidro, or file a RORA.
- **Appendix K (COVID-19):** Assistive Technology for telehealth access through DD Waiver:
 - **Reference the AT Guidance document issued 10/16/20, “Assistive Technology Guidance for DD Waiver Providers and External Reviewers”**
 - NEW DEADLINE: The timeline to apply for COVID-19 related AT to support telehealth services has been extended to January 26, 2021.
 - The decision for purchase of AT items continues to require an IDT meeting.
 - Request for AT of up to \$500 is a onetime occurrence!
 - The requestor must indicate the rationale for using this device for telehealth sessions related to the COVID-19 crisis.
 - Due to limited availability of popular electronics and the inability to purchase items in bulk, the ATF purchasing agents have requested that teams make purchases for devices directly. The ATF purchasing agent will send a check to the requestor of the AT to make the purchase. Checks must be cashed within 90 days.
 - Please be aware that there may be delays in ordering/delivery of specific devices due to increased demand. At this time, it is acceptable to substitute a similar product that allows individuals to have access to telehealth more quickly. Please edit the AT Fund request to reflect the substitution. Please also remember to submit your receipt of purchase to the Purchasing Agent or CSB.
 - To avoid delays, please be sure the AT application that is submitted is accurate, complete, and the calculations include the 10% fee where applicable.
 - These simple steps will help the application to be processed smoothly and not be delayed.
 - Please attempt to have items sent to a secure location or where someone will be present to receive the package.
- **Temporary Therapy Rate increase included in recent Appendix K revision:** Therapists were notified that they are eligible for a temporary rate increase. See memos dated 9/15/20, “DDSD Therapy Rate Study Report and Rate Increases” and dated 9/16/20, “Temporary Rate Increases for DDW, Mi Via Waiver and Medically Fragile Waiver”. Providers do not need to take any action related to this increase.
- **Essential Workers Crossing the NM Border:** Like other health care workers, therapists can cross state lines to provide services. Refer to: <https://www.newmexico.gov/2020/07/07/new-mexico-travel-restrictions-in-effect/>

Welcome



The Clinical Services Bureau would like to welcome Robin Leinwand, MOT, OTR/L, as the Statewide Occupational Therapy Consultant for the Developmental Disabilities Waiver. Robin's background includes 9+ years as an Occupational Therapist providing services in DD Waiver, school-based, and early intervention settings. In her role as adjunct faculty with the UNM Occupational Therapy Graduate Program, Robin has developed community programs and been a co-instructor for the Pediatrics course. Before moving to New Mexico, she was a kindergarten teacher in Northern Colorado. Robin is a strong advocate for collaborative service delivery and presents on this topic at the local, state, and national levels. She is passionate about giving therapists and team members the tools needed to support their clients and caregivers. When not working, Robin enjoys the outdoors, reading, and being entertained by the antics of her two 7-month-old kittens. Please feel free to contact Robin for assistance with OT clinical issues and general assistance related to therapy services through the DD Waiver. Her contact information is included at the end of this newsletter. Please join us in welcoming Robin to her new role in Clinical Services Bureau.

DDSD Clinical Services Bureau Information/Resources

- **Specialty Seating Clinic** – Referrals for wheelchair, positioning, and adaptive equipment are being processed and appointments made for remote and in-person evaluations or wheelchair fittings, dependent on the need of the individual as assessed by SSC clinicians. Contact Jason Lavy, Specialty Seating Clinic Manager, via Therap, at (505) 222-4610 or at specialty.seating@state.nm.us for more information.
- **SAFE Clinic** – Any adult with I/DD who is experiencing challenges related to oral eating and/or tube feeding can be referred for specialized assessment and recommendations regarding eating/feeding, nutrition, positioning, and associated medical needs to support health, safety, and independence. SAFE Clinic appointments are currently occurring via remote technology. Call Jacoba (Kotie) Viljoen PhD, MSN- Ed, RN, CCRN, CSB ARM Coordinator, SAFE Clinic Coordinator for further information. Office Phone: (505) 841-6188 / Fax# (505) 841-2987 or Email: Jacoba.Viljoen@state.nm.us
- **CARMP** – As of June 1, 2020, IDT's should be using the CARMP Draft in Therap to complete all CARMPs. All therapists must have a Therap account (per DDSD Numbered Memo 2020-01). For any questions regarding The CARMP Questionnaire in Therap, call Jacoba (Kotie) Viljoen PhD, MSN- Ed, RN, CCRN, CSB ARM Coordinator, SAFE Clinic Coordinator for further information (contact information above). You can also refer to Memo 2020-01, "Using Questionnaire-CARMP Draft in Therap: Process and New Required Elements Regarding Therap."
<https://www.nmhealth.org/publication/view/general/5809/>

The recorded webinar and guide can be found on the Therap homepage. On the home page click on Menu→choose help and support→states→NM, then scroll to the bottom of the second large table.

- **Protected Health Information (PHI)** - PHI is any information in a medical record that can be used to identify an individual, and that was created, used, or disclosed to a covered entity and/or their business associate(s) during provision of a health care service, such as a diagnosis or treatment. It is important that all PHI go through a secure email platform. **DDSD encourages everyone to use SCOMM through Therap!**
 - If you do not have access to Therap or you need to update your information, please contact Kathy Baker or Hernando Martinez:
Kathy.baker@state.nm.us or Hernando.martinez@state.nm.us
- **Electronic Visit Verification (EVV)** update – Human Services Department (HSD) has issued contracts to FiServ (formerly FirstData) to implement EVV. EVV for Personal Care Services will be effective 1/1/21. The EVV system used for HCBS services in New Mexico is AuthentiCare which is managed by FiServ . This does not include therapies. For additional information, see: <https://www.nmhealth.org/about/ddsd/pgsv/>
- **PCG Rate Study** – The final version of the rate study is posted on the DDSD website at <https://www.nmhealth.org/about/ddsd/pgsv/ddw/>
- **Decision Consultation Form** – The DCF was updated and sent out in a packet of memos on 9/1/2020; form is located: <https://www.nmhealth.org/publication/view/form/3987/>
 1. The Decision Consultation process is used when an individual/plenary guardian has concerns or questions about health-related recommendations. This includes medical/clinical orders or recommendations from the Primary Care Practitioner, treating Physicians/Practitioners, or Specialists; clinical recommendations from licensed clinicians who may or may not be part of the individual’s team and health related recommendations/suggestions from external reviewers such as Jackson Individual Quality Reviewers (IQR).
 2. This process assures that questions are answered, resources are provided if desired and that informed decisions are made, documented and honored.
 3. If the individual/plenary guardian, as a result of the risk/benefit discussion with the healthcare practitioner, has already made a decision with regard to the order/recommendation, and they do not desire further information, this form may be completed by the case manager in conversation with the individual/plenary guardian without convening a team meeting unless the team needs to discuss changes to the current ISP and/or healthcare plans as a result of this decision.
**If the team, including the individual/plenary guardian has concerns about non-health-related recommendations from any entity or review process, the Team Justification Form and process will be used.
- **Remote Day Services – Guidance Memo sent out on 9/1/2020** – Remote based day services have been approved by the Centers for Medicare and Medicaid Service via Appendix K, Version 3 effective September 1, 2020 through January 26, 2021. Remote based day habilitation services are allowed and reimbursable beginning September 1, 2020. Day services may be provided remotely as an expansion to the existing scope of services to support meaningful day/community life engagement. Day supports may still include in-person services. A schedule can combine in-person and remote based services

planned at separate times throughout a person's day/week, thus creating a "hybrid" expanded model of service locations.

- **Participatory Approach and Consultative-Collaborative Model**

The 2018 DDW Standards mandate that therapists provide services utilizing the Participatory Approach and the Consultative-Collaborative Model. The following are excerpts from the Standards describing how services should be provided using this type of therapy service approach. Please see the complete standards for more information.

<https://www.nmhealth.org/publication/view/regulation/4173/>

- [Standards 12.4.1] The "Participatory Approach" is person-centered and asserts that no one is too severely disabled to benefit from assistive technology and other therapy supports that promote participation in life activities. The Participatory Approach rejects the premise that an individual shall be "ready" or demonstrate certain skills before assistive technology can be provided to support function. All therapists are required to consider the Participatory Approach during assessment, treatment planning, and treatment implementation. Services provided using the Participatory Approach are person centered.
- [Standards 12.4.2] The Collaborative-Consultative therapy service delivery model is required to be followed by therapists providing therapy under the DD Waiver. The role of the therapist is to design and train supportive/adaptive strategies through direct collaboration with the person, DSP and other members of the IDT.
- [Standards 12.4.3] Therapy services must be delivered in settings where the person lives his/her life. This includes home and community settings. Visits may not occur exclusively in only one setting. Therapists may use their expertise with a specific modality to deliver therapy services (e.g., pool, horses, dogs) but *may not use that modality exclusively* so that home visits or delivery of therapy in other life settings are excluded.

Participatory Approach to Therapy & Related Standards & Guidelines Training is a mandatory course for therapists and must be taken within the first year of working with individuals on the DDW. If you have not taken this course or would like to take it again, please see the Training section below and sign up for an upcoming course.

- **Collaboration and recognition**

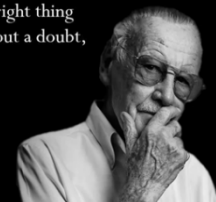
Our ability to provide the best possible services to the individuals with whom we work is dependent on our relationships with those who work directly with them on a day to day basis.

Please remember a tiny gesture, smile, or recognition of a job done well can brighten someone's day.

A hero is someone who is concerned about other people's well-being, and will go out of his or her way to help them — even if there is no chance of a reward.

That person who helps others simply because it should or must be done, and because it is the right thing to do, is indeed without a doubt, a real superhero.

Stan Lee



Clinical Resources

- **Clear Mask Resources**

- Safe 'N' Clear™ <https://safenclear.com/>

- ClearMask™ <https://www.theclearmask.com/product>
- Instructions for DIY mask <https://www.instructables.com/id/Face-Mask-Adapted-for-Deaf-DeafBlind-and-Hard-of-H/>
- The **American Academy of Developmental Medicine and Dentistry (AADMD)** website has information specific to COVID-19 and people with IDD, as well as other content related to self-advocacy and webinar trainings. It is a great resource for therapists, teams, and our individuals receiving services: <https://www.aadmd.org/covid19-resources>
- **Research Studies related to COVID-19 and individuals with IDD**
The public health response to the COVID-19 pandemic for people with disabilities: <https://www.sciencedirect.com/science/article/pii/S1936657420300686>
- **The New York Fashion Show** presented the 2020 Runway of Dreams virtual adaptive fashion show recently. Thanks to Laura Thomas, PT, for sharing this positive reminder about the capabilities of the individuals we serve and the hurdles that they have overcome either independently or with our help. <http://trk.cp20.com/click/f0tl-2avts7-qpavnv-e2prlo44/>

CSB Training Opportunities

UPCOMING PA/STANDARDS and ARM TRAINING

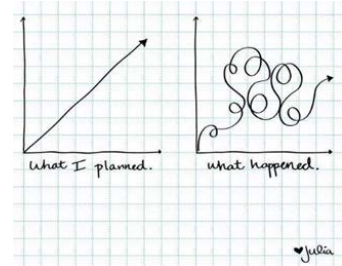
ALL ON-SITE TRAININGS ARE POSTPONED UNTIL FURTHER NOTICE!		
Training (ON-LINE)	Time	Date
Participatory Approach/Standards	9:00 – 12:00 / 12:30 - 4:00	10/29/20
Aspiration Risk Management	9:00 – 12:00 / 12:30 – 4:00	10/30/20
Pre-register for on-line trainings at: https://ddsctrain.cdd.unm.edu/Calendar.aspx		
The Calendar for 2021trainings will be available in the next Therapist Updates.		

ANE REFRESHER Training is now on the Train NM web-site. The official title of this course is “ANE Awareness.” Every therapist is required to complete this refresher annually after completing an in-person, full ANE Training prior to working with individuals in DDW. All versions of the DOH - ANE courses will count during COVID-19. Currently there are two online options available, ANE live streaming or the ANE Awareness. Both are available on the New Mexico Waiver training Hub: <http://cdd.unm.edu/other-disability-programs/disability-health-policy/ddsd-courses/ane-awareness.html> (You need to allow pop-ups for the courses to run effectively.)

CSB Contact Information

- **CSB Bureau Chief:** Elizabeth Finley, Elizabeth.Finley@state.nm.us
- **CSB AT/Therapy Coordinator:** Felicia Vidro, Felicia.Vidro@state.nm.us
- **CSB ARM Coordinator:** Jacoba (Kotie) Viljoen, Jacoba.Viljoen@state.nm.us
- **CSB Clinical Consultants:** Contact us via E-mail, text, or phone call

- Mary Beth Schubauer, Physical Therapy
MaryBeth.Schubauer@state.nm.us 505-238-2247 (cell)
- Demarre Sanchez, Speech Therapy
Demarre.Sanchez@state.nm.us 505-417-5264 (cell)
- Robin Leinwand, Occupational Therapy
Robin.Leinwand@state.nm.us 505-239-1768 (cell)



We appreciate you! Happy Fall!

Thanks to all of you who, despite all the challenges, continue to go above and beyond to creatively support the individuals and teams you work with during this extraordinary healthcare emergency.