

Guidance for CES Waiver providers during the COVID-19 pandemic

Due to rapidly evolving developments related to COVID-19 in Arkansas, Summit Community Care is issuing the following guidance to Community and Employment Supports (CES) Waiver providers. We recognize the importance of ensuring our most vulnerable members continue to receive necessary care. We are acting to remove barriers to service delivery during this difficult time. In preparation for likely continued early intervention day treatment and adult development day treatment closures and the service gaps these closures will create for our waiver membership, we have been working internally and collaborating with the Department of Human Services to establish a method for alternate billing and service delivery.

For changes in services due to closures, quarantines, acute illness or changes in natural supports as a direct result of COVID-19, CES Waiver providers may request emergency supportive living hours billed under Supplemental Support Services in lieu of normally scheduled and approved services. These in lieu of services may be provided without authorization from March 16, 2020, through March 30, 2020, to allow providers to immediately impact member needs related to COVID-19 and to develop/submit emergency person-centered service plan (PCSP) revisions to Summit Community Care for service needs beyond March 30, 2020.

Key points:

- Provide immediate COVID-19-related services to members as needed from March 16, 2020, to March 30, 2020. (All claims correctly billed for service dates between March 16, 2020, and March 30, 2020, will be paid.)
 - Bill total charges for extended hours as T2020 UA (Supplemental Support Services).
 - Phase I and Phase II providers will bill regularly approved H2016 (with modifiers) units and additional COVID services will be billed under T2020 UA as pass-through costs.
 - Regular H2016 should be billed as already approved and only the extended hours should be billed as supplemental supports (T2020 UA).
 - Communicate needed services with the member's care coordinator or Ashley (Hubbard) Riedmueller.
- For service dates beyond March 30, 2020, send emergency revisions to the PCSP to DDwaiver@SummitCommunityCare.com between March 16, 2020, and March 30, 2020. (Supplemental Support Services connected to COVID-19 must have prior authorization if provided beyond March 30, 2020. These services are billed under T2020 UA – Supplemental Support Services.)
 - For most providers who are still billing a daily rate through the waiver, you will receive approval of any authorized COVID-19-related service via email.

- For providers in Phase I and Phase II, you may request revisions to the PCSP for service dates beyond March 30, 2020, through the above email instead of a formal utilization management request; an authorization decision will be provided to you.
- Continue to bill all other authorized CES Waiver services in the same manner as before. Only services added for COVID-19 will be required to bill under T2020 UA – Supplemental Support Services.