

## Kansas 1915(c) HCBS Waiver Programs **COVID-19 Guidance**

**Date: Tuesday, March 17, 2020**

**Time: 1:00 PM**

### **Person-Centered Service Planning**

The State shall allow person-centered service planning processes (PCSP) to be completed using telephonic or video visit and without waiver participant's (member) signature, until a visit can occur; shall allow provider and service changes with MCO choice confirmation but not CDDO choice process. The Managed Care Organization (MCO), PCSP team shall be held to the same standards of practice and conduct as in-person service.

1. Adopted telecommunications (phone), televideo consultations/telemedicine, or telehealth services methods must meet the following criteria:
  - a. Comply with the Health Insurance Portability and Accountability Act (HIPAA);
  - b. Such a process must provide interactive audio or video communications, permitting real-time contact between a distant representative of the MCO, who is present and participating in the visit, and the individual waiver participant.
2. The State is requesting immediate implementation to avoid any adverse effect on participants' health and safety and providers' capacity to deliver services.
3. Services and Supports that require face-to-face contact between a provider, care coordinator, case manager or caregiver should be conducted using methods that promote social distancing throughout the period of the pandemic.

The exception granted through this guidance is good through May 1, 2020, at which time the guidance will be revisited for a potential extension, as necessary.

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