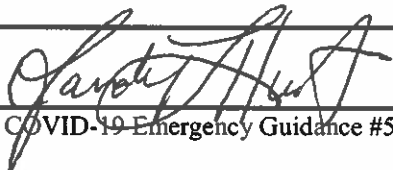


NH Department of Health and Human Services (DHHS)
Division of Long Term Supports and Services

105 Pleasant St.
Concord, NH 03301

STATE OF NEW HAMPSHIRE DLTSS GENERAL MEMORANDUM(GM)	
DATE:	July 12, 2021
TO:	Area Agency Executive Directors, Area Agency Business Managers, Area Agency Service Coordinator Supervisors, Provider Agencies, Bureau of Developmental Services Staff, Bureau of Family Centered Services, Office of Client and Legal Services, Nancy Rollins, DLTSS
FROM:	Sandy Hunt, Bureau Chief, Developmental Services
SIGNATURE:	
SUBJECT:	COVID-19 Emergency Guidance #5 – In Person Visits
GM NUMBER:	07-21 GM
EFFECTIVE DATE:	July 15, 2021
REGULATORY GUIDANCE:	This memo is a communication tool circulated for informational purposes only. The goal is to provide information and guidance to the individuals to whom it is addressed. The contents of this memo and the information conveyed are subject to change. This communication is not intended to take the place of or alter written law, regulations or rule.

MEMORANDUM SUMMARY
<p>The purpose of this memorandum is to:</p> <ul style="list-style-type: none"> • Provide statewide guidance to staff and providers relative to the provision of in-person services / home visits following the end of New Hampshire’s COVID-19 State of Emergency.

On May 8, 2021, Governor Sununu issued the COVID-19 Universal Best Practices, which replaced the Universal Business Guidelines created under Emergency Order 52. As such, this guidance supersedes the following:

BDS COVID-19 Emergency Guidance #4 provided in 04-20 GM, released 5/13/2020
<https://www.dhhs.nh.gov/dcbcs/documents/bds-covid19-guidance-4.pdf>

The Centers for Disease Control and Prevention and New Hampshire’s COVID-19 website continue to provide valuable information and resources pertaining to COVID-19.

As a reminder, the Department of Health and Human Services continues to strongly recommend the use of face coverings in common areas of buildings, as well as the additional protective measures that can help slow the spread of illness, including:

- Self-monitoring for symptoms of COVID-19, and staying home when you are sick
- Maintaining social distance
- Practicing good hand hygiene
- Cleaning of high-touch areas
- Vaccination

Vaccinated people are no longer required to mask (unless required under local ordinance), but DHHS recommends it. Agencies should develop their policy and procedures regarding this based on best practices and their tolerance for risk.

He-M 517 Medicaid-Covered Home and Community-Based Care Services for Persons with Developmental Disabilities and Acquired Brain Disorders

Effective July 15, 2021, flexibilities to the requirements in He-M 517.05 Covered Services relative to in person visits, will end for service coordination/case management.

Beginning July 15, 2021, the requirements of He-M517.05 are in effect for all service coordination/case management service unless any of the following scenarios occur:

1. A Participant, a member of a Participant's immediate household, or the Service Coordinator identifies as having or possibly having COVID-19 a result of active screening as recommended in the COVID-19 Universal Best Practices;
2. The Participant requests to forgo the face to face contact; or
3. The Participant resides at a location that makes social/physical distancing, as recommended in the COVID-19 Universal Best Practices, impossible.

The Service Coordinator must document in the progress note when any of the above scenarios occur. When any of the above scenarios occur, hybrid visits will be allowed instead of face to face contact under the authority of the Appendix K approved by CMS. Hybrid visits include a combination of telephonic or virtual technology, and brief in-person visits to obtain signatures and view the home environment.

For service coordination appointments scheduled prior to July 15, 2021, hybrid visits will be allowed instead of face to face contact under the authority of Appendix K approved by CMS, regardless of whether any of the scenarios occurred. Service coordinators should document in the progress note that the appointment was scheduled prior to July 1, 2021.