

Secretary Sullivan Address

Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning
2020



Office of Medicaid Policy and Planning



Section 1135 Waiver Approval

- FSSA waiver was approved March 25, 2020.
- Range of authorities that:
 - Streamline provider enrollment.
 - Ease member appeals.
 - Ease provider operations and payment rules.
 - A copy of the waiver is available at www.medicaid.gov/state-resource-center/disaster-response-toolkit/federal-disaster-resources/?entry=54052.
- ISDH temporary blanket waiver for hospitals and comprehensive care facilities.



Enhanced Federal Medicaid Assistance Percentage

Families First Coronavirus Response Act provides a temporary 6.2 point increase in FMAP for states meeting the following requirements:

- No increase in eligibility restrictions after 1/1/20
- No increase in premiums over 1/1/20 levels
- Coronavirus testing and treatment must be covered
- Beneficiaries cannot be dis-enrolled after 3/13/20 (only voluntary dis-enrollments)

For Indiana, Federal share of many Medicaid expenses would increase from 65.84% to 72.04% (with the State share decreasing from 34.16% to 27.96%). The temporary enhanced FMAP would apply for Medicaid expenses that are not already receiving an enhanced FMAP.

A significant portion of the enhanced Federal funding may be needed to fund continuing coverage for beneficiaries that would normally have been dis-enrolled.

The temporary 6.2% FMAP increase will be available beginning 1/1/2020 and ending at the end of the calendar quarter when the public health emergency is no longer in effect.



Member Assistance



Member Eligibility

- No member benefits will be discontinued as long as the public health emergency declaration remains in effect.
- HIP, CHIP and MedWorks members will have premiums and contributions waived from March through August 2020.
- Members in all IHCP programs will have no co-payments starting April 1, 2020.



Member Appeals

- Allows for 120 days (managed care) or 90 days (eligibility or fee for service) to request a state fair hearing.
- Enrollees do not need to complete managed care appeal—they can skip ahead to a state fair hearing.



Pharmacy

- Allow 90-day fills for maintenance drugs.
- Allow early refills for non-controlled substances.
- Automatically extend drug PAs that are expiring in March, April or May.
- Waive all drug copays.
- Allow dispensing of respiratory inhalers regardless of preferred status.
- Suspend member signature requirement as proof of delivery.



Provider Assistance



Telemedicine Policy Update

- Most services covered by Indiana Medicaid are reimbursable through telemedicine.
- Allows for all technologies, including voice-only.
- Same reimbursement as in-person services.

For more information on the telemedicine changes, see [Indiana Health Coverage Programs \(IHCP\) Bulletin BT202022](#).

Provider Enrollment/Credentialing

- All revalidations temporarily ceased.
- Multiple screening requirements waived.
- Allowing providers licensed in any state to participate.
- Credentialing requirements suspended.

Be on the lookout for more information this week in an *IHCP Bulletin*.

Prior Authorization Modifications

- Phase One
 - Inpatient Acute Care Hospital
 - Respiratory DME



Provider Operations/Payment

- CMS is waiving requirements that Critical Access Hospitals limit bed numbers to 25 and length of stay to 96 hours.
- Allows long-term care hospitals to exclude patient stays from the 25-day average length of stay requirement when an LTC admits/discharges to meet demands of the emergency.

Provider Operations/Payment

- Provide payments to facilities not certified to participate in CHIP if they provide services to CHIP enrollees.
- Provides relief to Home Health Agencies on the timeframes related to OASIS Transmission. Allows Medicare Administrative Contractors to extend the auto-cancellation date of Requests for Anticipated Payments during emergencies.

Response for Nursing Homes

- Modification to the required PASRR Level I and Level II assessments.
- Reimbursement for alternative settings.
- Waiving the three-day prior hospitalization requirement.

Division of Mental Health and Addiction



Response for Mental Health Providers

- All MRO services reimbursable through telemedicine.
- Authorizing 21-day minimum for residential SUD treatment.
- Safe Recovery site for individuals experiencing homelessness.
- Psychological First Aid trainings.
- Mental Health Crisis Line.
- Working on SUBSTANTIALLY increasing level of available peer and other recovery supports (“waves of support”).
- #INthistogether (coming soon): Resources for all Hoosiers coping with increased mental health challenges.



Office of Early Childhood and Out-of-School Learning



Child Care

- Latest guidance posted at www.in.gov/fssa/carefinder/5761.htm

Temporary Assistance Grants:

- Programs experiencing excessive absences or programs that have had to temporarily or permanently close due to COVID-19
- Apply every two weeks through applications posted at OECOSL website
- Funds us to support payment of teachers to maintain supply of childcare
- Processed over 1,100 grants in first two weeks
- Payments to eligible providers made every two weeks to coincide with CCDF payments



Child Care

In conjunction with Early Learning Indiana, OECOSL is attempting to understand availability and community need. Brighter Futures Indiana is gathering information on community organizations that are equipped to help establish pop-up care options to serve essential personnel.

<https://app.smartsheet.com/b/form/59bcbfc1522c4f658d0811c48aeb4e1b>

Division of Disability and Rehabilitative Services



First Steps

First Steps services provided remotely and face-to-face as appropriate.

- New policies issued March 16, 2020: www.in.gov/fssa/ddrs/3399.htm.
 - Considerations for remote service delivery
 - Video platforms
 - Telephone
 - Checklist to assess a family’s technology and accessibility.
 - Best practice guidance for tele-practice in early intervention.
 - Riley Child Development Center offering reflective supervision and consultation to all personnel.
- All local SPOE offices are operational and taking new referrals.
- Send all questions regarding First Steps to FirstStepsWeb@fssa.in.gov.



Bureau of Developmental Disabilities Services

- BDDS offices are closed to the public but are providing essential services remotely.
- Appendix K allowing for exceptions during emergency incidents drafted for both CIH and FSW.
- Guidance highlighting policy changes posted with additional guidance forthcoming: www.in.gov/fssa/files/BDDS_providers_tem_policy_change.pdf
- Remote services available via telehealth for HCBS waiver supports.
- Please send all provider service changes to BQIS.Help@fssa.in.gov.
- **Family Web Sessions Planned**
 - 3/30 Family Updates Session
 - 4/3 Managing Life During the Pandemic, Part 1
 - 4/7 Managing Life During the Pandemic, Part 2



Bureau of Rehabilitation Services

VR offices are closed to the public, but providing essential services remotely.

Guidance issued March 26, 2020 for Vocational Rehabilitation, includes:

- Considerations for remote service delivery
- Temporary changes to funding due to COVID-19
 - VR Participant job loss
 - Project Search internship disruption or incompleteness
- Please notify VR staff of participant job loss due to COVID-19.
- For Project Search providers, please discuss interruptions in Project Search internships/rotations due to COVID-19.

www.in.gov/fssa/files/Interim_Guidance_R_Employment_Services.pdf



Division of Aging



Collaboration and Support

- The Division of Aging is hosting weekly provider virtual meetings with trade associations and providers for Aged & Disabled and Traumatic Brain Injury waivers, as well as CHOICE, Title III and Social Service Block Grant programs. The purpose of the meetings is to ensure questions are answered timely and uniformly and to gain real-time feedback on emerging issues.
- The Division of Aging is collaborating with many stakeholders to produce and share guidance documents available on the FSSA COVID-19 webpage: www.in.gov/fssa/5772.htm.
- The Division of Aging is collaborating with Area Agencies on Aging regarding funding for home delivered meals in the absence of congregate meal sites for older Hoosiers to ensure meals are provided to participants.



Waivers: Appendix K Amendments

- The Division of Aging, along with the Office of Medicaid Planning and Policy, has been working on submitting to the Centers for Medicare and Medicaid an Appendix K amendment for both the Aged & Disabled and Traumatic Brain Injury waivers.
- The Appendix K will allow for more flexibility regarding:
 - The settings rule
 - Service modifications
 - Provider qualifications
 - Virtual communication

Adult Day Center Mandatory Closure

Adult Day Centers provide an important services to many vulnerable seniors and their families. However, it is imperative to prevent the transmission of COVID-19; therefore:

- The Division of Aging is mandating Adult Day Centers temporarily suspend services for a minimum of 30 days.
- The Division will continue to provide guidance as to the suspension of services beyond this time period.
- To protect the health, safety and welfare of participants and provide as much notice to caregivers as possible, all Adult Day Centers must close by the end of business on April 1, 2020.



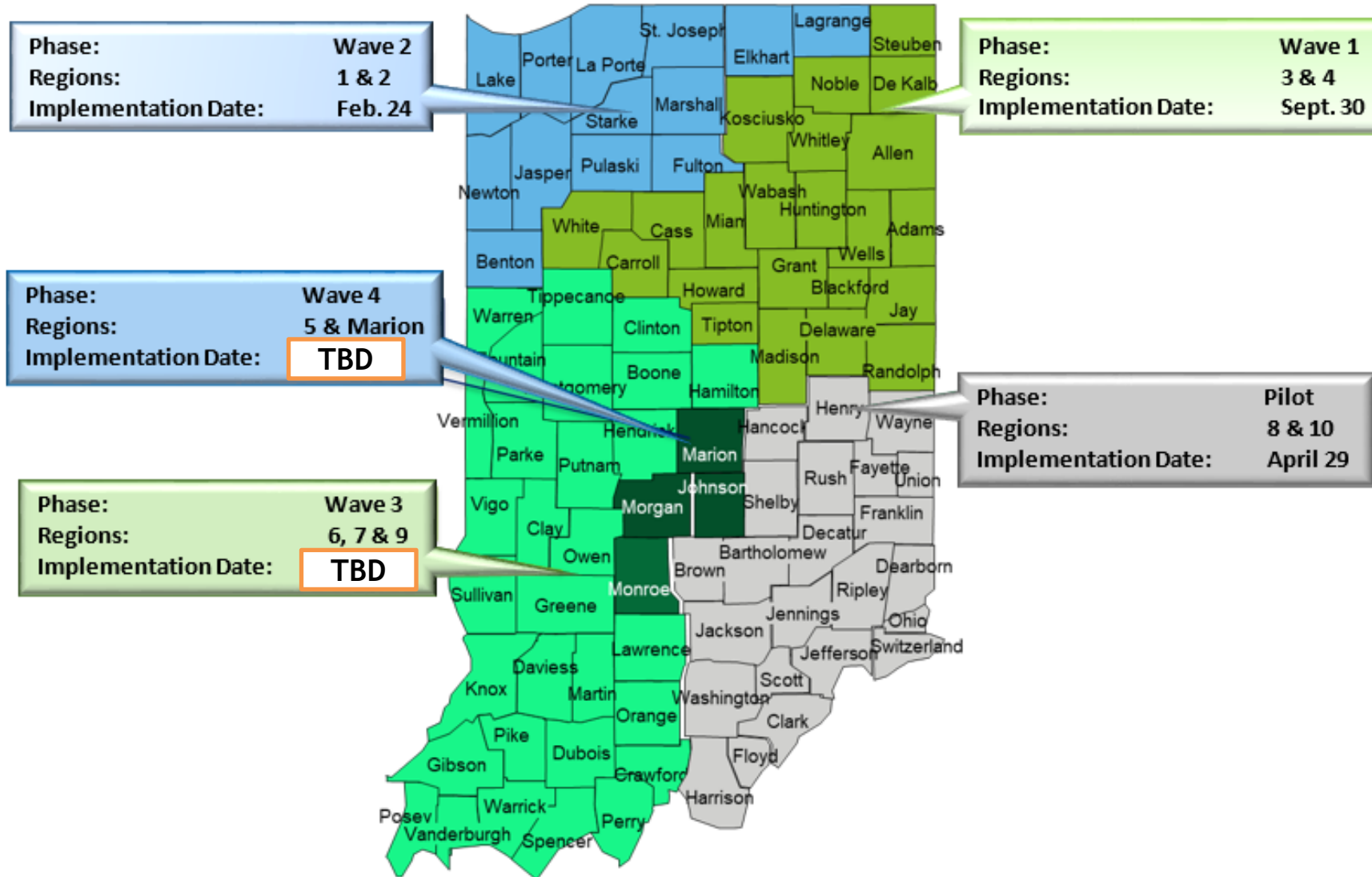
Home Care Providers

- To provide emergency planning support to waiver participants, the Division of Aging is supporting Area Agencies on Aging and Home Care Provider efforts to train caregivers on essential services provided in the home.
- Protocols have been established to identify waiver participants with high risk service needs who need back-up support in the home.

Division of Family Resources



IEDSS Implementation Currently on Hold



DFR Operations: COVID-19 Adjustments

Division of Family Resources offices have closed to the public indefinitely to protect the health and safety of clients and staff. Online and telephone services remain available for all Hoosiers.

- The FSSA benefits portal at www.fssabenefits.in.gov is available to submit applications or submit changes to a case.
- DFR staff are available by phone at 800-403-0864 to provide customer service Monday through Friday from 8 a.m.-4:30 p.m. local time.
- All scheduled appointments will take place via telephone.
- Clients may also continue to send documents to DFR via mail at P.O. Box 1810, Marion, IN 46952.



DFR Policy Changes and Actions (SNAP)

DFR has made a formal request and submitted multiple waiver requests to the U.S. Food and Nutrition Service:

- Emergency allotments to address temporary food needs to households by bringing all households up to the maximum benefit due for up to 2 months. **(Approved.)**
- A waiver request to allow for all certification periods to be extended by 12 months for all recertifications. **(Approved for 6 months.)**
- A waiver request to suspend all reporting requirements during the certification period including submission of the interim report during the national state of emergency. **(Approved through May 2020.)**



DFR Policy Changes and Actions (SNAP)

DFR has made a formal request and submitted multiple waiver requests to the U.S. Food and Nutrition Service (*continued*):

- A waiver request to suspend the requirement that states must offer clients the option to have their SNAP certification and recertification interviews in-person. **(Approved through May 2020.)**
- DFR has requested an additional waiver to waive closures and benefit reductions for 90 days or until the month after the state of emergency ends. **(Currently under review by the U.S. Food and Nutrition Service.)**

DFR Action

- DFR is exempting work requirements for able-bodied adults without dependents so that SNAP benefits will continue.



DFR Policy Changes and Actions (TANF)

DFR has implemented the following policy changes for TANF:

- For applicants, removing the upfront applicant job search requirements.
- Removing the work requirement and full family sanction.
- Extending the certification periods and waiving the interview at recertification.
- A summary of the DFR Policy Changes and Actions can be found at www.in.gov/fssa/dfr/5767.htm .



Office of Hearings and Appeals

- All administrative appeals will be telephonic while local DFR offices are closed to the public.
- The Office is in the process of rescheduling all in-person hearings that were scheduled to occur beginning March 23.
- All new hearings will be scheduled to occur telephonically.
- Information on the process for participating by phone will be sent to appellants as the telephone hearings are scheduled.



Technology



Data-Driven Response

- Expanded existing FSSA contracted call center to also be the ISDH Public Call Center, which averaged 857 calls in the first seven days.
- Established a cloud-based medical forms/templates and patient charting repository accessible by all healthcare professionals and volunteers for the COVID-19 shelter for homeless suspected of being positive for COVID-19.
- Enhanced technical capabilities statewide to enable a remote workforce, including IOT dramatically increasing the size and availability of the state data center and network.



Data-Driven Response

- Leading and created a publicly-available virus surge modeling and mapping with MPH, ISDH and members of the local healthcare community.
- Working to more fully integrate data sources and connections between hospitals, IHIE, research organizations, EMS and state agencies statewide to create a more real-time connected health community.

FSSA COVID-19 information

- FSSA recognizes the extreme amount announcements, updates and guidance issued over the last three weeks. If you've missed anything, go here for a comprehensive list organized by division:
<https://in.gov/fssa/5772.htm>.

