



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES  
Bureau for Medical Services

Bill J. Crouch  
Cabinet Secretary

Cynthia E. Beane  
Commissioner

TO: WV Personal Care Service Providers

FROM: Cynthia Beane, MSW, LCSW **CB**  
Commissioner

DATE: March 13, 2020

SUBJECT: Coronavirus Disease (COVID-19) Precautions

Due to the World Health Organization declaring Coronavirus disease (COVID-19) a pandemic, the West Virginia Bureau for Medical Services (BMS) is allowing for the following preventative measures in the Personal Care program. These measures go into effect immediately and will remain in place through May 31, 2020. Working closely with the Centers for Medicare and Medicaid (CMS), BMS will monitor the impact of the pandemic and notify providers and members of additional precautions or extensions.

Staff Training: CPR and First Aid training can be obtained through on-line vendors. During this emergency period, the skills demonstrations will not have to be completed face-to-face with an instructor. Other required trainings may also be conducted electronically (on-line, Skype, Zoom, etc.)

Member Eligibility Assessments: Initial and annual medical eligibility assessments will be conducted electronically or by phone with the member, legal representative (if applicable) and others as required. If the assessment is conducted electronically (Skype, Zoom, etc.) it must be through a secure network. If it is not possible to conduct an active member's assessment using these means, the assigned RN may request to postpone the assessment. Kepro will work with the RN to extend the member's existing services for up to three months past the expiration of the member's current eligibility period.

Provider Monitoring: BoSS will conduct agency quality reviews remotely rather than sending the Nurse Monitors to the agencies.

Member Plan of Care: Annual and six-month planning meetings may be held electronically or by phone.

Routine Meetings: Quarterly provider meetings and Contract Management meetings will be conducted by phone or webinar.

Supports for Hospitalized Members: Should a member be hospitalized due to COVID-19, the member may be authorized to receive direct-care services as needed during the hospitalization. This is limited to members that have substantial communication or behavioral needs.

This is an ongoing situation and BMS will continue to make updates as information becomes available. The Centers for Disease Control and Prevention (CDC) guidance on workforce protections can be found on its website:

<https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

CMS has also issued relevant guidance at the following link:

<https://www.cms.gov/files/document/qso-20-17-all.pdf>