



March 16, 2020

**CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES**

**Andy Beshear
Governor**

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Frankfort, KY 40621
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**Eric C. Friedlander
Acting Secretary**

**Pam Smith
Division Director**

**Lisa D. Lee
Commissioner**

To: All 1915(c) Home and Community Based Services Providers

**From: Pam Smith
Director, Division of Community Alternatives**

Date: March 16, 2020

Re: COVID-19: Provider Certification Visits and Monitoring

The Department for Medicaid Services (DMS) recognizes that 1915(c) Home and Community Based Services (HCBS) waivers serve some of the populations most vulnerable to COVID-19. Protecting the health of our waiver participants and the people who serve them is a top priority. To reduce the spread of COVID-19 in our state, DMS is making temporary changes to certification visits.

DMS will suspend most certification visits to 1915(c) HCBS waiver providers for the time being. We are extending certifications by sixty (60) days. We will re-evaluate this temporary suspension in thirty (30) days to determine if it is safe to resume certification visits.

While certification visits are suspended, DMS will continue monitoring activities that can be conducted remotely. This includes auditing documents available in the Medicaid Waiver Management Application and billing reviews. Providers should be prepared to scan and upload documents at the request of DMS, the Department for Aging and Independent Living and/or the Department for Behavioral Health, Developmental and Intellectual Disabilities.

Site visits for investigations related to the health, safety, and welfare of waiver participants will continue. Pre-service certification visits will continue as well since waiver participants are not present for those.

If you have questions or need more information about COVID19, please visit kycovid19.ky.gov.

If you have waiver-related questions, please contact the 1915(c) Waiver Help Desk at (844) 784-5614 or 1915cwaiverhelpdesk@ky.gov.