



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

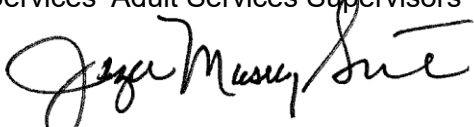
ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

JOYCE MASSEY-SMITH, MPA •
Director, Division of Aging and Adult Services

DAAS ADMINISTRATIVE LETTER NO. 20-20

TO: Certified ADC/ADH Providers
Area Agency on Aging Directors
County Department of Social Services' Directors
County Department of Social Services' Adult Services Supervisors

FROM: Joyce Massey-Smith, Director 

DATE: September 30, 2020

RE: Extension of Reimbursement for ADC/ADH services through Home and Community Block Grant, State Adult Day Care, and State In-Home Funds

This Administrative Letter expands the parameters of reimbursement outlined in previous Administrative Letters 20-05 and 20-12.

Fully operational providers should bill according to normal procedures.

CLOSED PROGRAMS

- Programs that remain closed due to COVID-19 may continue to seek reimbursement based on the program's enrollment as of March 10, 2020 through June 30, 2020.
- If an individual has unenrolled since March 10th, providers will no longer be able to bill for these individuals.

PARTIALLY OPERATIONAL PROGRAMS

- Effective October 1, 2020, programs that are operating at reduced capacity in response to COVID-19 will be able to seek reimbursement for participants added after March 10th. Billing for the participants will be based on their scheduled days of attendance. This provision is through June 30, 2021.
- Providers will be able to continue billing for participants who were enrolled on March 10th. If participants become unenrolled the provider will no longer be able to bill for these individuals.
- Providers will not be able to request reimbursement beyond the current budgeted amount for each funding source.
- Providers are required, at a minimum, to conduct a daily telephone wellness check with all enrolled participants, document the results, and seek assistance from local and state resources as needs arise. If the family/caregiver requests fewer than daily telephone wellness checks from the program, the program should document this in the participant's file.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF AGING AND ADULT SERVICES

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- In order to ensure that the funds are reimbursed properly, the scheduled days of attendance must be listed on each participant's service plan in his/her record and that the fund paying for each of the scheduled days of attendance is clearly identified on each service plan per North Carolina Adult Day Care/Day Health Services Standards for Certification.
- Depending on the fund source, the reimbursement is submitted through ARMS (Aging Resource Management System) for Home and Community Care Block Grant (HCCBG) or through SIS (Services Information System) for State Adult Day Care Fund and State In-Home Fund. It will be necessary to enter all applicable days covered by this temporary provision into the appropriate system(s).
- **In addition, it is the responsibility of each program to inform DAAS of all changes in program closings and re-openings.**

DOCUMENTAION AND REPORTING

- In order to ensure appropriate public stewardship providers are required to notify DAAS within 5 business days of changes in their program status and operations via the attached **Certification of Operational Status Form**. Monthly Program Monitoring will continue to ensure service plans and billing are consistent with the scheduled days on the client service plan.
- It is the intent of DHHS and DAAS that this assistance will provide some measure of relief to providers as we all attempt to navigate the unique circumstances that COVID-19 has brought to all of the citizens of North Carolina. The Division will be in contact with Adult Day Services Providers, County Departments of Social Services, and Area Agencies on Aging should conditions change to warrant additional action.

If you have questions please contact Heather Carter at Heather.Carter@dhhs.nc.gov or 919-855-3416 or Glenda Artis at Glenda.Artis@dhhs.nc.gov or 919-855-3412.

JMS/HC/GA/pg