



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

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

DAAS ADMINISTRATIVE LETTER NO. 22-05

TO: Area Agency on Aging Directors and Service Providers
County DSS Directors, Special Assistance Staff and Adult & Family
Services Staff

FROM: Joyce Massey-Smith, Director

DATE: July 21, 2022

SUBJECT: COVID-19 Pandemic Waivers for State/County Special Assistance, In-Home Aide Services and Care Management Services Rescinded

REQUIRED ACTION: Information Only Time Sensitive Immediate

This guidance is in reference to Executive Order No. 130, "Meeting North Carolina's Health and Human Services Needs", issued by Governor Cooper on April 8, 2020. This Executive Order included provisions (Section 7. Social Services Programs and Licensure) related to the waiver of requirements for in-person, face-to-face interactions and other eligibility requirements for State/County Special Assistance (including Special Assistance In-Home) applications and redeterminations, in-person, in-home assessments, reassessments, supervisory assessments and in-home quarterly visits for In-Home Aide Services and in-person, in-home assessments and reassessments, and in-home quarterly visits for Care Management Services provided under the Home and Community Care Block Grant (HCCBG) and Social Services Block Grant (SSBG.)

The provisions in Executive Order #130, extended by Executive Orders 139, 144, 148, 152, 165, 177, 193, 211, 225, 236, 245, and lastly by Executive Order #256 were effective through July 15, 2022, and ended with the expiration of Executive Order #256 at midnight July 16, 2022. Therefore, as of July 16, 2022, all COVID-19 pandemic waivers related to Special Assistance (SA), Special Assistance In-Home (SAIH), In-Home Aide Services and Care Management Services have ended.

Section 7.A.1, Rescinded:

Required in-person, face-to-face interviews (10A N.C. Admin. Code 71P .0601(6)) for Special Assistance applications (including Special Assistance In-Home) are no longer waived. This means, while applicants may continue to request an SA application by phone, mail or electronically, a face-to-face interview is once again required to make an application. (Please note per SA policy, if an applicant states they cannot come into the agency for a face-to-face interview, a facility/home visit to complete the interview may be offered.) Please adhere to all related SA application policy as provided in SA-3110.

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LOCATION: 693 Palmer Drive, Taylor Hall, Raleigh, NC 27603
MAILING ADDRESS: 2101 Mail Service Center, Raleigh, NC 27699-2101
www.ncdhhs.gov • TEL: 919-855-3400 • FAX: 919-733-0443

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Section 7.A.2, Rescinded:

Level of care evidence (FL-2), as well as other eligibility factors, for Special Assistance recipients (including Special Assistance In-Home) may no longer be waived and must be reviewed at least every twelve months (10 A N.C. Admin. Code 71P .0701). Counties must resume obtaining all FL-2 documentation and that required for other eligibility factors per Special Assistance policy.

IMPORTANT: Follow up review of all previously waived eligibility factors must occur by October 14, 2022, or Special Assistance payment for November 2022 shall not be issued, as specified in EO #130 Section 7. A. 2.

To assist county staff in identifying cases requiring updated FL-2 documentation, a report titled “SA_LEVELOFCARE_COVID19_REPORT_20220719” has been generated by NC FAST. This report has two tabs. The first tab, labeled “NO SA FL-2 COVID-19”, identifies SA cases that are currently utilizing “No SA FL-2 COVID-19” as the Certifier Type in Level of Care evidence. The second tab, labeled “LOC START 395+ DAYS”, identifies SA cases with Level of Care evidence with a current Start Date/End Date period that is older than one year.

Both spreadsheets must be worked by county staff to determine which SA cases need an updated FL-2.

The “SA_LEVELOFCARE_COVID19_REPORT_20220719” may currently be accessed by clicking the “NEW: SA Level of Care COVID-19 – July 2022” hyperlink on the bottom of the Home page of [NC FAST Help](#).

Section 7.A.3, Rescinded:

Special Assistance recipients who leave an Adult Care Home for greater than thirty (30) calendar days will no longer continue to receive their Special Assistance benefits (10A N.C. Admin. Code 71P .0903(c)(1)). Please adhere to all existing, related Special Assistance policy from SA-3310 Changes in Circumstance.

Special Care Unit Onsite Visit Waiver, Rescinded:

Although not included in EO #130, facility visits to verify that Special Assistance SCU applicants and beneficiaries are in a Special Care Unit (SCU), as required by State/County Special Assistance policy and originally waived via DSS Director Letter dated March 12, 2020, from Susan Osborne, Assistant Secretary for County Operations, are also no longer waived. For a SCU applicant or beneficiary, a visit to the facility by a DSS employee must once again be completed at application, every redetermination, or when a move from “basic” to SCU is reported (unless the facility only has SCU beds), to verify placement in the SCU. The onsite visit may be completed and the residence in an SCU verified by any DSS staff. Please return to following all related Special Assistance policy in SA-3100 Eligibility Requirements.

Section 7.A.4, Rescinded:

In-person, in-home assessments, quarterly visits, and supervisory visits, as required by Subchapters 06A and 06X of Title 10A of the North Carolina Administrative Code for the provision of In-Home Aide Services funded with HCCBG and SSBG are no longer waived. Providers and case workers must return to conducting these in-person visits as specified in the In-Home Aide Services Policies and Procedures and Service Standards.

Section 7.A.5, Rescinded:

In-person visits for assessments, reassessments, and quarterly visits, as required by Subchapter 06D of Title 10A of the North Carolina Administrative Code for the provision of Care Management Services funded under HCCBG are no longer waived. Providers of the Care Management service must return to conducting these in-person visits as specified in the HCCBG Care Management Standards.

We have appreciated your partnership throughout the evolving COVID-19 (coronavirus) pandemic and encourage you to continue to visit the NCDHHS COVID-19 Response website (<https://www.ncdhhs.gov/divisions/public-health/covid19>) to stay up to date on the latest public health emergency information.

Please contact the Special Assistance listserv at specialassistance@dhhs.nc.gov or the appropriate Aging Services Program Consultant for further guidance.

JMS/KP/SF/pg