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HUMAN SERVICES**

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LME-MCO Communication Bulletin #J310

Date: November 2, 2018

To: Local Management Entities/Managed Care Organizations (LME-MCOs)

From: Deb Goda, Behavioral Health Unit Manager, NC Medicaid
Kathy Nichols, Assistant Director of Services and Supports, DMH/DD/SAS

Subject: Innovations Waiver Flexibility Due to Hurricane Florence – Clarification and Information Needed

[Joint Communication Bulletin #J307 NC Innovations Waiver Flexibility Due to Hurricane Florence](#) outlined numerous flexibilities that had been requested by the State and approved by the Centers for Medicare and Medicaid Services (CMS). This bulletin is to clarify the extent of those flexibilities and to request that LME-MCOs submit data on the utilization of those flexibilities to the Division of Health Benefits (DHB).

These flexibilities are intended for NC Innovations Waiver beneficiaries impacted by the hurricane either directly or due to their staff having been impacted and unable to provide services. They were not intended to be utilized for every waiver beneficiary.

- NC Innovations Waiver flexibilities were intended to be utilized only as long as needed and not until the Dec. 29, 2018 end date projected in the Appendix K waiver.
- LME-MCOs should be assessing the continued need for these flexibilities on a case-by-case basis.
- As noted in Joint Communication Bulletin #J307, providers must resume compliance with normal Medicaid rules and regulations as soon as they are able to do so. This includes requesting prior approval, completing background checks and training staff.
- Please see the following examples for how the flexibilities should be interpreted: More than the maximum number of hours allowed of Innovations waiver services may be provided by a relative of an adult who resides with the waiver beneficiary for 90 days. *This should only be for cases where the family is unable to be reached by provider staff or when staff is unavailable due to being displaced by the hurricane.*
- Allow for services to be provided without pre-approved prior approval from Sept. 14, 2018 to Dec. 29, 2018. *This should only be in cases where additional services were needed by the beneficiary because of the hurricane and either the beneficiary could not*

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reach the provider to notify them of this need or the provider did not have the time/ability to submit prior approval. At this point, a majority of these issues should be resolved.

- Repair or replacement of home and vehicle modifications and waiver equipment/supplies/assistive technology in excess of the waiver period limitations. This applies to repair or replacement that is needed because the modification/equipment was damaged in the hurricane.

Joint Communication Bulletin #J307 also asked LME-MCOs to track situations by waiver beneficiary to allow DHB to report the outcome of our requested waivers to CMS. Please complete the attached spreadsheet and send to deborah.goda@dhhs.nc.gov by Nov. 21, 2018. If you have any questions, please contact Deb Goda by email or at 919-855-4297.

Previous bulletins can be accessed at:

www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins

cc: Dave Richard, NC Medicaid
Kody Kinsley, DMH/DD/SAS, DSOHF
Helen Wolstenholme, DSOHF
NC Medicaid Leadership Team
DMH/DD/SAS Leadership Team
Mary Hooper, i2i Center for Integrative Health