



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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LME-MCO Joint Communication Bulletin # J363

Date: May 06, 2020

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

From: Renee Rader, Assistant Director for Policy and Program, DMH/DD/SAS
Deb Goda, Behavioral Health Unit Manager, NC Medicaid

Subject: Home and Community Based Services (HCBS) Processes

The North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMHDDSAS) and the North Carolina Division of Health Benefits (DHB) are providing the following guidance to support the continuation of HCBS processes amidst response to the COVID-19 state of emergency.

[Recent guidance](#) issued regarding COVID-19 allows care coordinators to complete monthly monitoring telephonically; however, this telephonic method will not be sufficient to support HCBS validation as onsite care coordination monitoring is required for validation. Therefore, as the primary method of validation is onsite care coordination monitoring, all validation efforts will be suspended until onsite care coordination monitoring resumes. The DHHS HCBS internal team will review timelines and provide an update on the validation period after onsite visits have resumed.

While HCBS validation efforts are suspended, DHHS will continue to uphold current Home and Community Based Services standard operating procedures (SOP). DHHS recognizes the impact of COVID-19 response efforts on capacity and will honor requests for extensions to timelines established within the HCBS SOP: Manual & Guidance. It is expected that all processes established through the HCBS Statewide Transition Plan and the HCBS SOP will continue without interruption. This includes:

- HCBS provider self-assessments
- 3rd quarter HCBS look-behind
- Heightened scrutiny
- Master index requests
- My individual experience (MIE) surveys

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- MIE threshold reports
- Undeliverable email updates

The DHHS HCBS internal team will make every effort to continue processing in accordance with timelines established within the HCBS SOP: Manual & Guidance though adjustments or delays may be necessary due to COVID-19 response efforts.

DHHS recognizes that this is a rapidly evolving situation and will review the impact of COVID-19 on HCBS processes and timelines on an ongoing basis.

If additional technical assistance is needed, please contact the DHHS HCBS internal team at HCBSTransPlan@dhhs.nc.gov.

<https://medicaid.ncdhhs.gov/about-us/covid-19-guidance-and-resources/providers>

Previous bulletins can be accessed at: <https://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>.

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