



PROGRAM: Case Management Covid-19 Policy for In-Person Contact

BOARD #:

SUBJECT: In-person contact with individuals during the Covid-19 Global Pandemic

DATE OF INITIAL APPROVAL: 05/17/2021, 11/19/2021

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PURPOSE:

To describe the process and requirements to complete in-person contact with individuals during the Covid-19 Global Pandemic following regulations outlined in the Department of Health Care Policy and Finance Operational Memo 21-040 and Operational Memo 21-073

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POLICY:

1.0 Requirements for In-person Contacts with Individuals Residing in Private Residences.

- 1.1 Mesa Developmental Services (MDS) has the option to offer in-person contact to members who reside in private residence.
- 1.2 In-person case management functions may be performed only when the following conditions have been met:

A. To protect the health and safety of individuals receiving services, the Case Manager must be fully vaccinated.

- A person is considered fully vaccinated for COVID-19 if more than 2 weeks has passed since the person received the second dose in a 2-dose series or if more than 2 weeks has passed since the person has received a single-dose vaccine.

B. COVID-19 precautions are in place and being followed, as outlined by the Colorado Department of Public Health & Environment. These include:

- The Case Manager must wear a surgical mask that covers the nose and mouth throughout the visit.
- The Case Manager must maintain six feet of social distancing space from all persons present throughout the visit.

1.3 MDS will provide protective equipment for Case Managers completing in-person visits and maintain a Symptom Attestation log for Case Managers conducting in-person contacts.

1.4 The Case Manager must be fever-free, symptom-free and have no known exposure to Covid-19 prior to having any in-person contact.

1.5 MDS must maintain a log of all in-person case management and member interactions to allow for contact tracing.

1.6 The Case Managers are required to limit their in-person contact to no more than three members per day.

1.7 In-person contact must be at the request of the individual or authorized representative.

A. The Case Manager must discuss the risks of in-person contact with the individual and, when applicable, the individual's guardian AND document the individual's choice of contact modality in the Benefit Utilization System (BUS) log notes.

- Risks of in-person contact include potential exposure and/or risk of contracting Covid-19.
- Case Manager will access the CDC website (below) for additional resources if needed when discussing potential risks related to COVID-19:
 - <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html>

- o https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fneed-extra-precautions%2Fgroups-at-higher-risk.html

1.8 The Case Manager must discuss with the individual where the in-person visit will take place, who will be present, and the precautionary measures required. This must be agreed to and documented in BUS log notes prior to moving forward with the in-person contact.

- Whenever possible, in-person contact should occur in an outdoor setting.
- A surgical mask covering the nose and mouth must be worn by all persons present throughout the visit.
- Six feet of social distancing space must be maintained.
- When indoors, interactions should be performed in a well-ventilated area.
- Meetings in person should be kept to the minimum amount of time needed.
- Case Managers are to wash their hands before and after in-person contact. Whenever water is not available, hand sanitizer should be used.

1.9 Case Managers are to track their temperatures prior to in-person contact and report any Covid-19 related symptoms or concerns to their supervisor.

- If a Case Manager or a person residing in their home tests positive for Covid-19, individuals and, when applicable, guardians should be notified.
 - o Case Manager shall not perform in-person visits until they have completed isolation for 10 days, with at least the last three (3) days absent of all symptoms.
- Case Managers must document how visits are completed in BUS log notes.

2.0 Requirements In-Person Contact with Individuals Residing in Group or Facility Based Settings.
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2.1 Mesa Developmental Services (MDS) has the option to offer in-person contact to members who reside in shared residence or facility-based setting.

2.2 In-person case management functions may be performed only when the following conditions have been met:

A. To protect the health and safety of individuals receiving services, the Case Manager must be fully vaccinated.

- A person is considered fully vaccinated for COVID-19 if more than 2 weeks has passed since the person received the second dose in a 2-dose series or if more than 2 weeks has passed since the person has received a single-dose vaccine.

B. COVID-19 precautions are in place and being followed, as outlined by the Colorado Department of Public Health & Environment. These include:

- The Case Manager must wear a surgical mask that covers the nose and mouth throughout the visit.
- The Case Manager must maintain six feet of social distancing space from all persons present throughout the visit.

2.3 MDS will provide protective equipment for Case Managers completing in-person visits and maintain a Symptom Attestation log for Case Managers conducting in-person contacts.

2.4 The Case Manager must be fever-free, symptom-free and have no known exposure to Covid-19 prior to having any in-person contact.

2.5 MDS must maintain a log of all in-person case management and member interactions to allow for contact tracing.

2.6 The Case Managers are required to limit their in-person contact to no more than three members per day.

2.7 In-person contact must be at the request of the individual or authorized representative.

A. The Case Manager must discuss the risks of in-person contact with the individual and, when applicable, the individual's guardian AND document the individual's choice of contact modality in the Benefit Utilization System (BUS) log notes.

- Risks of in-person contact include potential exposure and/or risk of contracting Covid-19.
- Case Manager will access the CDC website (below) for additional resources if needed when discussing potential risks related to COVID-19:
 - <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html>

- o https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fneed-extra-precautions%2Fgroups-at-higher-risk.html

2.8 The Case Manager must discuss with the individual where the in-person visit will take place, who will be present, and the precautionary measures required. This must be agreed to and documented in BUS log notes prior to moving forward with the in-person contact.

- Whenever possible, in-person contact should occur in an outdoor setting.
- A surgical mask covering the nose and mouth must be worn by all persons present throughout the visit.
- Six feet of social distancing space must be maintained.
- When indoors, interactions should be performed in a well-ventilated area.
- Meetings in person should be kept to the minimum amount of time needed.
- Case Managers are to wash their hands before and after in-person contact. Whenever water is not available, hand sanitizer should be used.

2.9 Case Managers are to track their temperatures prior to in-person contact and report any Covid-19 related symptoms or concerns to their supervisor.

- If a Case Manager or a person residing in their home tests positive for Covid-19, individuals and, when applicable, guardians should be notified.
 - o Case Manager shall not perform in-person visits until they have completed isolation for 10 days, with at least the last three (3) days absent of all symptoms.
- Case Managers must document how visits are completed in BUS log notes.

3.0 Case Management Functions for Non-Vaccinated Case Managers.

3.1 In-Person contact with individuals is not a requirement at this time.

3.2 Case Managers who are not fully vaccinated are prohibited from completing in-person contacts and must complete case management functions virtually during the public health emergency.

3.3. Case Managers are encouraged, but not required, to be fully vaccinated for Covid-19.

3.4 If an individual or guardian is not comfortable with in-person contacts with a Case Manager, contact will be completed virtually.