



Dear Provider:

On April 15, 2020 Director Acton issued an order requiring nursing home, residential care facility, and independent living settings to notify residents, residents' sponsors and/or guardians of a positive or probable COVID-19 case within the setting. To ensure the health and safety of waiver enrollees and maintain the ability of waiver case managers to effectively coordinate their services, assisted living waiver providers are required to also notify the PAA and/or MyCare plan of a positive or probable COVID-19 case within the setting regardless if the individual is a waiver enrollee or utilizes a different funding source.

Reporting this information is consistent with the requirement in OAC rule 173-39-02 (ODA's conditions of participation), directing providers to notify ODA or its designee of any significant change that may affect the individual's service needs. The term significant change is defined as:

"A variation in the health, care, or needs of an individual that warrants further evaluation to determine if changes to the type, amount, or scope of services are needed. Significant changes include differences in health status, caregiver status, residence, service location, service delivery, hospitalization, and emergency department visits that result in the individual not receiving services for thirty days."

**Notification to the PAA and/or MyCare plan is only required upon the first COVID-19 positive or probable case in the setting.** This does not change the requirement that a setting notify a waiver case manager or waiver service coordinator if the setting becomes aware a waiver enrollee is COVID-19 positive or probable.

The state is requiring providers to use the following communication flow:

**If COVID-19 positive resident is a Medicaid waiver enrollee:**

Responsibility of the provider:

- 1) Setting will follow ODH Director's Order (issued on April 15, 2020) requiring RCFs to notify the resident, the residents' sponsor and/or guardian of positive or probable cases of COVID-19 within the facility;
- 2) The setting will contact the waiver enrollee's waiver case manager/waiver service coordinator;
- 3) Setting will notify PAA/MCO provider relations point of contact; and
- 4) Contact with PAA/MCO may occur by phone or secure email.

Responsibility of the PAA/MCO waiver case manager/waiver service coordinator:

- 1) Case management staff to triage resident and coordinate service delivery; and
- 2) Provider relations staff are to document the notification.

*Fostering sound public policy, research, and initiatives that benefit older Ohioans.*

**If COVID-19 positive resident is NOT a Medicaid waiver enrollee:**

**Responsibility of the provider:**

- 1) Setting will follow ODH Director's Order (issued on April 15, 2020) requiring RCFs to notify the resident, the residents' sponsor and/or guardian of positive or probable cases of COVID-19 within the facility;
- 2) Setting will notify PAA/MCO provider relations point of contact; and
- 3) Contact with PAA/MCO may occur by phone or secure email.

**Responsibility of the PAA/MCO wavier case manager/waiver service coordinator:**

- 1) Provider relations staff are to document the notification; and
- 2) Provider relations staff are to notify the clinical team(s) of the COVID-19 positive case at the setting.

Attached to this document is contact information for each PAA and MyCare plan for assisted living service providers to direct contact to their provider/contracting staff.

## PASSPORT ADMINISTRATIVE AGENCY EMAIL ADDRESSES

PAA	EMAIL ADDRESS
PAA-1	<a href="mailto:CoronaVirus@help4seniors.org">CoronaVirus@help4seniors.org</a>
PAA-2	<a href="mailto:providerrelationssharedmailbox@info4seniors.org">providerrelationssharedmailbox@info4seniors.org</a>
PAA-3	<a href="mailto:providercert@psa3.org">providercert@psa3.org</a>
PAA-4	<a href="mailto:providerrelationssharedmailbox@areaofficeonaging.com">providerrelationssharedmailbox@areaofficeonaging.com</a>
PAA-5	<a href="mailto:providernetwork@aaa5ohio.org">providernetwork@aaa5ohio.org</a>
PAA-6	<a href="mailto:tshane@coaaa.org">tshane@coaaa.org</a>
PAA-7	<a href="mailto:ProviderInquiry@aaa7.org">ProviderInquiry@aaa7.org</a>
PAA-8	<a href="mailto:providercertification@buckeyehills.org">providercertification@buckeyehills.org</a>
PAA-9	<a href="mailto:providerrelations@aaa9.org">providerrelations@aaa9.org</a>
PAA-10A	<a href="mailto:providerinformation@areaagingsolutions.org">providerinformation@areaagingsolutions.org</a>
PAA-10B	<a href="mailto:QualityAssurance@dhad.org">QualityAssurance@dhad.org</a>
PAA-11	<a href="mailto:providermgt@dheo.org">providermgt@dheo.org</a>
CSS	<a href="mailto:QADept@cssmv-sidney.org">QADept@cssmv-sidney.org</a>

## MYCARE EMAIL ADDRESSES

PLAN	Contact Name	EMAIL ADDRESS
AETNA	Andrea Price LTSS Director	<a href="mailto:PriceA4@aetna.com">PriceA4@aetna.com</a>
	Kendra Marks UM Director	<a href="mailto:MarksK4@aetna.com">MarksK4@aetna.com</a>
BUCKEYE	Christina Brim Manager, UM/PAL	<a href="mailto:CBRIM@CENTENE.COM">CBRIM@CENTENE.COM</a>
	Chris Skock Sr. Manager, UM	<a href="mailto:CSKOCK@CENTENE.COM">CSKOCK@CENTENE.COM</a>
CARESOURCE	N/A	<a href="mailto:CaseManagementCommunication@CareSource.com">CaseManagementCommunication@CareSource.com</a>
	Jennifer Anadiotis Director Post-Acute	<a href="mailto:Jennifer.anadiotis@caresource.com">Jennifer.anadiotis@caresource.com</a>
MOLINA	N/A	<a href="mailto:MolinaMedicaidLTC@MolinaHealthCare.Com">MolinaMedicaidLTC@MolinaHealthCare.Com</a>
	N/A	<a href="mailto:NFMCOPmailbox@molinahealthcare.com">NFMCOPmailbox@molinahealthcare.com</a>
UNITED HEALTHCARE	Matt Shula Director NF Services	<a href="mailto:MATTHEW.SHULA@UHC.COM">MATTHEW.SHULA@UHC.COM</a>