



COVID-19 Infection Control Guidance, COVID Testing and Treatment Inquiries & Medicaid Managed Care Tailored Plan Updates

To Adult Care Home and Family Care Home Providers,

Below are a number of updates NCSLA is communicating to members regarding COVID-19 guidance updates, ordering COVID tests and the delay of Medicaid Tailored Plans.

As always, if you have questions not addressed below or on one of provided links, please do not hesitate to email or call me.

Jeff Horton, NCSLA Executive Director

email: jeff@ncseniorliving.org

phone: 919-787-2526

Updated Infection Control Guidance for COVID-19

The NC Department of Health and Human Services (DHHS) recently updated its [**COVID-19 Infection Prevention Guidance for Long-Term Care Facilities**](#). You can view and download the new guidance [Here](#). According to the Department's memo:

"This guidance, based on CMS (Centers for Medicare and Medicaid Services) guidance and CDC (Centers for Disease Control) recommendations, applies to all long-term care facilities where healthcare is delivered, such as nursing homes. This may also apply to assisted living facilities, and adult care homes."

The following areas are addressed in the updated guidance:

- Visitation
- Source Control
- Personal Protective Equipment (PPE)
- Testing
- Quarantine

The guidance also contains an algorithm titled *"Outbreak Response When a New Facility-Onset Case of COVID-19 is Identified"* to assist providers in determining next steps when an outbreak is identified.

COVID-19 Resources Including Testing Supplies

Today, the NC DHHS issued a communication titled **The NC DHHS COVID-19**

Testing and Treatment Inquiry Intake Form is now LIVE

The communication stated:

*"This is a special message announcing the COVID-19 Testing & Treatment Team's NEW inquiry intake process. Starting **TODAY, Wednesday, October 5th, 2022**, the inboxes with the following addresses will NO longer be monitored or used for outgoing communications.*

- therapeutics.covid19@dhhs.nc.gov
- NCDHHS_Antigen@dhhs.nc.gov
- covidcommandcenter@dhhs.nc.gov

All inquiries and feedback must be submitted via the
[NC DHHS COVID-19 Testing and Treatment Inquiry Intake Form](#)

Our goal has always been to provide you, our stakeholders, the answers to your questions as quickly and consistently as possible. We hope that this new process will allow for a better overall experience in receiving the answers you need in a timely manner.

*We appreciate your continued support,
North Carolina Department of Health and Human Services
COVID-19 Testing & Treatment Team"*

Using the above web link, providers can make inquiries regarding COVID-19 including ordering tests. As previously noted, in order for a provider to receive and conduct a COVID-19 antigen or rapid test, the provider must have a CLIA Certificate of Waiver, which allows non-laboratory settings to conduct certain lab testing. For information on how to obtain a CLIA Certificate of Waiver, visit the Division of Health Service Regulation Acute and Home Care Branch's Clinical Laboratory Improvement Amendments (CLIA) [Here](#).

[NCDHHS Delays Medicaid Managed Care Tailored Plans](#)

The NCDHHS announced September 29th that they have delayed the implementation of the Medicaid Managed Care Tailored Plans that were supposed to begin December 1, 2022. Implementation of the Tailored Plans has now been delayed until April 1, 2023. You can read the NCDHHS communication regarding the delay [Here](#).

Medicaid Managed Care Tailored Plans is an integrated health plan for individuals with significant behavioral health needs and intellectual/developmental disabilities (I/DDs).

NCSLA recently sponsored a free webinar on Tailored Plans provided by SembraCare just last week on September 28th and will be available on the member area of our website in the coming weeks.

From what NCSLA had heard over the past month from providers with behavioral health residents in their facilities/communities, there have been difficulties with these providers communicating and contracting with the entities that were going to make up the Tailored Plans, which include:

- Alliance Health alliancehealthplan.org
- Member phone numbers: 800-510-9132, TTY: 711 or 800-735-2962

- Eastpointe eastpointe.net
 - Member phone numbers: 800-913-6109, TTY: 888-819-5112
- Partners Health Management partnersbhm.org
 - Member phone numbers: 888-235-4673, TTY: English: 800-735-2962, TTY: Spanish: 888-825-6570
- Sandhills Center sandhillscenter.org
 - Member phone numbers: 800-256-2452, TTY: 711 or 866-518-6778
- Trillium Health Resources trilliumhealthresources.org
 - Member phone numbers: 877-685-2415, TTY: 711
- Vaya Health vayahealth.com
 - Member phone numbers: 800-962-9003, TTY: 711

With the delay, the above organizations will serve as regional Behavioral Health I/DD Tailored Plans beginning April 1, 2023. As NCSLA learns more about the Tailored Plan process, we will disseminate information to our members accordingly.

North Carolina Senior Living Association | (919) 787-3560
4010 Barrett Drive, Suite 102, Raleigh, NC 27660 | www.ncseniorliving.org

