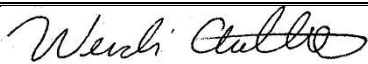


NH Department of Health and Human Services (DHHS)
Division of Long Term Supports and Services
Bureau of Elderly and Adult Services (BEAS)

105 Pleasant St.
Concord, NH 03301

| STATE OF NEW HAMPSHIRE BEAS GENERAL MEMORANDUM (GM) | |
|--|--|
| DATE: | June 28, 2021 |
| TO: | Nancy Rollins, Interim Director, Division of Long Term Supports and Services; All BEAS Staff; Choices for Independence Independent Case Managers and CFI Providers |
| FROM: | Wendi Aultman, Bureau Chief, Elderly and Adult Services |
| SIGNATURE: |  |
| SUBJECT: | COVID-19 Emergency Choices for Independence Waiver (CFI) Guidance #4 |
| GM NUMBER: | 21-24 GM |
| EFFECTIVE DATE: | July 1, 2021 |
| REGULATORY GUIDANCE: | This memo is a communication tool circulated for informational purposes only. The goal is to provide information and guidance to the individuals to whom it is addressed. The contents of this memo and the information conveyed are subject to change. This communication is not intended to take the place of or alter written law, regulations or rule. |

| MEMORANDUM SUMMARY |
|---|
| <p>The purpose of this memorandum is to:</p> <ul style="list-style-type: none"> • Provide statewide guidance to enrolled CFI Independent Case Managers and providers in light of the COVID-19 Emergency. |

On May 8, 2021, Governor Sununu issued the COVID-19 [Universal Best Practices](#), which replaced the Universal Business Guidelines created under Emergency Order 52. As such, this guidance supersedes He-E 805 Targeted Case Management Services guidance provided in [GM 20-25 #3](#), released July 16, 2020. <https://www.dhhs.nh.gov/dcbcs/beas/documents/emergency-cfi-waiver-guidance-3.pdf>.

The [Centers for Disease Control and Prevention](#) and New Hampshire's [COVID-19 website](#) continue to provide valuable information and resources pertaining to COVID-19.

As a reminder, the Department of Health and Human Services continues to strongly recommend the use of face coverings in common areas of buildings, as well as the additional protective measures that can help slow the spread of illness, including:

- Self-monitoring for [symptoms of COVID-19](#), and staying home when you are sick
- Maintaining social distance
- Practicing good [hand hygiene](#)
- Cleaning of high-touch areas

- Vaccination
 - Vaccinated people are no longer required to mask (unless required under local ordinance), but DHHS recommends it. Agencies should develop their policy and procedures regarding this based on best practices and their tolerance for risk.

He-E 805.05 Targeted Case Management Services

Effective July 1, 2021, flexibilities to the requirements in He-E 805.05 Case Management Services as written in [GM 20-25 #3](#), released July 16, 2020, will end for new case management appointments.

Beginning July 1, 2021, the requirements of [He-E 805.05](#) are in effect for new case management appointments unless any of the following scenarios occur:

1. A CFI Participant, a member of a Participant's immediate household, or the Case Manager identifies as having or possibly having COVID-19 a result of active screening as recommended in the COVID-19 [Universal Best Practices](#);
2. The CFI Participant requests to forgo the face to face contact; **or**
3. The CFI Participant resides at a location that makes social/physical distancing, as recommended in the COVID-19 [Universal Best Practices](#), impossible.

The Case Manager must document in the progress note when any of the above scenarios occur. When any of the above scenarios occur, hybrid visits will be allowed instead of face to face contact under the authority of the Appendix K approved by CMS. Hybrid visits include a combination of telephonic or virtual technology, and brief in-person visits to obtain signatures and view the home environment.

For case management appointments scheduled prior to July 1, 2021, hybrid visits will be allowed instead of face to face contact under the authority of Appendix K approved by CMS, regardless of whether any of the scenarios occurred. Case managers should document in the progress note that the appointment was scheduled prior to July 1, 2021.