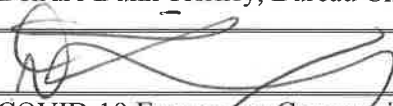


STATE OF NEW HAMPSHIRE BFCS GENERAL MEMORANDUM (GM)	
DATE:	March 24, 2020
TO:	Bureau for Family Centered Services Programs and Staff, Families enrolled in BFCS programs: Health Care Coordination, Complex Care Network, Comprehensive Nutrition Network, Feeding & Swallowing Network, Partners in Health, Family Centered Early Supports & Services, Child Development Clinic
FROM:	Deirdre Dunn Tierney, Bureau Chief, Bureau for Family Centered Services
SIGNATURE:	
SUBJECT:	COVID-19 Emergency Communications for Families of Children with Special Health Care Needs, Guardians
GM NUMBER:	BFCS-GM-003FAM-20
EFFECTIVE DATE:	March 13, 2020
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 information is to be forwarded to participants, families, and guardians by BFCS contracted agencies.

MEMORANDUM SUMMARY
<p>The purpose of this memorandum is to:</p> <ul style="list-style-type: none"> • Provide statewide guidance to families and guardians with children who have special health care needs, relative to COVID-19 Emergency preparation and answers to Frequently Asked Questions.

Agencies that provide services to children with special health care needs (CSHCN) and their families are responsible for daily operations and management of their COVID-19 emergency local responses and are prepared to manage operations during an emergency or other disruption to normal activities. The Bureau for Family Centered Services (BFCS) is working with programs and providers of Special Medical Services (SMS) for CSHCN, Partners in Health (PIH), and Family Centered Early Supports & Services (FCESS) to adhere to the guidance outlined by the Centers for Disease Control (CDC), the state's Division of Public Health (DPHS) as well as federal and state partners.

Following are some common questions and the BFCS answers:

Who do I contact to plan now for service and support options? Reach out to your PIH Family Support Coordinator and/or Health Care Coordinator with any concerns. You should consider advance planning

with your team in light of the COVID-19 Emergency. Agencies and coordinators all have emergency plans for supporting families.

NH Family Voices (NHFV), at the request of BFCS, has put a dedicated e-mail in place where you can share your concerns regarding supplies, supports, etc. for your child with special health care needs. BFCS will be working with them to develop a Frequently Asked Questions (FAQ) and Resources page for families that will be posted on NH.GOV. Please use covid19@nhfv.org to share your questions and concerns. This document will be updated as new information becomes available.

Who do I contact if I get sick and am unable to care for my child with a special health care need?

Families and guardians have a responsibility for preparedness planning, so you should consider your options now, taking into account your child's physical, medical and behavioral needs. Your Coordinators can help with planning. Families should maintain food, household goods, personal supplies, and medications to last for 14 days in their home. Make sure you have an up to date list of respite providers and their contact information.

Will services for my child with special health care needs be available? Who can I call if I cannot reach my Coordinator? Provider Agencies and programs have emergency plans for supporting families during the COVID-19 Emergency. Working conditions may change in the future based on direction from the federal or state officials, but all critical functions will continue to be performed. Program staff will be available to assist individuals and their families or guardians. In addition, all providers are expected to maintain essential operations. If you are unable to reach your Coordinator, please contact the Bureau at 603-271-4488 for assistance.

Will the Bureau for Family Centered Services state office be open? The Bureau for Family Centered Services is open and prepared to continue operations. The main contact number for the Bureau is 603-271-4488.

Can I get the prescriptions and medical supplies filled in advance? Insurers are being directed to allow members to obtain 90-day supplies of medications and supplies, when available, and to ensure continuous access to prescriptions. Please contact your prescriber and insurer for more information.

Division of Medicaid Services has provided the following direction, regarding the 90-day supply of maintenance medication and the early refill override for COVID-19

90-Day Medications:

- All three MCOs and Medicaid fee-for-service allow members to receive a 90-day supply of maintenance medications through their local pharmacies.

Early Refills of Up to a 30-Day Supply of Medications during the COVID-19

Emergency:

- Medicaid fee-for-service (FFS) and the three MCOs are allowing an early refill override during the COVID-19 Emergency to allow members to obtain up to a 30-day supply of medications.

Early refills are not automatic. The NH Medicaid process for requesting an early refill requires the pharmacy to call the Pharmacy Benefit Manager (PBM) to request an override of the early refill denial. The member will need to request the pharmacy to provide an early refill due to COVID-19. The pharmacy will then call the PBM to obtain the refill override.

- There are limitations on how early members will be allowed to refill **controlled substance** prescriptions due to the high risk of overdose in New Hampshire. Requests for

early refills received by the PBMs for controlled substances (Schedules II-IV) for reason of COVID-19 are referred to the health plan's Pharmacy Unit as applicable.

For further information:

Contact Numbers for Members	
Health Plan	Phone Number
AmeriHealth Caritas New Hampshire	833-704-1177
NH Healthy Families	866-769-3085
Well Sense Health Plan	877-957-1300
Medicaid Fee-for-Service	866-664-4506

Contact Numbers for Pharmacies		
Health Plan	Pharmacy Benefit Manager (PBM)	Phone Number
AmeriHealth Caritas New Hampshire	PerformRx	888-765-6394
NH Healthy Families	CVS Pharmacy Help Desk	888-613-7051
Well Sense Health Plan	EnvisionRx Pharmacy Help Desk	800-361-4542
Medicaid Fee-for-Service	Magellan RX Management	866-664-4511

Will Health Care Coordination and PIH visits continue to be available face to face? Most Coordinators have temporarily discontinued face-to-face visits during the COVID-19 Emergency. Please reach out directly to your Coordinator who will provide services by phone, video conference or other remote communication methods.

How can people stay up-to-date as the situation evolves for New Hampshire's CSHCN & their families? Your Primary Care Provider is your best contact if you have questions or concerns about your child's health. Program Coordinators are reaching out to individuals, families, and guardians through email, phone messages, and direct mailings, with general guidance and preparedness.

RESOURCES

For general COVID-19 information, visit the state's COVID-19 webpage at [NH.GOV](https://www.nh.gov/covid-19).

211 NH has been mobilized to handle all COVID-19 related calls from New Hampshire residents. All residents with questions or concerns surrounding the COVID-19 outbreak can call 2-1-1.

Please continue to stay informed with the frequent updates about this evolving outbreak at our DHHS webpage: <https://www.dhhs.nh.gov/dphs/cdcs/2019-ncov.htm>.

You may get current situation updates and technical guidance on the CDC's website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html> and <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

Family Voices has posted resources that may be helpful for families of Children and Youth with Special Health Care Needs at <https://familyvoices.org/coronavirus/> and at nhfv.org

