

WSC ADVISORY #2021-026 (UPDATED)
FACE-TO-FACE REQUIREMENTS

MANDATORY ACTION

EFFECTIVE DATE: AUGUST 16, 2021, UPDATED AUGUST 20, 2021

This advisory rescinds WSC Advisory # 2020-031, *WSC Face-to-Face Visits COVID-19 Pandemic*, and the Frequently Asked Questions (FAQs) found in WSC Advisory #2020-032.

The state of emergency due to COVID-19 ended on June 26, 2021. Therefore, Qualified Organizations must ensure that all face-to-face visits conducted by WSCs and Consumer Directed Care Plus (CDC+) Consultants are performed in accordance with the contact requirements as specified in the iBudget Waiver Coverage and Limitations Handbook, Rule 59G-13.070, Florida Administrative Code (F.A.C.).

In instances where the client or individuals living with the client are COVID-19 positive or under quarantine and the face-to-face visit cannot be rescheduled within the timeframes required in Rule 59G-13.070, F.A.C., virtual face-to-face visits may be conducted as temporarily allowed by Section 1135, Appendix K. The reason for conducting the face-to-face visit virtually must be documented in the progress notes in APD iConnect.

Virtual visits should be conducted through live video conferencing. However, if the client does not have access to the internet, cellular service, or other electronic means to participate in live video conferencing, the WSC or CDC+ Consultant may provide the contact by telephone and must resume in-person visits as soon as the client or individuals living with the client are no longer COVID-19 positive or under quarantine. In addition, if the face-to-face visit is replaced by a telephone contact, the Qualified Organization must provide documentation reflecting COVID-19 positivity and the inability to video conference to the Regional Operations Manager within one business day by secure email.

If a WSC or CDC+ Consultant is unable to perform a required face-to-face visit due to the health of the WSC or CDC+ Consultant, the Qualified Organization must ensure appropriate coverage for the caseload. WSCs and CDC+ Consultants who are COVID-19 positive should not be permitted to complete face-to-face visits. Per the iBudget Waiver Handbook requirements, the Qualified Organization must notify the APD Regional Office in writing of any WSC vacancies or leaves of absence.

Face-to-face visits are required in accordance with the iBudget Handbook. If the client or legal representative refuses a face-to-face visit, the WSC or CDC+ Consultant will attempt to conduct the visit through live video conferencing. If the client does not have access to the internet, cellular service, or other electronic means to participate in live video conferencing, the WSC or CDC+ Consultant may provide the contact by telephone. Refusals of face-to-face visits by the client or legal representative must be documented in the progress notes in APD iConnect, and the Qualified Organization must notify the Regional Operations Manager within one business day of the contact by secure email.