

WSC ADVISORY #2020-031
WSC FACE-TO-FACE VISITS COVID-19 PANDEMIC

MANDATORY ACTION

EFFECTIVE DATE: SEPTEMBER 17, 2020

This advisory rescinds WSC Advisory 2020-010, which temporarily replaced face-to-face contacts with virtual contacts due to the state of emergency caused by the COVID-19 pandemic. As the state of Florida proceeds with implementing a phased reopening plan, Waiver Support Coordinators (WSCs) will resume providing services in person.

Effective immediately, WSCs should follow the [Guidance Memorandum](#) dated September 8, 2020 and resume contact requirements as specified in the iBudget Waiver Coverage and Limitations Handbook, Rule 59G-13.070, Florida Administrative Code (F.A.C.).

Before completing a face-to-face visit, the WSC must contact the client or his/her legal representative to verify that the client wishes to resume in-person services. WSCs should not perform face-to-face visits in the following circumstances:

- 1) The client or individuals living with the client are COVID-19 positive.
- 2) The client or individuals living with the client are under quarantine due to COVID-19 exposure.
- 3) The WSC is COVID-19 positive.
- 4) The WSC is under quarantine for COVID-19 exposure.

If one of more of these situations occur, the WSC will provide the contact virtually and document the reason in their case notes. If the WSC is ill due to COVID-19 and unable to perform a virtual visit, the WSC should ensure appropriate backup coverage for their caseload.