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## COVID 19 QUESTIONS AND ANSWERS RESOURCE PAGE

As of March 25, 2020

### **Question 1: Are we continuing to have staff come in for interviews and to complete background checks and orientation?**

Answer 1: Yes, please follow these steps when having staff come in for interviews and completion of background / orientation documents:

- a. Ask person prior to their coming in if they have any of the following symptoms: Cough, fever, respiratory concerns. If they answer yes, do not have the person come in.
- b. For people coming in, practice social distancing of 6+ feet.
- c. Wipe down iPad and any other equipment, i.e. table they sit at, arms of chairs, etc. between different users.

### **Question 2: If I cannot work due to positive test or possible exposure, how will I be paid?**

Answer 2: Employees are able to use their Paid Time Off or they can use Unpaid Leave (if they do not have PTO or if they have exhausted their PTO) and apply for Unemployment benefits through the applicable state of employment. Here are links to each unemployment sites for state that we provide services in:

MN: <https://www.uimn.org/applicants/index.jsp>

WI: <https://dwd.wisconsin.gov/uiben/>

### **Question 3: Do our staff need a badge or letter to show to law enforcement in case we are put in lockdown / shelter in place mode to show they are working as a caregiver / nurse?**

Answer 3: Compliance has been monitoring this since it all began. At this time, we have been in contact with both Minnesota and Wisconsin Law Enforcement. It is not a requirement to carry a letter stating who you are. They are expecting staff to comply with all current rules of the road. It was stated that in Shelter in Place status you may be pulled over with law enforcement just checking who you are so make sure you carry appropriate identification, and any other requirements expected in your state. Take a minute and thank them for the job they are doing. Cooperation and positivity will receive it back.

### **Question 4: What are the child care resources for healthcare workers during this pandemic?**

Answer 4: Please contact your local office if you need an employer letter stating you are a healthcare worker looking for child care. Out Operations Managers and HR staff have a letter template that they can complete for any branch caregiver or nurse that needs it. Please follow this link to the State of Minnesota regarding child care needs during this time: [https://mn.gov/childcare/?utm\\_medium=email&utm\\_source=govdelivery](https://mn.gov/childcare/?utm_medium=email&utm_source=govdelivery)

### **Question 5: What would happen if an employee had to be quarantine? Would they have to use their own PTO?**

Answer 5: The employee can:

- A. Use their available PTO to cover their time off.

- B. Take unpaid leave (if they do not have leave available or wish to not use their PTO) **and** file for unemployment. Please note that Unemployment pays a % of your wages, not their total wages completely. This may impact the decision you make in taking your time off.

**Question 6: Has there been any talk of telephone visits yet on non-urgent clients?**

Answer 6: See Answer 7 for response.

**Question 7 / Update from Dr. Mordi for all staff's awareness: Dated 3/27/2020**

**Later addition to this Memo:**

After getting some feedback from the Update on COVID 19 email, here is some added clarification:

- **VISITS (NURSING/PT/OT/ALL CAREGIVERS)** Visits should continue to be completed in person as usual unless: 1. Client requests no visit. 2. Client reports symptoms of fever and respiratory symptoms during pre-visit phone call. 3. Client is living in a "hot zone" and other factors may indicate that visit should be postponed if safe for client.
- If during pre visit phone call and client reports fever and respiratory symptoms: encourage client to call primary care provider and follow their recommendations (assist if client would not be able to make that call). Also notify Compliance.
- Client signature when phone call is used for visit: Check "Client is unable to sign" then make note that visit done via phone related to Covid 19.

**RE-CERTIFICATION**

- During 5 day window, if you are unable to conduct the phone call, please write order to MD and place services on hold due to Covid 19 . Continue to attempt to contact and complete oasis documentation as soon as you reach client/responsible party. Once contact has been made and oasis is completed, write MD order to resume care.
- If your client is hospitalized for other reasons and has not been discharged prior to recert end date. Continue to follow current policy of Discharging the client and ReAdmit when return to home.

**NOTIFICATION TO DIRECTOR OF CLINICAL SERVICES**

- Per Branch: for the client's that nurses/PT/OT are adjusting how they see client ( doing some visit via phone) can you please provide me with a list for your Branch and keep me updated as needed.

As always, encourage clients to stay at home (limit trips to store, pharmacy, no visitors, etc) and practice good hygiene.

**Skilled Nurse Re-Certification (OASIS) visits (MN and WI)**

- If client / family does not want visit due to COVID 19, call the client / responsible party during a 5 day window for OASIS and may complete assessment over the phone. Can ask for visits, blood sugar readings, O2 sat readings, etc. if client has equipment at their home.
- In visit note, indicate that visit was done via telephone, who was present on call, and reason why done via phone. Ex.: Client and/or family requested no in person contact during the COVID 19 pandemic. Client and client's spouse Sally present on call.

## **SUPERVISIONS**

- Homemaking: Phone Call
- PCA WI: Phone call including PCST and Addendum
- PCS MN: Phone call
- HHA: Phone call including both: every 14 day visits and every 60 days.

## **MEDICATION SET UP VISITS**

- **Caution** should be used when evaluating if a client is a good candidate to set up medications for more than one week. Please document in note how second week of medications will be handled (family assistance, boxes kept separate from each other, 2<sup>nd</sup> box labeled for ease of identification). Phone call will be made the week that in person visit does not happen to assess and document note.
- For client that is not safe to leave a second box in home and they do not want in person visit, consider going to home and having client set medications outside of door and fill container up in car and return to door. Other option, if client's medication in locked box, bring medications back to office and fill medication tray prior to going to home and handing off filled container to client. Keep medication box with client identified on box in locked area of office.

## **WHO TO ADDRESS QUESTIONS TO:**

- Clinical: Laurie Erickson, RN Director of Clinical Services
- Employee: Operations Department: MN – Satharina Taherkhanchi, Operations Manager  
Karissa Schadorff, AOM  
WI – Amy Elsner, Operations Manager  
David Boucher AOM or  
Tonetta Schindler AOM
- Anything COVID 19: Compliance Department

## **Question 8: The specifics of the Stay At Home order for MINNESOTA that the Governor signed and put into effect.**

Wednesday, March 25, 2020 Memo to all employees

To all Minnesota Employees,

Minnesota's Governor Tim Walz has put out an Executive Order 20-20 "Directing Minnesotans to Stay at Home." I have been in contact with the Minnesota State Patrol about essential travel for all of our Caregivers and Support Staff. They have reported that Police will **not** be targeting vehicles and pulling them over to find out if the driver is an essential employee. There is no need for letters, name tags, or business cards to identify workers. They do ask that drivers carry their Driver's License, Proof of Insurance and continue to respect all traffic laws. If there is an employee that has been pulled over for a traffic violation and needs authentication, the police or employee can call their branch or Compliance for verification. If an employee gets pulled over after regular business hours, the employee should notify their supervisor. The branch or Compliance can contact the agency that wrote the citation to confirm their employment.

If there is any changes/ updates, we will be sure to update you.

Below is the Executive Order 20-20 that pertains to Home Healthcare:

## **MINNESOTA EMERGENCY EXECUTIVE ORDER 20-20 DIRECTING MINNESOTANS TO STAY AT HOME**

Tim Walz, Governor

**1. Beginning on Friday, March 27, 2020 at 11:59 pm through Friday, April 10, 2020 at 5:00 pm**, all persons currently living within the State of Minnesota are ordered to stay at home or in their place of residence except to engage in the Activities and Critical Sector work set forth below in Paragraphs 5 and 6.

**5. Exemptions – Activities.** Minnesotans may leave their homes or residences to engage in the following activities, provided that all persons follow the guidelines set forth and maintained by the Minnesota Department of Health (“MDH Guidelines”), including but not limited to social distancing, to the maximum extent possible.

**6. Exemptions – Critical Sectors.** All workers who can work from home must do so. Workers in the following Critical Sectors, who are performing work that cannot be done at their home or residence through telework or virtual work and can be done only at a place of work outside of their home or residence, are exempted from the prohibition in paragraph 1 as set forth below.

a. **Healthcare and public health.** This category is limited to:

- i. **Healthcare and public health workers** listed in the CISA Guidance.
- iv. **Workers providing home care** and human services workers from government or non-profit providers who are delivering food, prescriptions, case management services, mental health and substance abuse therapy, or who are otherwise caring for a client.
- v. **Workers providing or supporting home-based care for adults, seniors, and children**, including but not limited to people who are blind, deaf, deafblind, or hard of hearing and people with disabilities, including physical disabilities, developmental disabilities, intellectual disabilities, substance use disorders, or mental illness. This includes workers who must travel to a person’s home to provide care or other in-home services including meal delivery and one-on-one interpreting services for people who are blind, deaf, deafblind, or hard of hearing. **This includes personal care attendants**, paid employees of government and non-profit providers, or volunteers representing government and non-profit providers.

The entire Executive Order can be found at:

<https://www.leg.state.mn.us/archive/execorders/20-20.pdf>

### **Question 9: The use of “Electronic signatures” during COVID 19.**

Answer 9: As of 3/24/2020, the Minnesota Department of Human Services put out a statement regarding the use of electronic signature.

## **Electronic signatures not currently accepted**

We have received a number of questions from providers about electronic signatures for provider enrollment documents. Minnesota Health Care Programs does not accept electronic signatures on provider enrollment related documentation at this time. Provider Eligibility and Compliance is required to ensure authenticity and to be sure that a signer can’t deny that a signature belongs to that person.

DHS may be reviewing this more closely at a later date to determine if these can be accepted, but in the meantime, the DHS Health Care Administration reminds providers that timely filing allows providers to bill up to one year from original date of service. Please refer to [MHCP Provider Enrollment](#) and ensure providers are qualified to provide services. Encourage providers to continue to provide necessary services. Complete enrollment documents and get required signatures and submit them as quickly as possible. It is important that the provider maintain a record of services they provide, including the date.

**Question 10: The specifics of the Stay At Home order for WISCONSIN that the Governor signed and put into effect.**

Tuesday, March 24, 2020 MEMO to all Wisconsin Employees

Wisconsin's Governor Tony Evers has put out an Executive Order "Safer at Home." I have been in contact with the Wisconsin State Patrol and have spoken with multiple individuals about essential travel for all of our Caregivers and Support Staff. They have reported that Police will **not** be targeting vehicles and pulling them over to find out if the driver is an essential employee. There is no need for letters, name tags, or business cards to identify workers. They do ask that drivers continue to respect all traffic laws. If there is an employee that has been pulled over for a traffic violation and needs authentication, the police or employee can call their branch or Compliance for verification. If an employee gets pulled over after regular business hours, the employee should notify their supervisor. The branch or Compliance can contact the agency that wrote the citation to confirm their employment.

If there is any changes/ updates, we will be sure to update you.

Below is the Executive Order that pertains to Home Healthcare:

**WISCONSIN EMERGENCY ORDER #12 SAFER AT HOME ORDER**

Tony Evers, Governor Andrea Palm, Secretary

1. **Stay at home or place of residence.** All individuals present within the State of Wisconsin are ordered to stay at home or at their place of residence, **with exceptions outlined below.**

c. To operate Essential Businesses and Operations

13. **Essential Businesses and Operations.** All entities described in this section shall meet Social Distancing Requirements between all individuals on the premises to the extent possible. For the purposes of this Order, Essential Businesses and Operations means **Healthcare** and Public Health Operations, Human Services Operations, Essential Infrastructure, and Essential Governmental Functions

15. **Essential Travel.** Individuals engaged in any Essential Travel must comply with Social Distancing Requirements to the extent possible. For the purposes of this Order, Essential Travel includes: a. Any travel related to the provision of or access to Essential Activities, Special Situations, Essential Governmental Functions, Essential Businesses and Operations, or Minimum Basic Operations.

20. **Duration.** This Order shall become effective at 8:00 a.m. on Wednesday, March 25, 2020 and will remain in effect until 8:00 a.m. on Friday; April 24, 2020, or until a superseding order is issued.

**Question 11: Can the nurses resume and train caregivers to be HHA qualified until training can be hosted at corporate again?**

Answer: NO, this is not a normal regulation we were given. It is a result of a correction order and is considered a sanction. Until that is lifted we continue to train as previous. Check with HR because I understand they are in the process of setting up another training.

