

**INFORMATIONAL LETTER NO. 2127-MC-FFS-CVD**

**DATE:** April 9, 2020

**TO:** Iowa Medicaid Home- and Community-Based Services (HCBS), Case Managers, and Integrated Health Home (IHH) Providers

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS), Coronavirus Disease (CVD)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Expansion of Home Delivered Meals, Homemaker, and Companion Services during COVID-19 Related Public Health Emergency

**EFFECTIVE:** March 13, 2020

The IME and Managed Care Organizations (MCO) will begin authorizing and paying claims for authorized home delivered meals, homemaker services, and companion services for members who meet the eligibility criteria described below. Members who can access these services are outlined below. The Department anticipates approvals for these services to extend through the duration of the emergency proclamation. This Informational Letter addresses the processes for FFS members. Members enrolled with an MCO should contact their MCO directly.

The Department has identified three broad categories of members who qualify for this expansion of services:

- Current Home- and Community Based Services (HCBS) Waiver members and members who are children under age 18 and are residents of a household in which a parent or guardian is eligible;
- Medicaid members receiving Habilitation Services and members who are children under age 18 and are residents of a household in which a parent or guardian is eligible; and
- Home bound Medicaid members meeting specific criteria (outlined below).

**Current HCBS Waiver Members**

Members should reach out to their case manager if additional services are needed. These services are allowed as an option to replace HCBS services that are unavailable if there is a shortage of providers or providers who are not able to deliver goal directed services due to the COVID-19 emergency.

The case manager will assist members with locating a home delivered meals, homemaker services, and companion services provider. Once a provider has agreed to serve the member, the case manager will enter the additional services in the member's service plan in the Individualized Services Information System (ISIS). These services will be processed and paid using the current methodology. For waivers that do not currently cover home delivered meals, homemaker services, and companion services the following codes have been added through ISIS:

- Home delivered meals (codes S5170 UF, UJ, UG, UH) have been added to ISIS for Brain Injury (BI) Waiver, Intellectual Disability (ID) Waiver and Physical Disability (PD) Waiver. Meals under all waivers are limited to two meals per day.
- Homemaker (code S5130) has been added to ISIS for the AIDS/HIV Waiver, BI Waiver, Health and Disability (HD) Waiver, ID Waiver and the PD Waiver.
- Companion (code S5135) has been added to ISIS for the AIDS/HIV Waiver, BI Waiver, HD Waiver, ID Waiver, and PD Waiver.
- These additional services are available for those members aged 18+ who have a need for these services during the COVID-19 pandemic.

### **Current State Plan HCBS Habilitation Services**

Habilitation members may also be authorized for the services outlined in the section above for members enrolled in a HCBS waiver. These services are allowed as an option to replace Habilitation services that are unavailable if there is a shortage of providers or providers are not able to deliver goal directed services due to the COVID-19 emergency.

Members who need these services should contact their Integrated Health Home Care Coordinator. IHH Care Coordinators can utilize the [Provider Lookup Tool](#)<sup>1</sup> to locate a provider in the member's service areas. Utilize the following process when searching for a provider:

**Step 1:** Under Search Provider: use the drop down menu to select HCBS and State Plan Providers.

**Step 2:** Under Waiver Program: use the drop down menu to select the Elderly Waiver.

**Step 3:** Under Service: use the drop down menu to select the service to be added for this member. The new options are:

- Home delivered meals code S5170. Note there are options for the different meals available for each day.
- Homemaker service code S5130
- Companion code S5135

**Step 4:** Under IA County/Other State: Use the drop down menu to choose the member's county of residence or a surrounding county.

---

<sup>1</sup> [https://secureapp.dhs.state.ia.us/providersearche/\(S\(w4pm4l45jrw2hg4555cdsqr\)\)/Default.aspx](https://secureapp.dhs.state.ia.us/providersearche/(S(w4pm4l45jrw2hg4555cdsqr))/Default.aspx)

**Step 5:** This is an optional step to search by a metro area. Use the drop down box to select a metro area.

**Step 6:** Click on the Search button. A list of providers will appear, including their phone numbers. If no providers are shown, then search in surrounding counties or by the All State option.

Once a provider has been identified, the care coordinator should contact the provider on behalf of the member. Providers will complete the [Request for Prior Authorization Form](#)<sup>2</sup> (470-0829) and email the completed form to the IME at [PAservices@dhs.state.ia.us](mailto:PAservices@dhs.state.ia.us). The request will be reviewed and an authorization decision will be communicated to both the member and provider. This authorization will not be done through ISIS.

Home delivered meals, companion and homemaker service providers serving Medicaid HCBS Habilitation members will submit claims through the Medicaid FFS electronic billing processes. Guidance for electronic billing for FFS claims may be found online at: <https://dhs.iowa.gov/ime/providers/claims-and-billing/electronic-billing>

### **Homebound Medicaid Members**

FFS Medicaid members who are not enrolled in one of the HCBS waivers or State Plan HCBS Habilitation program may also be authorized to receive home delivered meals during the COVID-19 public health emergency. Members should call IME Member Services to complete a screening to determine if they meet the criteria for additional services. IME Member Services will provide a referral to local meal services agencies if the member meets the criteria.

The following is the criteria that must be met to be eligible to qualify for these extended benefits:

- Members must be at least 18 years of age,
- Homebound as a result of the COVID-19 public health emergency and be part of a high-risk category. High-risk categories include members who are over the age of 60, or members who are between the ages of 18 and 60 AND diagnosed by a physician with a serious heart condition, chronic medical conditions or compromised immune systems. Members over the age of 18 and diagnosed by a physician with COVID-19 also fall into the high-risk category. Members who are children under age 18 and are residents of a household in which a parent or guardian is eligible.

During the COVID-19 public health emergency, the IME may authorize the following codes for Homebound Medicaid members who meet the established criteria:

- Home Delivered Meals codes S5170 UF,UJ,UG,UH
- Medicaid funded Home Delivered Meals are limited to two meals per day.

Providers of home delivered meals may request approval for these services by completing the Request for Prior Authorization (form 470-0829) and emailing it to the

---

<sup>2</sup> [https://dhs.iowa.gov/sites/default/files/470-0829\\_Fillable.pdf](https://dhs.iowa.gov/sites/default/files/470-0829_Fillable.pdf)

IME at [PA Services@dhs.state.ia.us](mailto:PA Services@dhs.state.ia.us). The request will be reviewed and an authorization decision will be communicated to both the member and provider.

Home delivered meal service providers serving non-waiver Medicaid members will submit claims through the Medicaid FFS electronic billing processes. Guidance for electronic billing for FFS claims may be found online at:

<https://dhs.iowa.gov/ime/providers/claims-and-billing/electronic-billing>

The expansion of the Medicaid benefit for home delivered meals does not change the role of the Area Agencies on Aging (AAAs) who currently provide home delivered meals to Medicaid members. This Medicaid expansion of home delivered meals is specific to individuals who receive full Medicaid benefits. Members over the age of 60 who receive Specified Low-Income Medicare Beneficiary (SLMB) or Qualified Medicare Beneficiary (QMB) can be referred to the AAAs as they may be eligible to receive home delivered meals as a result of funding through the Older American's Act. Please review the [Local Area Agency on Aging map](#) when referring these members.

Any home delivered meal provider who identifies a member who needs meal coverage as a result of the impact of COVID-19 should refer the member to their case manager. If the member does not have a case manager, members are encouraged to contact IME Member Services at 1-800-338-8366.

If you have questions, please contact the appropriate MCO or the IME Provider Services Unit at 1-800-338-7909 or email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).