



**STATE OF WASHINGTON**  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**  
Aging and Long-Term Support Administration  
PO Box 45600, Olympia, WA 98504-5600

June 21, 2021

Dear Administrator/Provider:

Home and Community Services (HCS) is resuming in person client visits for long-term care Medicaid assessment and care planning beginning July 12, 2021. The process will be a hybrid using onsite and remote methods in order to reduce the time spent in-person to what is necessary to support these core functions.

To help reduce HCS case management time in your setting, if you have electronic medical records or the ability to securely email records, please continue to provide HCS staff remote access to these records upon notification that an assessment has started. You should also prepare a room or other adequate space for HCS staff to use during the assessment appointment.

HCS staff are screened by self-attestation prior to conducting an in-person case management appointment. You may ask the COVID screening questions that you normally ask employees and others who enter your facility or home. HCS staff will contact you before arriving to verify if there is any suspected or known COVID in the setting. In the event that COVID is positive or suspected they will reschedule the in-person assessment for a later date or work with you and the client to complete remotely if delaying will negatively impact client access to Medicaid services. HCS staff will wear all appropriate PPE, follow facility safety requirements and all Centers for Disease Control and Prevention (CDC) guidance for infection prevention. The HCS case manager will work with you on ways to minimize contact and limit exposure as much as possible during the appointment.

When HCS staff arrive at your facility or home, you must allow them entrance as they are considered essential workers ([November 18, 2020 Provider Letter](#)). As essential workers, HCS staff are not considered visitors and do not sign a visitor attestation, nor are they included in the calculation of maximum capacity.

We are offering two Provider Q & A webinars to discuss any questions you may have regarding HCS resuming in-person assessments. To register for the webinar, please click on one of the links below that best fits your schedule.

**Jul 1, 2021 10:00 AM PDT at:**

<https://attendee.gotowebinar.com/register/5732804564427836683>

**Jul 6, 2021 2:00 PM PDT at:**

<https://attendee.gotowebinar.com/register/823740233105566731>

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact your local HCS Regional Administrator.

Sincerely,

Bea Rector, Director  
Home and Community Services  
DSHS: "Transforming Lives"