



Department of Health

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Governor

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Commissioner

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Executive Deputy Commissioner

March 21, 2020

Re: COVID-19 Guidance for Facilitated
Enrollment Agencies for the Aged, Blind and
Disabled

Dear Facilitated Enrollment Agency for the Aged, Blind and Disabled:

The New York State Department of Health (NYSDOH) is providing this guidance to facilitated enrollers for the aged, blind and disabled pertaining to the current novel coronavirus (COVID-19) outbreak.

Background

The health and safety of the State's health care providers and our ability to provide and support patient care remain our priorities. Community-wide transmission of COVID-19 is occurring in the United States, and the number of both Persons Under Investigation (PUIs) and confirmed cases is increasing in NYS. The situation with COVID-19 infections identified in the US continues to be evolving rapidly. It is important for all agencies to keep apprised of current guidance by regularly checking NYSDOH's Novel Coronavirus website, at <https://coronavirus.health.ny.gov/home>, for the most up-to-date information for healthcare providers.

It is important to keep staff updated as the situation changes and educate them about the disease, its signs and symptoms, and necessary infection control to protect themselves and the people they serve. It is therefore vital that providers maintain up-to-date contact with NYSDOH. Providers should also consider providing an internal contact telephone number for their staff and clients to call with concerns, reports or questions.

Effective immediately, NYSDOH will allow the Facilitated Enrollment for the Aged, Blind and Disabled (FE ABD) agencies to conduct telephone enrollments and renewals for aged, blind and disabled individuals applying for Medicaid. The following steps must be taken to conduct a phone application:

1. The FE ABD must send the potential applicant/applicant a copy of the 4220 application to use during the telephone interview. This can be sent by standard mail or by email, if acceptable to the client.
2. The FE ABD agency must send the potential applicant/applicant a copy of DOH Form 5147, "Submission of Application on Behalf of Applicant." A copy of the form is attached to this guidance document. This form allows the FE ABD to sign the application on the applicant's behalf. This form can be sent by either standard mail or by email, if acceptable to the client.
3. The applicant must return [DOH Form 5147](#) to the FE ABD agency prior to conducting the interview/completing the application. The form can be scanned and emailed back

- to the FE ABD agency. The completed form must be submitted to the local Department of Social Services (LDSS) with the application; and
4. A copy of the application submitted to the LDSS must be sent to the applicant for their records. This can be sent by standard mail or by email, if acceptable to the client.

Instructions for Provider Personnel at Risk of Being a Person Under Investigation (PUI)

Staff exposed to the community could become infected with COVID-19, if community transmission is occurring in the area. Providers should have a policy in place to speak with staff prior to staff conducting face-to-face visits with enrolled members, in order to screen the staff for symptoms or contacts that might have put them at an increased risk of exposure. It is important that providers strictly enforce their illness and sick leave policies. Staff showing symptoms of illness should not be permitted to remain at work or visit members and should not return to work until completely recovered.

Staff who have been potentially exposed to an individual testing positive for COVID-19, or to a person under investigation (PUI) for COVID-19, might be placed under movement restrictions by public health officials.

If a staff person is found to be ill upon initial screening, the agency should send the person home immediately and suggest that they contact their primary care physician or refer them to medical care.

Where can I direct my questions about COVID-19?

Questions can be directed to the following email address: icp@health.ny.gov; or to the toll-free call center at 888-364-3065.

Where can I direct my questions about this guidance?

Please send any questions relating to this guidance to FEABD@health.ny.gov.

Your diligence in implementing appropriate measures for COVID-19 preparedness is appreciated.

Attachment