

## Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-04-08 | **SUBJECT TO CHANGE**

Care Delivery during the COVID-19 Outbreak	For the homeless population coming out of prison, what will happen if they choose not to go to a shelter?	It will be up to the special master to determine whether and how to allow release for homeless individuals with or without housing options and/or willingness to comply.
Care Delivery during the COVID-19 Outbreak	What happens with unaccompanied minors?	BHH is working on this to determine alternative and other ways to accommodate unaccompanied minors.
Care Delivery during the COVID-19 Outbreak	How about a client who was just released from custody (OCCC) and are now exhibiting COVID-19 symptoms. They most likely will not have medical insurance. Where can we send them? Are they eligible for services with no medical insurance?	Clients are eligible to be supported without medical insurance. BHH providers to assist with getting them active with insurance. Best thing to do is to encourage individual to go to standing testing sites and referral can happen through there. Holding off testing at the Kaaahi site to focus on being a quarantine and isolation site. Go to ER testing site that will conduct a medical screening and determine if COVID testing needed; if tested and homeless, then referral will be made to Kaaahi.
Care Delivery during the COVID-19 Outbreak	Homeless providers cannot directly refer to kaaahi street TQuIC or can they?	Homeless provider can refer to Kaaahi but referral needs to go through the Hawaii CARES line. Hawaii CARES will prescreen to determine to take next step to get screened for COVID-19 testing. Soon as they are swabbed they will automatically be eligible to go to Kaaahi TQuIC if they have space. For transports see PPE decision tree on BHHSURG website.

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<p>Care Delivery during the COVID-19 Outbreak</p>	<p>Are residents at clean and sober home eligible for the Kaaahi Temporary Quarantine and Isolation Center (TQIC)? Are there folks there now? Are TQIC available on the Neighbor Islands? What efforts are being made to help the houseless in East Hawaii?</p>	<p>Yes, if they meet the TQIC eligibility criteria. Admission is determined on a case-by-case basis, based upon availability. See <a href="#">BHHSURG screening tool</a>, screening for behavioral health and risk of experiencing homelessness. There are individuals currently at Kaaahi. We are working very diligently with the counties to identify other TQIC sites for the neighbor islands. An option on the Big Island is currently in progress.</p>
<p>Other Topics</p>	<p>How can we get supplies for the bathroom brigade captains at the various parks? When you say there are captains for each of these parks/areas, do they recruit a certain number of volunteer workers from the encampments to participate in the cleaning/maintenance on a regular basis? Has the recruitment of sponsors been considered?</p>	<p>Initially, supplies were purchased. With media attention, supplies were donated. The operation at each park varies. Usually there are two captains, one for the men's restroom and one for the women's restroom. There is one person who is overall accountable. The goal is to sustain the work of bathroom brigades through the end of June. Seeking sponsors is a great suggestion.</p>
<p>Other Topics</p>	<p>How can outreach providers support the efforts of the bathroom brigades? How do we get in touch with Hui Aloha?</p>	<p>Partnering with outreach providers would be helpful in replicating the bathroom brigade model at other locations. Outreach providers may be able to determine who may be the right persons in the encampment to serve as brigade captains, and to share the costs of posters and supplies for brigade cleaning kits. You may reach James Koshiba at <a href="mailto:James.Koshiba@gmail.com">James.Koshiba@gmail.com</a> or through the <a href="#">Hui Aloha</a>.</p>
<p>Telehealth Guidance</p>	<p>During the COVID-19 pandemic, we have our vulnerable population at Habitat in quarantine. We received a message that some of our clients on welfare had to do in-person psychiatric evaluations. This is non-essential travel. We're told that the Department of Human Services needs to authorize our using telemedicine for psychiatric evaluations. Please don't put our vulnerable population at risk unnecessarily. Direct me on how we can use</p>	<p>The Department of Human Services has received a number of questions regarding the use of telehealth for General Assistance (GA) recipients due to the social distancing requirements of the COVID-19 emergency proclamations. Cyrca Inc. (Cyrca) is the DHS contractor that is responsible to have licensed professional staff perform disability evaluations for the GA program, and then have the disability status certified by an appropriate Medical or Psychiatric Board. The Cyrca evaluations are not considered to be medical treatment or therapy. The evaluations are generally conducted by Cyrca contractors in their</p>

	<p>Telemedicine to do our psychiatric evaluations during this pandemic so that we can keep our population safe.</p>	<p>private offices or in a Cyrca clinic. Cyrca is currently considering using telehealth services during the pandemic and is working with DHS to address technical hardware and software requirements to support this. The proposed use of telehealth for GA evaluations is a very narrow application of telehealth. The broadest use of telehealth in DHS is for the provision of medical services to Medicaid recipients. Additional inquiries in regard to expanding the use of telehealth to maximize the provision of medical services should be referred to the DHS Med-QUEST Division. The Center for Medicaid and Medicare Services is actively encouraging States to use telemedicine to address the spread of COVID-19. For questions regarding services through the DHS Med-QUEST Division, including guidance regarding the use of telehealth services, please visit their <a href="#">website</a>.</p>
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Updated: 2020-04-21 | SUBJECT TO CHANGE

Other Topics	Is the Healthcare Provider Grant program part of the CARES support?	Yes, please see: <a href="https://www.hhs.gov/provider-relief/index.html">https://www.hhs.gov/provider-relief/index.html</a>
Care Delivery during the COVID-19 Outbreak	We still have to bring patients to the physical welfare office to get SNAP and welfare re-instated. It sounds like you are saying this should be available by telehealth or online? Is there an opportunity to reduce the number of pages on the SNAP application? My understanding is that the GA portion of the 6-month re-eval requires at least a telehealth visit.	SNAP does require re-evaluation. They are capable and will be conducting them remotely. For more specific questions regarding SNAP, please contact the Hawaii State Department of Human Services <a href="https://humanservices.hawaii.gov/blog/department-of-human-services-works-to-protect-and-continue-benefits-and-services-during-the-covid-19-crisis/">https://humanservices.hawaii.gov/blog/department-of-human-services-works-to-protect-and-continue-benefits-and-services-during-the-covid-19-crisis/</a>
Privacy and Security Practices (HIPAA)	Do we need to specifically state on all patient consents that we will be redisclosing if needed or is this now implied in any consent a patient sign?	The federal CARES Act eases the ability of health care providers to share protected substance use disorder information with the patient's consent. See CARES Act, sec. 3221: <a href="https://www.congress.gov/bill/116th-congress/house-bill/748/text">https://www.congress.gov/bill/116th-congress/house-bill/748/text</a>
Other Topics	I expect there will be a dramatic increase in the need for affordable housing in the coming months. Who is coordinating fed, state, county, and private efforts in Hawaii?	Sara Lin, Office of the Governor, and Denise Iseri-Matsubara, Hawaii Housing and Finance Development Corporation
Other Topics	I'm the CEO of an assisted living facility for individuals with special needs. We receive funding via Medicaid. However, since we are not a hospital, we have not been able to access any platforms that can provide PPE or testing for our staff without symptoms. Is there a way we can get approval for the testing and PPE access?	Please contact the Healthcare Association of Hawaii, <a href="http://hah.org/covid-19/">http://hah.org/covid-19/</a> with questions about testing and PPE. Providers who participated in the BHHSURG PPE survey will be contacted shortly or may go to <a href="http://bhhsurg.hawaii.gov">bhhsurg.hawaii.gov</a> to fill out a support and supply form.

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Updated: 2020-04-29 | **SUBJECT TO CHANGE**

Continuity of Coverage	Is there a plan for a surge in homelessness?	We are continuing our efforts to increase the number of available affordable permanent housing. Our goal is to ensure services and resources are provided to those who are in need.
Other Topics	Who are the primary staff for Hope Services agency?	HOPE Services is a private non-profit organization.
Other Topics	Can people still be evicted if there is no federal Sec. 8 subsidy or federally backed mortgage, despite the moratorium?	An eviction moratorium is in place for non-payment of rent through May 31 regardless of subsidy assistance. The person could get evicted for other reasons (i.e. not following rules, etc.), but it is very difficult to do during this time.
PPE	What is the status of requests for PPE?	Shipments from HIEMA will be deployed to the resiliency hubs. Distribution, using a tiered priority algorithm, is anticipated shortly to providers who submitted a supply and request form through the BHHSURG website.
Serving Individuals At Risk of or Suspected of Having Covid-19	Will and could there be COVID-19 testing available for youth in residential programs (i.e., new admits/intakes, elopements) to ensure that youth are virus free to protect the other youth in program and for staff safety as well? Utilizing local hospitals are an option, but it's difficult waiting for results, which varies from 3-7/8 days. Time is of the essence, because there is no designated quarantine for unaccompanied minors. This would be helpful to have testing readily available for youth in residential programs.	For Hawaii County, our homeless program and shelter providers have been proactive in working with Premier Medical in conducting testing at our adult shelters. We have not connected with our local youth provider, Salvation Army on who they are currently managing their shelters and the need for testing of their youth.

<p>Serving Individuals At Risk of or Suspected of Having Covid-19</p>	<p>Where are those who are not in these units [on the Big Island] "sheltering in place" until a unit becomes available? Are these units actually located at a park, where access to restroom facilities are easily accessible?</p>	<p>For the County of Hawaii, our Outreach Teams have been working with unsheltered individuals in the delivery of hygiene products and provide education of "sheltering in place". As space becomes available, the Outreach team has been connecting individuals to available shelter beds. For the "new" emergency shelter beds, they are reserved for identified high risk individuals (age, disability and/or compromised health condition). We acknowledge that we don't have shelter beds for all unsheltered individuals.</p>
<p>Serving Individuals At Risk of or Suspected of Having Covid-19</p>	<p>Can we get status update for Big Island space for TQIC?</p>	<p>The DOH is coordinating a TQIC site through a contract through a local hotel in Hilo; DOH is working on securing a second TQIC site in Kona.</p>
<p>Serving Individuals At Risk of or Suspected of Having Covid-19</p>	<p>Is there a way to have clients moving into residential care tested for COVID-19 to prevent spread within a facility or care home?</p>	<p>There is a difference between screening and testing. A screening is first conducted to determine if the criteria for diagnostic testing is met. If an individual is moving to a residential facility, screening by a clinician at a testing site or hospital is recommended before the individual is accepted. An option is for the individual to be routed through TQIC on Oahu until test results come back and relayed to the provider.</p>
<p>Serving Individuals At Risk of or Suspected of Having Covid-19</p>	<p>Are testing and sheltering of minors available on Hawaii island?</p>	<p>The county is working with local providers such as the Salvation Army for an interim home to address the needs of this population.</p>
<p>Telehealth Guidance</p>	<p>How to handle providing services through telehealth for clients who do not have a phone, smartphone, or computer?</p>	<p>Frankly, in many cases, telehealth will not be a feasible option for many providers/clients at this time. When we at our clinic have run into such difficulties, here are some of our considerations: 1) Does any agency/organization currently involved with the individual/family have technological resources they can loan to the client? 2) Do charitable organizations exist to assist impoverished families in meeting technological needs? (The only organization that does this of which I'm familiar is the National</p>

		<p>Coalition Against Domestic Violence, but there are likely others). 3) Does the client have access to family members', neighbors', or peers' devices for limited periods in order to enable telehealth meetings to occur? 4) Are there public spaces or other institutions with internet connections that might be willing to grant the client access, such as local, libraries, schools, or civic organizations that are still operating? Might any such local organizations also be willing to provide access to technology on a limited basis and while observing appropriate social distancing/sanitization rules?</p>
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