



FOCUS POINT NEWSLETTER
SPECIAL COVID-19 UPDATE 3 26 2020

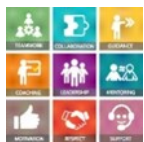


Use Caution When Ordering PPE – VERIFY THAT NOT SCAM

"Gray market" PPE activity is on the rise. Members are starting to receive product availability scams for specific products that are in high demand, such as masks, gloves, and more. Providers should also be aware of cyber and phishing scams using PPE supply offers as an entry point into their networks. If a member is considering purchasing from an unknown supplier, they should remain vigilant to ensure that the products are from establishments properly registered by the FDA and that include the accompanying FDA device listing. Members should ask for the following information from a potential supplier:

- A copy of the Establishment Registration Number or Firm Establishment Number as assigned by the FDA.
- A copy of the Device Listing along with the Regulation Number of the specific device.
- Both of the above documents can be printed in PDF format directly from the FDA’s website.

Lack of this basic documentation is a red flag of potential gray market activity.



New and/or Available CHC Resources for COVID 19

CHC is pleased to offer the following resources that have been developed throughout this pandemic. Please contact Mary for information or to request a copy. As this pandemic evolves, we will continue to develop resources that may be helpful to you. If you have specific needs or suggestions for a resource or tool that you could utilize, please contact Mary.

- Sample care plans [appropriate for nursing facility or assisted living facility] – these are provided at no charge on request
 - Risk of Expose / Transmission of COVID-19 [appropriate for all residents]
 - Risk of Anxiety, Fear, Depression related to COVID-19 [appropriate for all residents but should be modified to reflect specific interventions being utilized; should address any allowed visitors]
 - **NEW** -- Care of Residents with Suspected / Confirmed COVID-19 [new admissions / current residents who have suspected/confirmed COVID-19]
- Other Resources – available on request at identified cost
 - Emergent Infectious Disease Package [includes “novel “infection, Ebola and Zika] at \$75
 - **NEW** -- Emergent Infectious Disease policy specific for Virginia Assisted Living Facilities at \$50
 - COVID-19 Implementation Timeline at \$50
 - Focused Infection Control Survey Self-Assessment at \$50



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Beneficiary Notice Delivery Guidance in light of COVID-19

- If you are treating a patient with suspected or confirmed COVID-19, CMS encourages the provider community to be diligent and safe while issuing the following beneficiary notices to beneficiaries receiving institutional care:
 - Detailed Explanation of Non-Coverage (DENC)_CMS-10124
 - Medicare Outpatient Observation Notice (MOON)_CMS-10611
 - Advance Beneficiary Notice of Non-Coverage (ABN)_CMS-R-131
 - Skilled Nursing Advance Beneficiary Notice of Non-Coverage (SNFABN)_CMS-10055
- In light of concerns related to COVID-19, current notice delivery instructions provide flexibilities for delivering notices to beneficiaries in isolation. These procedures include:
 - *Hard copies* of notices may be dropped off with a beneficiary by any hospital/NF worker able to enter a room safely. A contact phone number should be provided for a beneficiary to ask questions about the

notice, if the individual delivering the notice is unable to do so. If a hard copy of the notice cannot be dropped off, notices to beneficiaries may also be delivered via email, if a beneficiary has access in the isolation room. The notices should be annotated with the circumstances of the delivery, including the person delivering the notice, and when and to where the email was sent.

- Notice delivery may be made via telephone or secure email to beneficiary representatives who are offsite. The notices should be annotated with the circumstances of the delivery, including the person delivering the notice via telephone, and the time of the call, or when and to where the email was sent.

These are such unprecedented times dealing with a pandemic like the world has never seen. The CHC team would like to express our deepest appreciation to you and your teams for all of the sacrifices you are making to keep our residents safe and well-cared for. You truly are the front line heroes. The entire team stands ready to support you in any way. We will get through this TOGETHER, and we will be stronger for it.

Our wishes and prayers for health, wellness, and safety.