



## COVID-19 DDA Services

*Temporary changes, effective March 13, 2020*

### Service Delivery Flexibilities

- May be provided over the phone, or by Skype, Zoom, Facetime, etc. to allow services to continue to be provided remotely in the home and community settings
- May be provided in a variety of settings such as residential sites, family homes, and community settings
- May provide this service for people who are in an acute care hospital or short-term institutional stay
- May support more than 4 people at a time
- Suspend requirement for individualized schedule
- Suspend six hour minimum for services in a day under traditional service delivery model
- May bill for the entire day if provide the person with, at minimum, one hour of cumulative supports
- Personal care assistance may comprise the entirety of the service, as appropriate

---

### Staffing Flexibilities

- Staffing ratios may be exceeded due to staffing shortages
- May be rendered by relatives or legally responsible individuals (*including spouses and parents of minors*)
- Expedited onboarding with only essential training required prior to supporting people

---

### Service Authorization Flexibilities

- May be provided any day of the week and exceed eight hours a day and 40 hours per week within a person's authorized budget
- Residential Service Agencies, including providers under the Medicaid Community First Choice program may provide this service

---

### Retainer Payments

- Add COVID-19 Retainer Payment at up to 80% of the rate:
  - Traditional Service Delivery Model: Up to 30 days and Pilot Providers: Up to 180 hours
- DDA will share guidance on documentation and billing for retainer days

Visit our website for additional COVID-19 resources:

[https://dda.health.maryland.gov/Pages/DDA\\_Appendix\\_K.aspx](https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx)

Have questions? Email them to: [dda.toolkitinfo@maryland.gov](mailto:dda.toolkitinfo@maryland.gov)

▶ Issue date: **1.20.2021**  
▶ Effective date: **3.13.2020**  
▶ Version number: 2

