



Division of Rehabilitation Services – Home Services Program

COVID-19 Temporary Provisions Affecting Agencies

Date: 4/6/2020

To: Homemaker & Maintenance Home Health Agencies

From: DRS Home Services Program

In response to Governor JB Pritzker's Disaster Proclamation relating to the Coronavirus (COVID-19) pandemic, the Home Services Program (HSP) is making temporary changes to processes, procedures, and rules.

The goal of the changes outlined below is to ensure the health and safety of the Home Services Program Customers and Staff while maintaining the availability of essential services for the duration of the Disaster Proclamation.

Vendor Billing

DRS local offices are closed until further notice. Limited staff are infrequently allowed on-site, and only for the purpose of completing essential billing functions. DRS has developed processes to ensure vendor billing can be processed during this crisis.

Delivery of vendor billings may be delayed if sent through mail, UPS or FedEx. Given the geographical and staffing considerations, field offices throughout the state are responsible for adopting their own processes for ensuring that vendor billings are received in a timely manner. Please reach out to the Rehabilitation Services Supervisor (RSS) to get information on how to go about submitting vendor billings for each district. If a local DRS office allows the submission of billings electronically, you will be expected to provide hard copies of all billings for audit purposes. If you need additional assistance or are unable to contact the RSS, please contact DHS.HSPAgency@illinois.gov.

Local DRS office information:

- Due to the COVID-19 emergency, DRS local offices are currently closed; however, you can still call the local office and if your calls are not directly forwarded, you will be able to leave a message for a return call.
- To find your DRS local office(s), you can go to the IDHS website and utilize the DHS Office Locator, or call 877-581-3690.
- To stay updated regarding any further changes to HSP related to COVID-19, please visit:
 - <https://www.dhs.state.il.us/page.aspx> and search "HSP COVID" or
 - paste <https://www.dhs.state.il.us/page.aspx?item=123225> in your web browser.
- If you are not trying to reach a DRS local office, you can email DHS.HSPAgency@illinois.gov for general questions.



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Providers assisting with Hospital Stays:

HSP policy and administrative rule (89 Ill. Adm. Code 684.60(b)(3)) currently prohibits services to be provided in a hospital unless certain conditions are met. With HSP Counselor advance approval, the rule allows for payment of personal care hours in the service plan if the Customer's total Determination of Need (DON) score is over 75.

DRS has temporarily removed the DON point restriction of 75 and will allow Personal Care hours to be paid to an IP who provides services to a hospitalized Customer, if the Customer is hospitalized for a Coronavirus related illness regardless of his/her total DON score. The intent is to be considerate to include persons who are admitted based on Coronavirus like symptoms until a diagnosis is otherwise rendered. Examples of Coronavirus symptoms that may cause hospital admission include but are not limited to fever, cough, shortness of breath, persistent pain or pressure in the chest, new confusion or inability to arouse, bluish lips or face.¹ Personal Care hours must be approved by the HSP Counselor and would include those hours listed on the Service Plan in the following service types: Eating, Bathing, Grooming, Dressing. Additional qualifying tasks may include bowel and bladder care and transferring. Since the Customer is in the hospital, routine and special health care needs should be completed by hospital personnel. A Customer may not authorize services for his/her total service plan hours, go over service plan hours, or approve shifts in excess of 16 hours per day.

Family Members as Paid Providers

HSP will temporarily allow legally responsible relatives to provide Personal Care services to an HSP Customer. This will include a Customer's spouse or a parent/step-parent/foster parent/legal guardian of a Customer under the age of 18.

Personal Care hours must be approved by the HSP Counselor and would include those hours listed on the Service Plan in the following service types: Eating, Bathing, Grooming, Dressing. Additional qualifying tasks may include bowel and bladder care, transferring, routine and special health care needs.

Homemaker & Maintenance Home Health agencies are responsible for discontinuing the Providers that are working under this exception once the Disaster Proclamation is lifted. Failure to do so may constitute fraud.

A Customer may not authorize services for their total service plan hours, go over service plan hours, or approve shifts in excess of 16 hours per day.

¹ - <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>