



THE HSC HEALTH CARE SYSTEM

Health Services for Children
with Special Needs, Inc.

March 25, 2020

Re: Home Care during COVID-19 Containment Activities

Dear Home Care Providers:

Health Services for Children with Special Needs, Inc. (HSCSN) wants to thank you for your continued service to HSCSN enrollees and their families. HSCSN's leadership has heard your concerns about Supervisory Visits and Plans of Care (POC). We want to reassure you that we will continue to work with you and allow flexibility when possible as you adjust your practices in response to COVID-19.

Supervisory Visits

Effective immediately, HSCSN will allow Supervisory Visits via telephone, teleconference, or video conference until further notice. These temporary measures will be closely monitored.

Plan of Care Signatures

HSCSN will allow flexibility in your ability to obtain the signed POC within 30 days of the start of the certification period. Please continue to submit your requests for authorization for services.

Questions

If you have questions related to this notice, please contact the HSCSN Provider Relations Department at 202-467-2737. For more information about HSCSN's response to COVID-19, visit <https://hscsnhealthplan.org/coronavirus>.

Thank you,

Eric Levey, MD
Chief Medical Officer

cc: Kiesha Smith, Director of Utilization Management
Cleo Johnson, Home Health Oversight Reviewer
Charisse Vickerie, Manager Provider Relations

For more information visit www.hscsnhealthplan.org
For reasonable accommodations, please call (202) 467-2737

If you do not speak and/or read English, please call 202-467-2737 between 7:00 a.m. and 5:30 p.m. A representative will assist you. **English.**

Si no habla o lee inglés, llame al 202-467-2737 entre las 7:00 a.m. y las 5:30 p.m. Un representante se complacerá en asistirle. **Spanish.**

የአንገሊዝኛ ቋንቋ መናገርና ማንበብ የማይችሉ ከሆነ ከጊዜ 7:00 ሰዓት እስከ ቀኑ 5:30 ባለው ጊዜ በስልክ ቁጥር 202-467-2737 በመደወል እርዳታ ማግኘት ይቻላል። **Amharic.**

Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi 202-467-2737 từ 7 giờ 00 sáng đến 5 giờ 30 chiều. Sẽ có người đại diện giúp bạn. **Vietnamese.**

如果您不能講和/或不能閱讀英語，請在上午 7:00 到下午 5:30 之間給 202-467-2737 打電話，我們會有代表幫助您。 **Chinese.**

영어로 대화를 못하시거나 영어를 읽지 못하는 경우, 오전 0시 00분에서 오후 0시 00분 사이에 202-467-2737번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다. **Korean.**

Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeler 202-467-2737 entre 7:00 du matin et 5:30 du soir. Un représentant vous aidera. **French.**



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

HSCSN complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.