Navigation: Promising practices for scheduling and transporting PWD to COVID-19 vaccination appointments

MARCH 30, 2021
Speakers

Kody Olson (he, him, his), Advisor, Minnesota Council on Disability

Tom Gotfried, Executive Director at the Minnesota Council on Transportation Access (MNCOTA)

Julie Foster Hagan, Assistant Secretary, Office for Citizens with Developmental Disabilities, Louisiana Department of Health

Jarett Hughes, Senior Policy Advisor on Aging, Office of Governor Jared Polis at State of Colorado

Mary Brogan, Administrator, Developmental Disabilities Division, Hawaii State Department of Health

Andrew Reese, Director, DC Department on Disability Services
State of Louisiana Discussion
March 30, 2021

Julie Foster Hagan
OCDD Assistant Secretary
Challenges Faced by the Community

Positive Note: Persons with Disabilities were prioritized early on in vaccination efforts

- Residents of large and small ICFs initial tier
- Persons receiving in-person HCBS and their staff in early tier
- Family members providing unpaid services added
Challenges Faced by the Community

- Outreach to HCBS participants upon vaccination roll-out identified barriers to receiving vaccination
  - 49% did not know where to go to get vaccine
  - 19% concerned about risk of exposure due to entering public to receive vaccine
  - 16% lack of transportation to get to vaccine location
  - 12% unable to wear mask or follow social distancing protocols
  - 5% concerned about long wait times
Challenges Faced by the Community

- Non-Emergency Medical Transportation (NEMT) prior to COVID
  - Trips to the pharmacy or locations other than physician’s office for vaccination are not Medicaid covered service
  - Trips to pharmacy only available as a Value-Added Benefit through Medicaid Managed Care Organizations (MCO)
How Louisiana Addressed Transportation Challenges

➢ Louisiana Department of Health includes:
  ➢ Office of Public Health
  ➢ Medicaid
  ➢ Office of Aging and Adult Services
  ➢ Office for Citizens with Developmental Disabilities
  ➢ Office of Behavioral Health

➢ Follow Emergency Preparedness Protocols and Task Force
How Louisiana Addressed Transportation Challenges

➢ NEMT Changes Specific to Vaccination
  ➢ Advised MCOs that trips for vaccine administration not flagged as value-added service
  ➢ LDH will verify date of service and date of COVID vaccination to ensure no fraudulent trips
  ➢ Language added to advise NEMT providers that enrollees to be transported to COVID-19 vaccine appointments regardless of setting

➢ Other NEMT Changes Made Prior to Vaccination
  ➢ Allow to lease vehicles and use magnetic signage
  ➢ Virtual vehicle inspection allowed with appropriate documentation
  ➢ Minimum driver age reduced from age 25 to age 21
How Louisiana Addressed Transportation Challenges

- **Implementation**
  - Changes required internal approval from Secretary of LDH
  - Notification to MCOs and NEMT providers through Health Plan Advisory Notice
  - Posting on LDH Coronavirus Website Page for Providers
  - Communication of available service to HCBS participants through support coordination agencies
  - Communication of available service through advocacy organizations
Links

Links to helpful information:

- OCDD COVID-19 Updates: http://ldh.la.gov/index.cfm/page/3890
- Louisiana Department of Health Provider Information: http://ldh.la.gov/index.cfm/page/3880
Contact Information

Julie Foster Hagan, Assistant Secretary
Office for Citizens with Developmental Disabilities
Julie.Hagan@la.gov
FACILITATING ACCESS TO VACCINES

for People with
Intellectual & Developmental Disabilities and
Those Who Support Them

Mary Brogan
Developmental Disabilities Division
Hawaii State Department of Health
No One Gets Left Behind or Forgotten

| Population by Island | Triage Lists: “Congregate, Ambulatory, Homebound”  
|                      | Outreach: Letters, emails and calls |
| Multiple Delivery Options | Pharmacy House Calls  
|                          | Access to PODS with support  
|                          | ICF Pods |
| Continued Access Issues | “Call Me” center model and other solutions |
| Next Phase              | Data Analysis and Outreach |
“Call me”

**Issue: Pod Registration All On-line**
- Letters and emails with instructions
- Have someone help you register
- Call us if you need help

**Calls**
- Call back from trained group in Case Management Branch
- Walked person (or someone with on-line access) through Pod registration
- Triaged to home visit when necessary

**Lessons Learned/Next Steps**
- Stay on the phone as long as needed
- Continuing digital divide
- 2-1-1