

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

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**Navigation: Promising Practices for Scheduling and
Transporting PWD to COVID-19 Vaccination Appointments**
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 COVID-19 Page: <http://ldh.la.gov/Coronavirus/>
- ▶ Louisiana Department of Health Provider Information: <http://ldh.la.gov/index.cfm/page/3880>

Contact Information

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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
- Triage to home visit when necessary

Lessons Learned/Next Steps

- Stay on the phone as long as needed
- Continuing digital divide
- 2-1-1

