



All Offices:
(919) 651-8401



Online:
AllianceHealthPlan.org

Name

In Care of: Guardian/LRP

Address

City/State/Zip

Dear Waiver Participant:

On January 31, 2020, the U.S Department of Health and Human Services declared a public health emergency (PHE) in the entire United States due to a global pandemic, novel coronavirus (COVID-19). To assist in meeting the needs of North Carolina Medicaid beneficiaries participating in a home and community-based services (HCBS) waiver such as the Innovations Waiver or the TBI Waiver, an emergency planning document, known as Appendix K, was created to offer flexibilities in how HCBS are rendered during the public health emergency. That document became effective on March 13, 2020, and will expire on March 12, 2021, or the expiration of the public health emergency, whichever comes first.

You are receiving this letter as it has been identified that a direct care staff associated with you has been receiving retainer payments. Retainer payments are time-limited payments made to an essential worker who was approved to provide the below NC Innovations and Traumatic Brain Injury (TBI) Waiver Services:

Innovations Waiver:

- Community Living and Supports,
- Community Networking,
- Day Supports,
- Residential Supports,
- Supported Living and
- Supported Employment.

NC TBI Waiver:

- Personal Care,
- Community Networking,
- Day Supports,
- Residential Supports,
- Supported Living and
- Supported Employment.

Initially, when the emergency planning document was approved, the maximum number of times a retainer payment agreement could be executed was not clearly described. In a formal communication document (Frequently Asked Questions) provided to states in July 2020 by the Centers for Medicare and Medicaid Services (CMS), specific guidance was provided on the maximum number of times a retainer payment agreement could be executed. According to the



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CMS guidelines, retainer payments may only cover 30 billable days for up to a total of three (3) separate approval periods. The approval of retainer payments may be granted in consecutive (or repeating) approval periods. Utilizing consecutive approval periods allows for payment to an essential worker (i.e., Direct Support Professional) for up to 90 consecutive billable days of the first retainer payment agreement.

In reviewing our records, a retainer payment agreement for your essential worker has been approved for the maximum number of utilization periods for the following services(s): [Click or tap here to enter text.](#) For that reason, the retainer payments to your essential worker will end on, or before, December 31, 2020. It is important to note that any payments made past the 90-day limit, prior to December 31, 2020, are not subject to recoupment. Your Care Coordinator may be able to provide you information about additional flexibilities approved for the NC Innovations or TBI Waiver you are participating in that may meet your needs.

Member, if you have additional questions or need assistance, please contact your Service Consultant.

Providers, if you have additional questions or need assistance, please contract Alliance Health Provider Networks at 919-651-8500.

If you wish to submit a grievance regarding this change, please direct the grievance to:

Alliance Health
Attn: Quality Management
5200 W. Paramount Parkway
Suite 200
Morrisville, NC 27560
800-510-9132

You may file a grievance by phone, in person or in writing. For further information on the grievance process, please contact us at 800-510-9132.

cc: Legally Responsible Person / Guardian
Provider Agency
Member Record