



# COVID-19 Response

## June 26 Call: Frequently Asked Questions (FAQs)

July 8, 2020

*DARS provides these FAQs in response to questions asked on the June 26, 2020 COVID-19 call with Area Agencies on Aging (AAAs).*

**For Home Visits, will you continue to support virtual visits and phone contacts for completing UAIs through Phase III?**

- Yes. DARS will leave it up to each agency to determine when to resume in-home visits for assessments/reassessments during Phase III.

**How will we know if you received the survey?**

- Kelly Wright will be sending out reminders if she has not received your survey response. If you have already submitted your responses, please let her know. We have had a technical problem with the survey.

**We're considering providing significantly additional hours of personal care and/or respite to our clients. For clients who are fee for service, must we charge them their share, for the additional hours of service provided.**

- Yes; however, if you are using any federal OAA funds to provide the service, you cannot discontinue the service for failure/inability to pay their cost sharing fees.

**Any word on Commonwealth PPE and getting that to AAA's?**

- We continue to send weekly PPE need requests to VDEM about the urgent need of AAAs and the essential work that you do. We have not received any word as to when we can expect access to the stockpile, nor have we received a response from the HHS Deputy Secretary to the Governor's letter regarding this matter. We will keep you updated on any new developments.

**When Ombudsmen area allowed back in facilities, they will need isolation gowns, shoe covers, and eye protection gear.**

- Questions about PPE for local Ombudsmen should be directed to Joani Latimer.

**The CARES Act service unit data analysis sent to us has very helpful. Most corrections we think have been made. Do you plan to send out an update?**

- Christy plans to run the reports and look at the data again during the week of July 13. She reports that Help Desk questions related to data entry have decreased.