

Date: April 30, 2020

To: Genesis Rehab Services Business Partners

From: Lou Ann Soika, Chief Strategy and Administrative Officer

Re: COVID-19 Communication – Week of 4/27/2020

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## **REGULATORY UPDATES**

### **CMS Quality, Safety and Oversight**

A [memo to State Survey Agency Directors](#) from the CMS Quality, Safety and Oversight Group was released on Friday, April 24, 2020: Highlights included below.

- NH Compare website and Five Star Quality Rating System:  
CMS will temporarily maintain and hold constant the health inspection domain of the Five Star Quality Rating System. Results for health inspections conducted on or after March 4, 2020 will be posted publicly but will not be used to calculate a nursing home's health inspection star ratings.
- Nursing Home Staff and Resident Information:  
CMS will release information that shows the average number of staff each nursing home has on-site, each day (nursing staff and total staff), and aggregated by state and nationally. This could be used to help state agencies determine where, and how much, personal protective equipment (PPE) and testing should be directed within their state.
- Frequently Asked Questions:  
CMS has provided clarity on the following topics: Individuals entering and leaving nursing homes; surveys and the Infection Control Self-Assessment; Waivers of Federal Requirements; and resident cohorting, separation, and admission.

### **Update on TRICARE**

[Update on TRICARE Implementation of Coverage for Assistant Services \(Updated 04-29-2020\)](#)

In a previous Regulatory Update, it was noted that physical therapist assistants (PTAs) and occupational therapy assistants (OTAs) became eligible for reimbursement of covered services rendered to TRICARE beneficiaries, effective April 16, 2020. However, the Defense Health Agency (DHA) had indicated that in order to allow for updating of the TRICARE policy manuals and operational updates by the DHA contractors, full implementation would occur approximately 30-90 days after the effective date. The DHA published the TRICARE Manual updates on 04/22/2020, also affirming that the Medicare rules for the application of the assistant modifiers (CO and CQ) must be followed for TRICARE claims. As such, the assistant modifier function is

active for TRICARE claims in the Optima® system. This Regulatory Update provides updated information and related links

## THANKING OUR HEROES:

To borrow a quote from Margaret Cousins, ***“Appreciation can change a day, even change a life. Your willingness to put it into words is all that is necessary.”*** Thanks to all of you who take the time to show your appreciation of our staff be that in letter form or just saying a simple thank you. We appreciate you and thank you for your partnership as well. Your collaboration and feedback help us to do our jobs better everyday. We hope you will enjoy reading some excerpts from notes and letters we have received as we celebrate all heroes. Additionally I would like to share the Alicia Keys video, [“Good Job.”](#)

From a Patient:

- ***“The reason I am writing is to thank and compliment you and (ALF) for securing Genesis Rehab Services. I started my rehabilitation both occupational and physical the week after my fall. I didn’t need to go anywhere for my therapy services, they came to me. How convenient to simply have my therapy in my own apartment. And the therapists were the most professional, empathetic, and knowledgeable of all aspects of my injury.”***

From Business Partner:

- ***“I want to extend my appreciation not only to you and your teams, but to GRS for their ongoing partnership and participation in helping to identify solutions to new challenges and problems that have come up as a result of this pandemic. The strategies and communication tools that have been developed truly support the process of teams working together.”***

From a Director of Rehab:

- ***“I would first like to thank you on behalf of my team for the amazing leadership we have felt across the board through Genesis Rehab Services. The weekly calls, daily emails, and educations being provided have made us feel competent and successful in these times of uncertainty. It has helped transition fear into empowerment. ....I cannot thank everyone enough! Times like this make me feel proud to work for Genesis Rehab Services!”***

## SOLUTIONS WEBINAR SERIES: “Embrace & Adapt Series: Supporting Healthcare Teams While Managing the COVID-19 Impact”

In response to the current global situation, we have developed the "Embrace & Adapt Webinar Series" which will cover topics related to the current COVID-19 impact on healthcare teams. Attached is an overview flyer showcasing the topics and dates. [Click here](#) to register for the upcoming sessions.