

## **DBHDS Supports Intensity Scale® (SIS®) Vendor Protocols COVID-19**

**8/17/2022**

For the full extent of the Public Health Emergency (PHE) due to COVID-19, DBHDS will continue to use the DBHDS Virginia SIS Standard Operating Procedures and Review Process COVID version. DBHDS also will continue to follow recommendations set by DMAS as they pertain to face to face meetings.

### **DMAS Memo/Medicaid Bulletin**

#### [Update Face-To-Face Supervisory and Case Management Visits](#)

March 17, 2022

Last Updated: 07/11/2022

### **Best Practices during COVID-19 PHE**

#### **Communication**

SIS assessments are scheduled as face-to-face assessments.

#### **Scheduling**

*Vendors should follow routine scheduling guidelines.*

- When an individual/family member expresses concern about a face-to-face SIS, schedulers should document the reason.
- Only an individual/family member who has expressed concerns about COVID-19 will be allowed the flexibility to shift to a virtual SIS assessment. *The reason must be documented.*
- This flexibility is not allowed for providers (support coordinators)

#### **Interview**

- If anyone has COVID-19 concerns, appropriate PPE should be utilized.
- Social distancing measures should be maintained to decrease any risk of infection.

#### **Respondent Signatures**

- At the beginning of the assessment, the interviewer will document the names of all participants on the Virginia Standard Operating Procedures (SOPs) Checklist for the SIS Interview Participation log, as well as the time at which this activity occurred.
- Immediately following the session, the interviewer will verbally review the Virginia Standard Operating Procedures (SOPs) Checklist for the SIS Interview with participants and will ask for their verbal agreement/disagreement. The interviewer will note the responses and the time at which they were obtained, on the form.
- If a respondent must leave before the interview has ended, he/she will be asked before leaving to indicate his/her agreement or disagreement that SOPs were followed while he/she was present.