



**TRANSCRIPT**  
**PROVIDER FORUM: COVID-19**  
MAY 8, 2020 • 12:00 pm via WebEx

1

00:01:49.284 --> 00:01:58.224 **ANDREW REESE**

Good afternoon everyone this is Andy Reese I see we have one hundred and thirty four participants with us. Thank you

2

00:01:58.224 --> 00:01:59.635

All for joining us again,

3

00:02:00.055 --> 00:02:14.784

we had a meeting with a number of providers on Tuesday and notified them at the time of some adjustments we're

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00:02:14.784 --> 00:02:18.835

recommending to the Appendix K which,

5

00:02:19.794 --> 00:02:33.685

we should know something about I'm hoping very soon. We've drafted the suggestions that we had gotten and forwarded them on and we will let, you know, CMS' response.

6

00:02:34.824 --> 00:02:38.034

It was addressing three issues.

7

00:02:38.875 --> 00:02:49.495

One was the issue regarding ensuring that there is adequate support for day retainer payments for all providers,

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00:02:49.854 --> 00:02:54.985

including those providers who are residential providers and providing some support in the interim.

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00:02:55.104 --> 00:03:01.615

But they also get the support for the retainer support to maintain their day service?



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10  
00:03:04.525 --> 00:03:07.435  
Adjusting our hourly rates,

11  
00:03:07.525 --> 00:03:17.514  
so that they are in line with the modified daily rates that we have in the regular rates and we,

12  
00:03:17.544 --> 00:03:28.044  
based on feedback that we got from some folks we've made some changes we had indicated that the companion group rate seemed to be in line with the other direct support rates,

13  
00:03:30.025 --> 00:03:32.335  
companion group and anyway,

14  
00:03:32.335 --> 00:03:34.375  
it's in line with those other rates.

15  
00:03:34.645 --> 00:03:38.724  
But what people pointed out, was it that in using it for

16  
00:03:39.685 --> 00:03:52.794  
Fewer than three people that it was not working as well. And so we are recommending establishing a 1:2 companion rate and adjusting our 1:1 companion rate.

17 - 19  
00:03:52.794 --> 00:03:53.694 - 00:03:53.694 --> 00:03:54.145 - 00:03:54.145 -->  
00:03:55.555  
So that it aligns, I believe, with our in home support rate,

20  
00:03:57.745 --> 00:04:00.564  
someone was able to point out to us as well,

21  
00:04:01.134 --> 00:04:03.534  
Tuesday afternoon that there were some,



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22

00:04:03.564 --> 00:04:09.444

when they asked about our modified rates for all of our daily rates.

23

00:04:09.474 --> 00:04:24.204

And I indicated that the way that we modified them, in effect, would create a bump of, about fifteen percent of the, the cost of the direct support staff would be increased by about fifteen percent.

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00:04:24.204 --> 00:04:31.824

And that should be the effective increase of those rates. And when we looked at them, there were errors in that calculation.

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00:04:32.125 --> 00:04:43.615

So if people are going to be submitting claims, please don't submit those claims from the published modified rates right now,

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00:04:43.615 --> 00:04:54.714

Because we'll be publishing new ones, if you need to submit claims, just submit the old rates, and then you can submit an adjusted claim to get the difference as soon as we publish that other,

27

00:04:54.714 --> 00:05:04.345

And I'm really sorry about all that confusion regarding those rates. Okay.

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00:05:05.394 --> 00:05:07.014

Just by way of an update,

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00:05:08.004 --> 00:05:22.105

we do have updated data in terms of to date there have been one hundred and forty five people



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00:05:22.915 --> 00:05:27.264

who have tested positive for COVID-19,

31

00:05:27.264 --> 00:05:37.855

of those. Unfortunately, we have had twenty deaths. Currently.

32

00:05:39.204 --> 00:05:47.274

There are nineteen of the 145 people are in the hospital. Thirty two have received care in the hospital, but have been discharged.

33

00:05:48.024 --> 00:05:54.625

Seventy four have tested positive, but have never required in patient care.

34

00:05:58.829 --> 00:06:10.555

So, we only receive one question today, but we also had a conversation this week with one of our providers who had some experience

35

00:06:11.514 --> 00:06:14.964

In her prior life had really prepared her well,

36

00:06:15.204 --> 00:06:16.495

and her agency well,

37

00:06:16.495 --> 00:06:30.115

for doing the kind of groundwork necessary to prepare for this public health emergency when it came about and we thought it would be very helpful if she could share that information with folks today as I said before,

38

00:06:30.475 --> 00:06:30.654

you know,



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00:06:30.654 --> 00:06:36.564

I think the most helpful is for providers to share with each other about the things on the ground that are working for them.

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00:06:37.014 --> 00:06:46.615

So we've asked Beth Henson for a Azure to speak with everyone today and she can talk about her experiences.

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00:06:46.615 --> 00:07:01.285

Her program has, I think, just supported living, but she can talk about how the different practices they've implemented. They've been successful for them in their supportive living placements. So Beth I believe you are unmuted.

42

00:07:02.550 --> 00:07:16.435 **BETH HENSON**

Thank you so much Director. Good morning everyone for the time Director Reese. Thank you Deputy Dobson and Mr. Winslow Woodland as well for your

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00:07:17.875 --> 00:07:22.495

Interaction this week is extremely interactions this week. Extremely helpful.

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00:07:22.644 --> 00:07:27.204

Let me tell you a little bit about Azure Healthcare Services we are one of the little guys,

45

00:07:27.894 --> 00:07:31.314

we only have six supported living with transportation,

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00:07:32.725 --> 00:07:36.894

residential services within the District of Colombia,

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00:07:37.675 --> 00:07:42.564

and we support sixteen adults in those locations.



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00:07:43.375 --> 00:07:50.694

A little bit about our company were a woman and a Veteran organization founded in 2003, and we have been.

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00:07:52.975 --> 00:07:57.685

Just had an amazing experience, providing these services over the years.

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00:07:58.314 --> 00:08:10.824

Here's how though we were able to protect our people that we support and our staff from COVID-19. In our six locations. We have zero COVID cases.

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00:08:11.279 --> 00:08:14.935

Thankfully. My background,

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00:08:16.045 --> 00:08:22.345

As Director Reese alluded to, I was a commander in the United States, public health service

53

00:08:42.570 --> 00:08:55.465

Facing our people to the community, so I've seen it from many sides. I also had a first responder experience with Katrina and World Trade attacks.

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00:08:55.465 --> 00:09:10.044

After right after you said that you were commander in the public health service, you dropped off for a minute. So, if you could pick up there. **BETH HENSON** Yeah. Yeah. So I'm so sorry that was, can you hear me

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00:09:10.044 --> 00:09:19.615

Well, okay now, sir? Okay. I have a background as a commander in the United States, public health service there.

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00:09:19.615 --> 00:09:27.865

served as a senior program management official at the health resources and Services Administration, Ryan White Care Act.



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00:09:28.524 --> 00:09:40.195

I was on the first line with the mental health assistance teams, deployed to Hurricane Katrina, World Trade Center, attacks, and many other, domestic violence and terrorist attacks.

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00:09:40.945 --> 00:09:47.754

We at Azure have been able to meld that experience into this current health emergency with COVID.

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00:09:48.865 --> 00:09:55.615

One of the first things we did in our small agency. We only have six locations in the District. Very small.

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00:09:56.004 --> 00:10:08.514

Is that our healthcare services department and the ownership we set up daily management team video conferences to report out information to the clinical team,

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00:10:08.514 --> 00:10:16.825

the management teams to essentially assess the effectiveness and the new protocols that we had put into place.

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00:10:16.975 --> 00:10:26.634

We needed to know if they were working and we use the Mayor's press conferences, orders and COVID morbidity data to stay one step ahead of the spread.

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00:10:28.495 --> 00:10:36.414

Our team in December, we noted what the World Health was starting to report out of China.

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00:10:37.345 --> 00:10:47.605

And we added it to the agenda for the management team meeting in December and then in January, we started to implement some of those things that we had talked about in December.



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00:10:47.605 --> 00:11:00.085

So, we started early and we have these discussions internally about laying out a plan to respond to COVID. What will we do with it started to take over the United States? We took it seriously.

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00:11:01.134 --> 00:11:01.674

And by,

67

00:11:01.855 --> 00:11:02.034

but,

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00:11:02.034 --> 00:11:02.965

and like I said,

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00:11:02.965 --> 00:11:03.924

by January,

70

00:11:04.195 --> 00:11:05.455

it was on the agenda,

71

00:11:05.965 --> 00:11:14.394

all the departments were discussing it and we were developing guidelines to roll forward on social distancing, hand

72

00:11:14.394 --> 00:11:20.215

washing and other techniques to avoid the virus just like with flu or whatever else.

73

00:11:20.815 --> 00:11:25.524

And we implemented DOH guidance as it rolled forward.





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00:11:26.940 --> 00:11:41.904

One of the third things we did was we instituted new staff protocols about a week before the Mayor's order for the lockdown of Washington Azure Healthcare Service had already been in consultation with the Azure physician about the

75

00:11:41.904 --> 00:11:44.455

status of other group home providers in city,

76

00:11:45.144 --> 00:11:55.164

The staff and the people we support. Dr. Gene Welch strongly advised us to use face masks about a week prior to the Mayor's order.

77

00:11:56.544 --> 00:12:11.095

All staff were advised before the lock down to wear the masks and gloves inside the homes. We also instituted the central ingress and egress points within the homes. We did training on dopping and donning.

78

00:12:11.274 --> 00:12:22.375

No touch temperature checks were put into place for staff and visitors before our locked down and again hand washing and social distancing was stressed.

79

00:12:23.335 --> 00:12:30.264

The nurses did a magnificent job through video conferencing with the entire staff.

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00:12:30.684 --> 00:12:45.654

They were trained by teams and Zoom and competencies were taking real time with the chat and with other test that the nurses were giving them so that we could assess that they were understanding the precautions

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00:12:45.654 --> 00:12:46.225

or not.



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82

00:12:47.304 --> 00:13:01.345

These were just some of the novel approaches in training that we use for household protocols, Azure also contracted with the seamstress to begin sewing cloth, mask for the ease and comfort of the staff working with the people that we supported.

83

00:13:03.024 --> 00:13:07.674

As the cases began to skyrocket within the District of Columbia,

84

00:13:08.605 --> 00:13:20.815

Azure management team decided to go into a lockdown of all locations based on the morbidity of the people in those locations we based the decision on that with consultation again from doctor Welsh.

85

00:13:20.815 --> 00:13:32.725

I dependently heavily on our quality assurance director Mr. Ottomola Davis and Ms. Renee Fairfax to make it all work.

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00:13:33.144 --> 00:13:47.215

So, I needed to lean heavily on HR heavily on the quality department to help me implement. On April 20th wave one commenced. These waves are for two week periods of time.

87

00:13:47.215 --> 00:13:54.774

We use the Wholistic's approach that we had heard of a few weeks back and decided on the two week period.

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00:13:56.544 --> 00:14:10.764

Wave two began this past Monday May 4<sup>th</sup> and it commences on May 18th. We're currently planning to have wave three DSP's tested at Unity Health in Anacostia next week prior to deployment.

89

00:14:12.325 --> 00:14:16.434

This point is that we use DC Government business protection programs,



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00:14:16.825 --> 00:14:23.995

Because Mayor Bowser had declared both an economic and a health crisis weeks prior,

91

00:14:24.565 --> 00:14:27.054

and through her decisive and thoughtful leadership,

92

00:14:28.044 --> 00:14:34.254

and from the city council Azure was able to secure the PPP programs

93

00:14:35.845 --> 00:14:39.294

And the SBA disaster relief programs as well.

94

00:14:40.705 --> 00:14:54.144

short of in wrapping up, I'd say for the duration of this public health emergency, we will continue to ensure the health welfare safety security and choice. These are people the Districts, most vulnerable residents.

95

00:14:54.715 --> 00:14:58.884

We will follow Director Reese's mandates for DDS providers.

96

00:14:59.815 --> 00:15:05.514

We will follow Mayor Bowser's administrations, directives and decrees,

97

00:15:06.355 --> 00:15:21.054

The DC Department of Health, and the Department of Healthcare finance recommendations to determine when the lockdowns will be ended. I really do believe colleagues, peers that we have everything that we need.

98

00:15:21.085 --> 00:15:23.004

My background is unique.



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99

00:15:24.595 --> 00:15:30.294

With the, some of the pointers that I want to just say in the end, is that your is QRS is critical.

100

00:15:31.465 --> 00:15:44.154

Mr. Bradford not only checked in with us, but he also gave technical assistance. If I needed clarification, all I had to do call him on a cellphone immediately he would get right back to me.

101

00:15:44.725 --> 00:15:55.554

And that helped quite a bit and also following World Health going forward. I think we all should sort of be mindful in the months and years to come that

102

00:15:55.554 --> 00:16:07.284

We need to, you know, we live in the world and we have to sort of have an idea of what's going on and what could potentially affect us. It sounded bizarre in December, but here we are in May.

103

00:16:08.154 --> 00:16:12.414

And the third thing is that each one of you on the phone has everything that you need right now

104

00:16:13.470 --> 00:16:25.585

to stay ahead and if you've had cases which most of us have, you're doing a wonderful job from want to understand and flattening the curve. And I really am proud to be a small member of this community. Thank you Director Reese.

105

00:16:26.879 --> 00:16:39.985 **ANDREW REESE**

Thank you very much. You know, like I said before I know when, we had another provider share, it's most helpful

106

00:16:40.230 --> 00:16:44.245

that providers are able to share with each other, all these ideas.



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107  
00:16:44.245 --> 00:16:47.394  
I wish you'd reached out to us in December and,

108  
00:16:52.044 --> 00:16:52.345  
you know,

109  
00:16:52.345 --> 00:16:55.554  
what I was thinking in terms of being well prepared,

110  
00:16:55.585 --> 00:17:00.534  
is that we're nowhere near done with this thing.

111  
00:17:01.404 --> 00:17:11.244  
And so, all of the things that you did learn about preparing are the kinds of things that people can still be implementing as we're moving forward.

112  
00:17:13.224 --> 00:17:26.065  
So, thanks for sharing all of the steps that you took. And I'm so happy to hear that they've been effective with the people you support and your staff.

113  
00:17:27.295 --> 00:17:35.484 **BETH HENSON**  
Thank you. We're grateful and community partnerships and one other thing Unity Health did rapid testing for us.

114  
00:17:35.545 --> 00:17:43.585  
They helped to sort of synthesize that administrative function to make sure we had those results back quickly and we'll use them again.

115  
00:17:43.585 --> 00:17:53.605  
So reaching out beyond our comfort zone, not only, you know, always depending on the DDS for everything is also a critical key.



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116

00:17:54.355 --> 00:18:08.394

To this to this piece and to this pandemic. So keep that in mind guys and I'll be quiet now  
**ANDREW REESE** Thank you. So, we had just one question today. If I'm not mistaken.

117

00:18:12.595 --> 00:18:24.025 **CRYSTAL THOMAS**

Good afternoon has there been any thought about how DDS and the providers are going to reintegrate their people back into the community for those who attend day programs

118

00:18:24.025 --> 00:18:35.664

How would the staff work with them in terms of social distancing between each other or in the community? Will they go at what point and timeframe will the disability community be exposed to the community?

119

00:18:39.565 --> 00:18:46.015 **ANDREW REESE**

So, you know, this is an excellent question.

120

00:18:46.464 --> 00:18:48.805

I've talked with a number of people about,

121

00:18:48.835 --> 00:18:49.194

you know,

122

00:18:49.224 --> 00:18:57.595

and I'm sure that everyone is aware that your Mayor Bowser has launched the reopen DC Advisory Group,

123

00:18:57.654 --> 00:19:03.865

which is looking at the process for DC reopening when the conditions are right.

124

00:19:06.295 --> 00:19:13.255

And it was very clear in all of those planning meetings,



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125  
00:19:13.285 --> 00:19:15.115  
is that what we're talking about

126  
00:19:15.144 --> 00:19:20.095  
is what the process is and not when the process is because the,

127  
00:19:20.095 --> 00:19:33.984  
when the reopening will be dictated by the conditions on the ground by when we see that we have two weeks of reducing diagnoses that you know,

128  
00:19:33.984 --> 00:19:35.815  
that it seems to be more under control.

129  
00:19:35.815 --> 00:19:45.924  
Then we'll start talking about when we start implementing this move, the District is relying on guidance that has been provided by the Johns Hopkins School of Public Health.

130  
00:19:46.255 --> 00:19:50.214  
How governments can reopen and as I look at that,

131  
00:19:50.214 --> 00:20:01.944  
I start thinking we need to begin having this conversation about what is Day going to look like because the reality is for many people that we support,

132  
00:20:02.515 --> 00:20:04.375  
It's going to be a very long time,

133  
00:20:04.404 --> 00:20:04.644  
you know,

134  
00:20:04.644 --> 00:20:08.815  
even as we start to reopen the Mayor in her press conference today,



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135

00:20:09.055 --> 00:20:12.204

talked about even when the federal government reopens her,

136

00:20:12.204 --> 00:20:17.634

hope is that it will be done relying on a lot of teleworking

137

00:20:18.174 --> 00:20:30.924

So even as we start to venture back out, you know, there's no longer a stay at home order, and we can go out for things other than just essential purposes. We still need to be mindful of the importance of social distancing.

138

00:20:31.464 --> 00:20:31.884

And then,

139

00:20:31.884 --> 00:20:33.055

the question becomes,

140

00:20:33.295 --> 00:20:34.734

what does that look like,

141

00:20:34.974 --> 00:20:37.105

in terms of Day services for people,

142

00:20:37.944 --> 00:20:46.765

how do we provide meaningful days for people and ensure their safety ensure that they could keep proper social distance,

143

00:20:46.765 --> 00:20:52.555

or ensure that they can stay safe as people we support just like,





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144

00:20:52.974 --> 00:20:59.994

other folks who we know return to work as people return to activities that they enjoy during the day.

145

00:21:00.720 --> 00:21:14.095

May be helping people come up with new activities that they can enjoy that don't present the same level of risk in terms of exposure to other people. And so

146

00:21:16.464 --> 00:21:30.954

starting next week, the leadership at DDS will be meeting with the leadership and the provider coalition each week. And I hope that one of the issues that will begin talking about is this issue of what does Day look like.

147

00:21:30.984 --> 00:21:43.704

And I think that it's a question that we're going to have to discuss among ourselves and then discuss with the people we support about what, you know, what is this, how is this new world configured?

148

00:21:44.095 --> 00:21:49.375

Because I expect it's going to be a long time,

149

00:21:50.065 --> 00:22:00.684

if ever, before we get back to services looking the way they looked just in March.

150

00:22:00.684 --> 00:22:14.305

**CRYSTAL THOMAS**

We have a question for you. When you instituted locked down, shelter in place

151

00:22:14.305 --> 00:22:26.005

Did you continue to pay the rest of the staff who are not working? **BETH HANSON** We unfortunately had to furlough staff that



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152  
00:22:26.125 --> 00:22:30.234  
We're not working that chose not to go on wave one.

153  
00:22:31.375 --> 00:22:41.335  
We continued to train and interact with them to keep them engaged and beyond wave one.

154  
00:22:43.375 --> 00:22:53.634  
We provided them with information and had a training call on how to apply, etcetera.  
**CRYSTAL THOMAS** Okay. Thank you.

155  
00:23:02.515 --> 00:23:10.974 **CRYSTAL THOMAS**  
Can you please repeat your expected timeline for the updated enhanced rates as well as when guidance about the Day retainer billing will be published?

156  
00:23:11.309 --> 00:23:19.674 **ANDREW REESE**  
So just to clarify regarding the Day retainer we are asking CMS to amend the Appendix K.

157  
00:23:20.035 --> 00:23:30.444  
So, we will let you know, as soon as that's been submitted and approved, those people may know, gets submitted by DHCF, but they will submit it.

158  
00:23:30.444 --> 00:23:43.884  
And CMS generally has been very fast in considering these requests and turning them around. I'm getting emails right now and was working before I came in here this morning to make sure that the enhanced rates are corrected.

159  
00:23:44.184 --> 00:23:46.285  
So those should go out early next week.

160  
00:24:01.440 --> 00:24:05.994 **CRYSTAL THOMAS**  
Okay, are there any other questions please text that in a chat box?



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161  
00:24:58.194 --> 00:24:58.404

162  
00:25:15.055 --> 00:25:18.144 **ANDREW REESE**  
So another question for Ms. Henson.

163  
00:25:19.644 --> 00:25:24.414  
Did you experience a loss of staff due to the staff being furloughed?

164  
00:25:28.194 --> 00:25:37.585 HENSON  
Not that I'm aware of.

165  
00:25:38.724 --> 00:25:43.289  
not that I'm aware of.

166  
00:25:43.285 --> 00:25:58.255  
We continue to engage the staff weekly, so not that I'm aware of and we had quite a bit of discussion about the difference between termination and furlough quite a bit of discussion.

167  
00:25:58.525 --> 00:26:03.144  
So that went on for weeks, I would say leading up to this.

168  
00:26:09.055 --> 00:26:11.515 **CRYSTAL THOMAS**  
Thank you.

169  
00:26:42.625 --> 00:26:50.125  
Will DDS meet with Day program leadership who are non coalition members to discuss reopening plans. **ANDREW REESE** Absolutely.

170  
00:26:50.154 --> 00:27:00.984  
So, we do have a provider leadership meeting, coming up later this month but also, as we, you know, like I said, we have to have a discussion about what it's going to look like.



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171

00:27:00.984 --> 00:27:05.545

So that's going to be discussions with all,

172

00:27:05.575 --> 00:27:05.815

you know,

173

00:27:05.815 --> 00:27:16.674

engaging all providers but also with stakeholders with the consumers of this service to talk about what it looks like and what it needs to look like,

174

00:27:16.674 --> 00:27:18.085

for quite some time to come.

175

00:27:18.359 --> 00:27:22.704

So, we should start having those conversations soon.

176

00:27:29.545 --> 00:27:36.115

Did you say you will publish a new enhanced rate worksheet? are the rates going to be increased? **ANDREW REESE** Yes.

177

00:27:36.174 --> 00:27:41.934

And so people may have heard when we met when we had our conversation on Tuesday,

178

00:27:42.204 --> 00:27:44.845

what I said was that the enhanced rate,

179

00:27:45.085 --> 00:27:51.625

we had modified the overtime factor to increase the rate.



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180

00:27:51.625 --> 00:28:00.535

So that effectively there would be enough of an increase that wages to DSPs could be increased by fifteen percent.

181

00:28:01.075 --> 00:28:08.845

And some folks came to me after the meeting and said everything we do does not calculate out to that.

182

00:28:09.115 --> 00:28:21.775

And what we realized was that there was an error in the base rate that had been used to apply that calculation that I just addressed. And so we have been correcting that, and we'll be sending out revised rates

183

00:28:21.775 --> 00:28:22.944

That will reflect,

184

00:28:23.184 --> 00:28:33.924

if not an overall fifteen percent increase it will reflect an increase that will allow the provider either cushion to preserve funds to pay overtime,

185

00:28:33.954 --> 00:28:35.755

or the ability beginning,

186

00:28:35.755 --> 00:28:38.035

March 11th to pay the increased rate,

187

00:28:38.724 --> 00:28:39.384

which is,

188

00:28:39.835 --> 00:28:46.285

which would be fifteen percent over the existing rate for the period of the public health emergency.



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189

00:29:05.545 --> 00:29:14.934 **CRYSTAL THOMAS**

Some of the prior authorizations Day services are still canceled. What is the quickest way to get them reinstated?

190

00:29:17.454 --> 00:29:31.734 **WINSLOW WOODLAND**

If you could send me the list of the people that you're referring to at [Winslow.woodland@dc.gov](mailto:Winslow.woodland@dc.gov) and we'll ensure that those are reauthorized.

191

00:29:44.154 --> 00:29:58.164 **CRYSTAL THOMAS**

Okay. And this is for Ms. Hanson we have another question for you. Where those staff who were furloughed PE or TE?

192

00:30:03.055 --> 00:30:14.305 **BETH HENSON**

I don't understand what that means either. **ANDREW REESE** That's why we figured it was for you. **HANSON** Yeah, I'm looking at the chat.

193

00:30:14.910 --> 00:30:21.295 **ANDREW REESE**

Perhaps whoever asked that question if you could type that with a little more explanation.

194

00:30:32.994 --> 00:30:47.755 **CRYSTAL THOMAS**

Hi, Patrick, if you can just let us know to clarify your question with the furlough staff, PE OR TE

195

00:30:47.755 --> 00:30:49.464 **CRYSTAL THOMAS**

Permanent Employee or Temporary Employee

196

00:30:49.890 --> 00:31:03.744 **HANSON**

We don't have any temporary employees at Azure,

197

00:31:03.744 --> 00:31:06.055

W-2 employees.



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198

00:31:06.234 --> 00:31:11.575

If that answers the question.

199

00:31:30.265 --> 00:31:40.494 **ANDREW REESE**

So far, we don't have any other questions. I did want to make people aware that next week, we will have a, people I expect are aware.

200

00:31:40.494 --> 00:31:54.894

We have a community conference call in the morning from 10:00 -11:00, and then we have this one from 12:00 – 1:00. Next week we will have just one call from 12:00 - 2:00 and that will be to discuss our budget.

201

00:31:55.704 --> 00:32:00.805

The Mayor's budget is supposed to be going over to Council on May 12th.

202

00:32:00.805 --> 00:32:15.654

and so we will have a presentation next week to talk about DDS' budget and then on May 22nd the committee on human services will hold a hearing. It will be for

203

00:32:17.275 --> 00:32:28.464

DDS, CFSA and Department of Human Services, and on the twenty second, it will be for all public witnesses and then on May 26th, the executive witnesses will testify.

204

00:32:29.335 --> 00:32:36.684

So, as a reminder next week, we will have our budget forum for people who are interested in participating and that will be from 12:00 – 2:00.

205

00:32:39.535 --> 00:32:53.545

And we will certainly send, we will do public, like, you know, send out on our website and all kinds of public information to remind people about that forum next Friday.



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206

00:32:55.015 --> 00:33:03.954 **CRYSTAL THOMAS**

And someone asked us that will be sent out via email, and that will be forwarded via email, so yeah.

207

00:33:25.434 --> 00:33:32.664 **ANDREW REESE**

Okay, well, I know we are and I certainly know all of our providers are very busy people.

208

00:33:32.694 --> 00:33:45.055

So if there are no other questions, we can certainly end early. Once again, I do want to thank the providers for all the work that they're doing. Thanks. Ms.

209

00:33:45.055 --> 00:33:51.234

Henson for sharing your experience today but thanks to all the providers who please convey that to your staff as well.

210

00:33:51.505 --> 00:34:01.434

We recognize that you're on the front lines of this crisis that we're all dealing with and, you know, we are attempting to be here to support you as well as we can.

211

00:34:01.734 --> 00:34:02.244

And so,

212

00:34:02.244 --> 00:34:03.984

as you recognize,

213

00:34:04.015 --> 00:34:07.494

identify ways that we could be supportive to you,

214

00:34:07.525 --> 00:34:22.255

please let us know. We are all learning as we go in this and we're doing our best to apply that knowledge and learning to improving the services that we're providing that all of us are providing to the people we





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215

00:34:22.255 --> 00:34:22.795  
support,

216

00:34:23.065 --> 00:34:27.534  
but also to ensuring their safety and the safety of all of your staff and ours.

217

00:34:27.929 --> 00:34:34.074  
So we will talk to all of you next week. As I said, from 12:00-2:00, we'll have our budget forum.

218

00:34:34.980 --> 00:34:35.514  
Thank you.