



Family Webinar Frequently Asked Questions

4/22/2020

The information contained in this FAQ is based on the most up to date information that was available at the time of this Webinar. We will update this information as it becomes available.

Q. Individual was in the middle of day program screenings and placement. Will this resume after COVID-19 State of Emergency or will they have to restart the process?

A. Please reach out to your Care Manager and the provider agencies to see their guidelines and timelines for the process. They will not have to restart as all will resume after the State of Emergency is over.

Q. Can families be provided with the # of individuals and/or COVID-19 cases within the organization and residence they reside in?

A. We do not have the specific information regarding the number of cases within a provider agency. There is a possibility to get the number of ID/DD individuals statewide. The information should come from the provider agency directly when relating to number of confirmed cases and exposure. The seven (7) CCO's and the Governor's office are working together to gather the data for a closer look at the number of individuals affected. This information may be shared later.

Q. Are the Care Managers checking in on school aged children that need food, supplies and medication?

A. Yes, with the Monitoring & Support (MAS) tool being used, our Care Managers can determine the need for resources and provide you with information from our Resource Portal where these supplies might be obtained. Please reach out to your Care Manager.

Q. How often do you reach out to families/individuals?

A. Utilizing the MAS, our Care Managers are reaching out to individuals deemed high risk, weekly, those not deemed high risk and living in the community biweekly and those residing in certified residential facilities not deemed high risk



monthly. This is just the baseline for minimum outreach and our Care Managers will reach out as often as needed based on what our individuals and their family/advocates request.

Q. Will Life Plans be changed or adjusted to reflect regression?

A. Yes, anytime there is a significant change for the individual, an assessment will be done to make the necessary changes to the Life Plan. A meeting; virtual face to face; will be conducted by the Care Manager to make these changes, as necessary.

Q. Regarding the Stimulus checks, does your taxes being filed affect this?

A. Yes. You must have filed a 2018 and 2019 Tax Return in order to qualify for this stimulus check.

Q. Are there food delivery services for the disabled?

A. Yes, TCC has food delivery services listed in our internal Resource Portal. Please reach out to your Care Manager for specific details.

Q. If you are the representative payee and have direct deposit where will the stimulus check go?

A. **2019 Filers:** They will send your payment using the information you provided with your 2019 tax return. You will not be able to change it.
2018 Filers: If you need to change your account information or mailing address, file your 2019 taxes electronically as soon as possible. That is the only way to let them know your new information.

Q. Are the educational resources listed in the portal for disabled children?

A. The TCC Resource Portal does contain educational resources for disabled children.

Q. If you did not receive SNAP benefits before COVID-19 can you apply now?

A. Yes, if there has been a change in income, loss of income then you should apply as soon as possible.

Q. If you did not receive the supplemental SNAP on your EBT card what should you do?

A. Please contact your Care Manager so they may assist.



Q. Family needs a tablet and phone for their child for educational purposes? How should they go about obtaining?

A. Please reach out to your Care Manager for resources and information on how and where you may be able to obtain.

Q. Will families be reimbursed for educational apps that were purchased while there is no school in session?

A. There is no concrete answer on this, but it is recommended to follow-up with the Care Manager so that the Care Manager can work with the family to try and obtain through the respective school district.

Q. How can I include my newborn, born in 2020 to receive the stimulus check?

A. You cannot receive the stimulus check for your newborn as they would have needed to be listed as a dependent on your 2018 or 2019 Tax Return.

Q. Will there be an executive order to release the number of cases as they have in nursing homes?

A. The CCO's have not seen any information regarding this yet.

Q. Will there be a preemptive Life Plan post COVID- 19?

A. Please work with your Care Manager and the provider agencies to see if the Life Plan needs to be revised.

Q. Do special needs children receive the stimulus checks as well?

A. Yes, if the child was claimed as a dependent on the 2018 or 2019 tax return and they are under the age of 17.

Q. Can families request stimulus checks from the Residential providers?

A. This is being looked in to at this time. It is recommended that you reach out to the respective Residential Provider

Q. Are the SNAP offices open?

A. Yes, please speak with your Care Manager and get them any information that is needed to be submitted. Our benefits department will gladly assist.

Q. Individual receives SSDI and is a DAC, will they get the stimulus check?

A. Yes, please go to the website and put in the bank information so that the check can be deposited.



Q. Do all apply for the additional SNAP supplement?

A. All should whom have a loss of income and are not receiving the maximum amount already.

Q. I am 19 years old and receive SSI, my parents claim me. Will I receive the stimulus check?

A. Unfortunately, only dependent children under the age of 17 qualify for this.

Q. Whom do I contact about filing taxes for my family member residing in an IRA?

A. Please reach out to the residential habilitation provider.

Q. Will this information be sent out in Spanish?

A. Yes, this FAQ will be translated into Spanish.

Q. Is SNAP still income based?

A. Yes. Please refer to attached slides for the income chart.

Q. Should I apply for SSDI for my son?

A. This is a personal choice, but the offices are open so yes, please do.

Q. My daughter receives SNAP benefits is there emergency SNAP for her to received?

A. If she is getting the maximum amount, then no. If she is not getting the maximum amount per household size, then she would receive the supplement. Please contact your Care Manager if you need assistance.

Q. Will the FAQ and slide rack be sent to families and individuals?

A. The FAQ will be provided with the links as well as any supporting documents and links shared during the Webinar.

Q. If individuals over 18 have not appointed a representative what will happen?

A. Individuals over the age of 18 do not need an appointed legal guardian for completion of the COVID-19 disability form. They can appoint any advocate they decide on.

Q. I have an 18-year-old child that is claimed as a dependent on my tax return. Will they get the stimulus check?

A. No, not if they are claimed on someone else's taxes and over the age of 17.



Q. How can I get a mask for my loved ones?

- A.** Please reach out to your care manager to check our resource portal for vendors. We have also provided the slides on how to make your own masks with this FAQ.

Q. I mailed in my Medicaid; does it need to be renewed every year?

- A.** Yes, unless the individual is an SSI recipient. However, due to the current situation, they are extending all recerts for April, May and June for 12 months. If you received a Recert packet, it is not necessary to complete at this time.

Q. Can OTR budget community habilitation staff work in the IRA?

- A.** We will look in to this and get back to you.

