



# AHC Model Flexibilities for COVID-19

## Pre-Visit Screening Protocol

- At the time of scheduling or with pre-visit planning
- No more than 5 days in advance
- Consent will be reviewed verbally and mailed or emailed after survey completion
- Community referral summary provided with clinical services
- Must be tracked on CMS tracking sheet and submitted to THC monthly

## Post-Visit Screening Protocol

- May administer screening up to two weeks post-visit for all clinical practices and appointment types
- Consent will be reviewed verbally and mailed or emailed after survey completion
- Mail community referral summary within 5 business days
- Must be tracked on CMS tracking sheet and submitted to THC monthly

## Community Referral Summary

- May send by mail or email to the beneficiary within 5 business days
- May offer pre-printed paper CRS to beneficiaries and follow up with a more tailored summary by mail

## Important Notes



- Patients will receive their community referral summaries in the mail, so be sure to confirm their address
- If they are hesitant to give you their information or ask why you need their date of birth, remind them that it is to verify their information and confirm that they have a scheduled appointment
- You may not release their DOB (protected health information), if you are not speaking to the person the screening is intended for
- **In order for you to be able to screen, you must confirm this information**