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State of South Carolina
Department on Aging

Program Instruction (PI)
South Carolina Senior Care Calls

PI Issued: **May 5, 2020 (revised June 29, 2020)**
PI Effective and End Date: **April 20, 2020 - July 31, 2020**

The South Carolina Department on Aging issued the Senior Care Calls handbook on April 20, 2020 to provide a uniformed response to social isolation among seniors during the COVID-19 State of Emergency.

This PI directs the Area Agencies on Aging and their contracted service providers to the handbook for programmatic guidance. Protocols and scripts for making calls can be found in the handbook.

The South Carolina Care Calls handbook provides direction to help seniors fight social isolation. Weekly, bi-weekly, or even daily calls from staff, volunteers, or members of the faith-based community will serve as an outreach to vulnerable seniors.

Service providers will be reimbursed for these calls at the rate of one (1) call per senior per week through Title III-B COVID as it is allowed by ACL during the time of a declared disaster. The calls in which reimbursement is approved will be only those in which the local currently contracted service providers use their paid staff. The reimbursable unit rate per call is $2.00. Care Calls will be entered into AIM daily as Care Calls COVID.

In order for a wellness check to qualify for reimbursement, they must:

- Adhere to a budget for calls, set by the AAA;
- Be completed by a member of paid staff;
- Be a QUALITY wellness check to assess if the client has needs that should be addressed (using the scripts provided in the SC Senior Cares Call Handbook); and
- Maintain supportive documentation via a spreadsheet approved by the AAA.
    - Record the date of the call, the clients name, phone number, and length of call for all calls made after May 7, 2020
      (keep it simple for ease of staff, if the state requires more, this may be amended)

As with all COVID-19 related Program Instructions, the South Carolina Care Calls are temporary and this PI expires on May 31, 2020. **The Department on Aging will only reimburse for verified calls between April 20, 2020 and July 31, 2020.**

While the Department on Aging has agreed to temporarily reimburse for Caring Calls, the Department strongly recommends that volunteers be used when possible. In addition, drivers delivering meals to homebound clients can also be utilized in making wellness checks. Well checks performed by volunteers and/or paid employees during meal delivery count toward the total number of checks performed, but will not be eligible for reimbursement.