


<b>Category:</b>	CSBG	<b>INCA Community Services Program Policy</b> 
<b>Sub Category:</b>	Program Guidelines	
<b>Effective Date:</b>	January 2021	
<b>End Date:</b>		
<b>Forms:</b>	Vouchers, Intake Forms, Receiving Reports,	
<b>Responsible:</b>	Executive Director, Associate Directors, Caseworker, Bookkeeping	

## COVID-19 Emergency Medical Assistance Policy and Procedures

### Purpose

COVID-19 Emergency Medical Assistance is designed to help individuals who have experienced medical emergencies because of COVID-19. This program is established to help address the identified need within INCA's COVID-19 Community Needs Assessment (Approved July 2020): Individuals and families with low income are in need of access to affordable healthcare resources due to COVID-19. Through this program participants can apply to receive assistance with the prescription medications or the medical bills they have received as a result of COVID-19.

### Structure

Case workers will work with medical facilities and pharmacies to ensure proper procedures are met to establish an effective program that gives assistance to persons who have experienced COVID related illnesses. Caseworkers are required to make contact with facilities in the area and establish protocols and practices that will allow for INCA to work diligently with the facilities in order to provide assistance to those in need.

### Qualifications

Participants must meet the following guidelines to qualify for the assistance:

1. Participants must be below the 200% poverty guidelines.
  - a. Documentation must be submitted verifying income.
2. Participants must complete the forms necessary for the program.
3. Participants must have documentation showing proof the prescriptions or medical bills are related to COVID-19.
4. Participants must provide the following documentation:
  - a. Valid ID or other form of identification.
  - b. Proof of residency.
  - c. Prescriptions.
5. Participants must sign a document stating they have not received any type of assistance for this type of service.

### Guidelines

Participants who have qualified for the Emergency Medical Assistance will be allowed the following:

1. One time assistance for up to \$100.00 per person within the household for prescription assistance.
  - a. Each household member can qualify for the assistance including children.
2. One time assistance for up to \$500.00 per person within the household for medical expenses.
  - a. Each household member can qualify for the assistance including children.
3. Pledge forms will be issued as required to medical facilities.
4. No scheduled narcotic drugs will be approved for assistance.
5. Assistance will only be for the services being provided. No bills not related to covid-19 will be paid using this program.

### ***Documentation***

1. Case workers who issue this assistance will keep case files on each participant and document the information accordingly.
  - a. Intake forms
  - b. Proof of income (under the CARES Act can serve individuals whose income is at or below 200% of the Federal Poverty Guidelines)
  - c. Documentation related to medical needs
  - d. Documentation of COVID related situations
  - e. Verification of no duplication of benefits
  - f. Backup documentation for payment must be kept in the files.
2. Vouchers will be issued to pharmacies and medical facilities indicating payment from INCA through this program. A copy of the vouchers will be kept and used for billing purposes. All vouchers will be paid directly to the facility. An itemized bill must be submitted and only agreed upon services will be paid.
3. Case workers will follow the financial guidelines, per CSBG-CR guidelines, for approval of each participant assisted, provide backup documentation, and keep accurate records.
4. Receiving reports must be submitted using DocuSign at least weekly in order to generate checks in a timely manner.

### ***Duplication of Benefits***

The CARES Act requires each subgrantee to have procedures in place that prevent duplication of benefits when using CARES funds, meaning that the cost has not or will not be paid by another source.

Duplication of benefits refers to a person, household, business, government, or other entity that occurs when:

- an applicant receives assistance from multiple sources intended for the same purpose and
- the total amount of assistance received exceeds the total identified need

CAAs must develop written procedures that outline steps that will be taken to prevent fraud, waste and abuse of the CARES funds and prevent duplication of benefits when using CARES funds that includes the following:

1. Program design that targets primary needs (and are unlikely to be addressed by other sources)
2. Identify and document what other resources are available for the program
3. Identify and document available resources and any gaps in budgets that CARES funds could fill
4. Consider timing of funding availability from various sources
5. Includes methods utilized to ensure prevention of duplication of benefits

6. CAAs must have a process to check to see that subrecipients, assisted individuals or families, businesses, and other entities that receive CSBG-CR assistance have not previously received, or will not receive, duplicative assistance from another source before CSBG-CR assistance is provided. This duplication of benefits analysis may be accomplished in various ways including by requiring these entities or beneficiaries to provide a self-certification indicating that they have not received a duplicative benefit, requiring them to fill out a questionnaire listing potentially duplicative assistance that they have already received, or reasonably anticipate receiving, and through other means.
7. The CAA must do this duplication of benefits analysis before providing CSBG-CR assistance and should only pay for unmet needs/needs not met by other sources of assistance.
8. The CAA must also require that if subrecipients, assisted individuals or families, businesses, and other entities subsequently receive a duplicative benefit, it agrees to repay the CAA.

#### **Dissemination of Policy**

The policy will be made available to all employees through the agency's website. The agency will educate and train employees and supervisors regarding the policy and any conduct that could constitute a violation of the policy.