



SANDHILLS CENTER

Managing Mental Health, Intellectual/Developmental Disabilities and Substance Abuse Services
910-673-9111 (FAX) 910-673-6202 www.sandhillscenter.org Victoria Whitt, CEO

Communication to NC Innovation Waiver Providers

NC Innovations Waiver Staff Retainer Payments

In an effort to ensure retention of direct care workers, NC Innovation Waiver provider agencies and Employer of Record(s) are encouraged to pay staff their current rate of pay even in situations when the staff is not able to deliver services due to COVID-19 emergency related issues. The State confirms that retainer payments are for direct care providers who normally provide services that include habilitation and personal care, but are currently unable due to complications experienced during the COVID-19 pandemic because the waiver participant is sick due to COVID-19; or the waiver participant is sequestered and/or quarantined based on local, State, federal and/or medical requirements/orders.

These retainer payments shall be effective beginning 3-13-2020 and will end when the waiver participant is again available for services and/or the staff is able to return to work. Staff retainer payments will only be available for NC Innovations Waiver services as currently authorized in the waiver participants Individual Support Plan. The only services that are available for retainer payments are the services that include personal care or habilitation components. These services are:

- Community Living and Supports
- Community Networking
- Day Supports
- Residential Supports
- Supported Living and
- Supported Employment

Provider agencies and EOR(s) shall maintain documentation (as usual) via the required service documentation Grid by entering COVID-19 on the Grid with QP signature/EOR signature and date. To receive retainer payments, Provider agencies and EOR(s) will provide Sandhills Center the following information every Monday for the previous week using the “Innovations Waiver Staff Retainer Payments” form. Please be aware that Provider agencies and EOR(s) must bill for the services and corresponding amounts that qualify for retainer payments using the CR&XU modifier codes.

P.O. Box 9, West End, NC 27376
24-Hour Access to Care Line: 1-800-256-2452
TTY: 1-866-518-6778 or 711
Serving Anson, Guilford, Harnett, Hoke, Lee, Montgomery,
Moore, Randolph & Richmond counties

