

COVID- Care Coach Service Questions:

- 1) What protocols are in place for providing COVID- Care Coach services?

- 2) How many full-time or part-time workers are available to provide COVID- Care Coach services?

- 3) On what schedule can consumers receive the COVID- Care Coach service? Is the device monitored 24/7?

- 4) Does your agency have cyber security insurance which covers all devices and internet used in providing the COVID- Care Coach service?

- 5) Are the devices and data used to provide the COVID- Care Coach service HIPAA compliant?

- 6) How do you ensure consumer privacy in delivery of COVID- Care Coach service?

- 7) What is your policy for when a consumer is not answering a scheduled phone or video call using Care Coach?

- 8) Is your COVID- Care Coach service comprehensive, or does the consumer need to have internet or other in-home features in place to implement the service?

- 9) How does your agency consider consumer/caregiver preferences and person-centered needs in providing Care Coach services?

10) Does your agency have the ability to access video through consumer device without the consumer accepting the video call? If so, what protocols are in place when utilizing that feature?