

## **To Community Care Providers:**

The purpose of this document is to communicate Community Care's action plan for responding to the COVID-19 infection.

As a health care provider, Community Care remains operational and is focused on ensuring the health and safety of our members. To minimize the risk of spreading the infection, Community Care has implemented the following steps:

### **Telecommuting**

Community Care employees who are able to work remotely are being encouraged to work from home. This includes most care managers and RN care managers. They remain available to members, guardians, family and providers via email or telephone. Please do not hesitate to contact them. Provider Management staff are also available via your usual contact's email, phone or by emailing: [contractinquiries@communitycareinc.org](mailto:contractinquiries@communitycareinc.org).

### **Face-to-Face Visits**

Following guidance from the Wisconsin Department of Health Services (DHS) and to reduce exposure for our members, care teams will complete contacts with members via telephonic visits in lieu of face-to-face visits. Only visits deemed to be essential will be done in person. Essential visits are those required to ensure the member's health and safety and freedom from abuse and/or neglect.

### **Contractually Required Duties**

Community Care remains responsible for completing required activities and the associated documentation for:

1. Monthly Contacts;
2. Quarterly Visits;
3. 6 Month Reviews;
4. Annual Reviews;
5. Functional Screen Administration;
6. Change of Condition.

These activities will require the care team to have a discussion with the member and guardian or other identified stakeholders. Additional information will be needed from providers and will be obtained via telephone. Care teams will try to be sensitive to the demands provider staff are under when seeking information.

### **Provider Responsibilities**

Providers have a continuing duty to ensure Community Care's members receive the support and care needed to maintain their health and safety.

## **Emergency Preparedness**

It is important for every provider to have a robust Emergency Preparedness Plan for your organization. The individuals we share responsibility for are highly vulnerable and are unable to be without support. Your organization's plan should include:

- Steps you are taking to reduce exposure to the virus;
  - Limiting visitation and community outings
  - Ensuring your staff and those you serve are practicing recommended hygiene practices including
    - Thorough Handwashing
    - Coughing or sneezing into a tissue and disposing of the tissue immediately
    - Covering mouth with forearm when coughing or sneezing (if no tissue is available)
    - Practicing social distancing
- How you screen your staff to ensure they are not infected;
- Enhanced cleaning and disinfecting of buildings;
- A backup plan for ensuring those you serve continue to receive care if you have employees who are unable to work.

Additional information may be obtained from the DHS COVID 19 website:

<https://www.dhs.wisconsin.gov/covid-19/index.htm>

And the Centers for Disease Control (CDC) website:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

## **Unusual Circumstances**

Strategies to slow the spread of COVID 19 are fluid and likely to change as guidance from local, state and federal governments evolves.

Community Care would like to be informed if your organization is being impacted by the implementation of these strategies. For example, if you operate a day program which will close. As efforts to contain the infection evolve, it is important to identify ways to repurpose workers and other resources to respond to the new reality. Please send an email to [contractinquiries@communitycareinc.org](mailto:contractinquiries@communitycareinc.org) to describe impact to your organization. Where possible, Community Care will consider temporary modifications to your contract to align your services with our members' needs.