



Preparedness for COVID-19

As you are most likely aware, in late 2019, a new coronavirus was identified as the cause of an outbreak of acute respiratory illness (COVID-19) in Wuhan, China. Since then, an increasing number of COVID-19 cases have been reported in other countries, including the United States, and now in New York State. The purpose of this guidance is to instruct providers to develop and implement strategies for COVID-19 preparedness that ensures timely member access to all relevant information and needed health care services.

Additional guidance will be forthcoming as testing capabilities are expanded and other information becomes available. An emergency declaration may require changes to this guidance. At this time, providers' COVID-19 preparedness strategies should include, at a minimum, the following components:

An emergency preparedness plan:

Review and update your internal emergency preparedness plan to ensure infrastructure stability and business continuity so that members' care is uninterrupted in the event of the further spread of COVID-19 in New York.

Proper Aide and Member guidance and education:

Home Health agencies must implement processes to provide information and resources to Aides on how to protect themselves and minimize transmission of the virus and help members understand how and when to access services for COVID-19 care. Any member-related questions should be addressed with their VNSNY CHOICE Care Manager.

If an emergency is declared, this information could change or be added to. We

will keep you informed as we learn more.

The **New York State Department of Health** provides public health information and guidance at www.health.ny.gov/diseases/communicable/coronavirus/, and has implemented a **Novel Coronavirus Hotline at 1-888-364-3065**.

The **Centers for Disease Control's website** offers up to date information at: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

If you have any questions, please contact omcmail@health.ny.gov.

Thank you for your attention and action on this important matter.

Thank you for being part of the VNSNY CHOICE Provider network!

We want to make this publication useful to you. Please let us know what you think! Write to us at CHOICEProviderNews@vnsny.org.

CHOICE Provider Services

Please call toll free: **1-866-783-0222**
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