

Coronavirus (COVID-19) Watch Update

March 6, 2020

As a reminder, VOACC is aware of and monitoring the developments related to the emergence of Coronavirus-2019 in the United States and want to ensure the safety of all staff and those whom we serve. Please read the latest update communication below.

This information will also be posted on the intranet and internet and links are available for you to click on copy into your browser to stay informed. We will overcome this together!!!

Remember, our prayers, information and practices will guard and prepare our minds and spirits to handle this event as it continues to unfold within our workplace and our personal lives. It is important to remember to continue to follow the Center for Disease Control (CDC) prevention guidance to:

- **WASH YOUR HANDS.** Frequently, with soap and water for at least (20) seconds at a time (see attached).



- **COVER** your cough or sneeze by coughing or sneezing into your elbow.

- **THROW** any tissues used in the trash immediately after use and wash your hands again.
- **EXERCISE UNIVERSAL PRECAUTIONS** in the workplace and wherever, when handling bodily fluids or working with people who are ill with any upper respiratory infection.

VOACC will be offering a series of in-service trainings/employee guidance sessions regarding what you can do to support the people you serve and protect your health and wellbeing as this public health concern unfolds. This will include: VOACC will be hosting an all staff information call on Monday, March 9, 2:30 pm via Zoom

- <https://voa.zoom.us/j/771468809?pwd=L0UxdUtuRURTTjVaYUdzZFRMM0FHQT09>
- Call in Number: 1-929-205-6099 US
- Meeting ID: 771 468 809
- Password: 028127

This call and informational session from our medical professional on our team will provide guidance to staff who work in the following:

- a. residential programs
- b. non-residential programs
- c. community base services
- d. administration within and outside of program services

All staff are requested to participate on the call. If you are unable to do so, you will receive further guidance from your immediate supervisor.

Update from the CDC (<https://www.cdc.gov/coronavirus/2019-nCoV/summary.html>):

This is an emerging, rapidly evolving situation and CDC will provide updated information as it becomes available, in addition to updated guidance.

- World Health Organization (WHO): <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- Emergency Preparedness (CDCEP): <https://emergency.cdc.gov/han/han00426.asp>

DMV and Carolina Status Update:

- (0) zero confirmed reported cases in DC:
 - <https://coronavirus.dc.gov/page/coronavirus-surveillance-data>
- (3) three confirmed cases in MD
 - <https://phpa.health.maryland.gov/Pages/Novel-coronavirus.aspx>
- (0) zero confirmed reported cases in Virginia
 - <http://www.vdh.virginia.gov/surveillance-and-investigation/novel-coronavirus/>
- (1) one confirmed reported case in Raleigh, North Carolina
 - <https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>

Additional information:

- It's currently flu and respiratory disease season and CDC **recommends getting a flu vaccine**. While the flu vaccine will not protect against COVID-19, it will prevent the number of people who may need medical attention related to the flu to free resources that may be needed for people who become ill with COVID-19
- If you are a healthcare provider caring for a COVID-19 patient or a public health responder, please take care of yourself and follow recommended infection control procedures
https://www.who.int/csr/resources/publications/4EPR_AM2.pdf
- If you have been in China or have been exposed to someone sick with COVID-19 in the last **14 days**, and are concerned about COVID-19 exposure, please see your health care professional for follow-up and guidance.

Informational Videos

1. Five things to know about COVID-19

https://www.youtube.com/watch?v=2OKr53uXhS4&feature=emb_rel_end



[COVID-19: 5 Things to Know About COVID-19 - YouTube](#)

CDC's Dr. Nancy Messonnier answers five frequently asked questions about novel (new) coronavirus.

www.youtube.com

2. Handwashing video--- <https://www.youtube.com/watch?v=d914EnpU4Fo>



[What You Need To Know About Handwashing](#)

This video answers important questions about hand washing and hand sanitizer. Comments on this video are allowed in accordance with our comment policy:

<http://www.cdc.gov/SocialMedia/Tools/CommentPolicy.html> This video can also be viewed at

https://www.cdc.gov/video/cdctv/handwashing/306898_WYKTK_Handwashing.mp4
www.youtube.com

3. Handwashing--- <https://www.youtube.com/watch?v=I.Wmok9avzr4&t=34s>



[YouTube Live Handwashing Presentation - YouTube](#)

Handwashing presentation to provide hygiene education for children in schools. Comments on this video are allowed in accordance with our comment policy: <http://www.youtube.com>



Kaiser and PHCS Multiplan Participants,

While this communication is primarily addressing staff participating in the MD, DC, Northern VA Kaiser Network, and employees enrolled in the NC and southern VA PHCS Multi-plan PPO Network, **there is an abundance of resource information that may be beneficial to all employees.**

If you are not currently participating in VOAC's medical plans, you may want to check with your medical insurance carrier to see how your plan is addressing cost share for diagnosis and testing of COVID-19, and advice for next steps.

As additional information becomes available, we will continue to provide updates.

See below regarding:

- plan cost share (deductibles, copays, and coinsurance) with regard to COVID 19 testing
- next steps if you are experiencing symptoms, or have been exposed to COVID 19
- link to kp.org
- link to the Kaiser Public website
- link to COVID-19 Response in North Carolina

Kaiser Permanente offers \$0 cost share for the diagnosis and testing of COVID-19

We know that many people are feeling concerned about the coronavirus, also known as COVID-19. That's why Kaiser Permanente is working to address cost and coverage for diagnosis and testing for the COVID-19 virus.

For all Kaiser Permanente plans, cost sharing (deductibles, copayments and coinsurance) will be reduced to **zero dollars (\$0.00) for medically necessary screening and testing for COVID-19** including the visit, associated lab testing, and radiology services in a plan hospital, emergency or urgent care setting, or medical office. This cost sharing reduction will apply to all Kaiser Permanente and other plan (participating) providers. If a member is diagnosed with COVID-19, all treatment including but not limited to hospital, transportation and pharmacy services will be covered in accordance with the terms and conditions set forth in the coverage document for the member's health plan.



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Coronavirus 2019 (COVID-19)

What you need to know

See attached for full communication.

What should I do if I think I have symptoms?

If you develop symptoms (fever, cough, trouble breathing) or you believe you've been exposed, it's important to call us first so we can direct you to the most appropriate care.

Call the advice number on your Kaiser Permanente membership card to speak with a licensed care provider or to schedule a telephone or video appointment with your doctor.

If you don't have your membership card with you, visit kp.org/getcare and click on "24/7 advice."

Members with respiratory illness or flu symptoms, or who have traveled to an [area of risk](#) within the last 14 days or were exposed to someone at risk for coronavirus infection are advised to NOT schedule an in-person appointment. Instead, schedule a video visit or telephone visit at kp.org/getcare or call **1-800-777-7904** to speak with an advice nurse for help.

How is Kaiser Permanente responding?

We're committed to the health and safety of our members, patients, employees, and doctors. We have been working on confronting highly infectious diseases for years, and we're confident we can safely treat patients who have been infected with this virus, with very little risk to our other patients, members, and employees.

We're prepared to have our patients tested for the coronavirus (COVID-19). If testing is warranted, we'll make the appropriate arrangements. Rest assured that your health is our top priority.

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NC PHCS Multiplan Participants, and Kaiser FLEX Plan D Participants:

Members with respiratory illness or flu symptoms, or who have traveled To an area of risk within the last 14 days or who were exposed to someone at risk for coronavirus infection are advised to NOT schedule an in-person appointment. Instead call your medical doctor for further guidance.

Costs for testing (deductibles, copays, coinsurance) may be covered under Federal Mandate. Your doctor's office should be able to advise further.

For Kaiser FLEX Plan D, if services are provided under Option 1 (within the Kaiser Network), refer to notice above from Kaiser regarding cost sharing. If care was provided by a Multiplan network provider, or out of network provider, call your medical doctor.

Additional Resources:

Login to your Kaiser online account www.kp.org for email contact with your primary care doctor, access to Kaiser's mobile app, and for continued updates regarding the Covid 19 virus.

Visit Kaiser Permanente's public site for additional resources regarding COVID 19 virus: <https://healthy.kaiserpermanente.org/alerts/p1/2019-novel-coronavirus-feb-2020>

Visit Link for information and COVID-19 Response in North Carolina: <https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>