



## Coronavirus (COVID-19) and Keeping Our Members Safe

AgeWell New York is committed to doing everything we can to help keep our members safe during this very challenging time, and to ensure they have access to the care they need.

We are staying abreast of all new information released from The Centers for Disease Control and Prevention (CDC), The Centers for Medicare & Medicaid Services (CMS) and The New York State Department of Health (DOH). As the situation continues to rapidly evolve, the health and safety of our members always remains our first priority.

### **We have implemented the following steps in response to COVID-19;**

- Developed protocols and screening tools for Care Managers, and field staff to assess members telephonically for potential COVID-19 risk factors.
- Created Informational handouts and a newsletter on best practices and health prevention strategies, to be distributed to all members and their care providers.
- Ongoing communications with network providers and partners to ensure they have emergency preparedness plans in place and can care for our members and keep their staff safe.
- Ongoing communications with claims, pharmacy and other plan vendors to ensure that they are following and implementing all new regulations and guidelines.
- Promoting a healthy workplace and reinforcing preventive measures so our and your frontline staff can continue to care for our members.
- Developed an emergency preparedness plan and guidelines to ensure critical services like the call center, claims and clinical services remain operational.
- Utilizing telehealth, where practical, to maximize resources available to members while limiting physical contact for the care providers.

AgeWell New York is closely monitoring the updates related to COVID-19. The Centers for Disease Control and Prevention expects the virus to continue spreading at a community level in the U.S. and this week New York State has received its first confirmed cases of community spread. With this in mind, we kindly ask that you please notify us of any critical health status changes of any of our members. Please notify us of these updates by calling AgeWell New York's care managers or wellness coaches at 866-586-8044.

**If you have any questions or concerns, please do not hesitate to contact AgeWell New York  
866-586-8044 | [providers@agewellnewyork.com](mailto:providers@agewellnewyork.com) | [agewellnewyork.com](http://agewellnewyork.com)**

We also ask that you share any preventative measures you currently have in place including screening, infection control practices, staff training and client education. Please submit this information to [providers@agewellnewyork.com](mailto:providers@agewellnewyork.com).

As we continue to partner with you to support our members, health and well-being, and overcome this unprecedented situation together, we also thank you for your on-going efforts and commitment to keep our community safe.

**For more information and resources:**

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

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://www.health.ny.gov/diseases/communicable/coronavirus/>

<https://www.cdc.gov/handwashing/index.html>

**You may also contact the New York Corona Virus Hotline at 1-888-364-3065.**