



## Amida Care's Response to COVID-19

March 17, 2020

We're writing to let you know that Amida Care is remaining vigilant about protecting individual and community health. We have been closely monitoring the status of the coronavirus (COVID-19) outbreak to ensure that the needs of our members, staff, and provider network are addressed as the situation evolves. We would like to keep you informed about a number of important measures we are taking to minimize risk and protect the health of our communities.

- We have suspended all field-based operations, such as home visits by our outreach workers and staffing of provider sites by our External Care Coordinators, to reduce the risk of exposure for our staff and the members they assist.
- We have postponed all member events, including Town Hall meetings and Live Your Life wellness events for the month of March, with plans to assess the viability of future events.
- We are closing our Member Walk-in Center on West 35<sup>th</sup> Street and taking measures to inform our members about the closure.
- Our Member Call Center (1-800-556-0689) is operational and working to ensure that we remain responsive to our members' needs and concerns.
- We are informing our members that all medically necessary services related to COVID-19, including visits to urgent care centers, are covered under our health plan.
- Our Provider Services team is available to address provider concerns. We are working with our providers to ensure that our members have access to care, medications, and supportive services with a minimum of inconvenience.
- We have confirmed that all of our health care vendors have business continuity plans in place to ensure ongoing operational support.
- We are arranging for Amida Care staff to work remotely. We have reduced the number of staff remaining on site at our offices and expect nearly all areas to be working remotely within the week.
- For staff who cannot yet work remotely, we are doing everything possible to minimize risk, including frequent cleaning and disinfecting of office spaces, ready availability of sanitizers, and transportation accommodations.
- We are using virtual tools for meetings and limiting the size of critical in-person meetings.
- We have discontinued use of our office meeting spaces by outside partners for the near future. We are recommending that these events take place by conference calls, webinars, or other technology solutions.

Amida Care is following guidance from local health departments and sharing updated health information about COVID-19 with members and providers. **We are strongly encouraging anyone who is feeling sick to stay at home and contact their doctor.** We have also shared the following health safety guidelines and resources:



- Wash your hands frequently with soap and water (for at least 20 seconds), or use alcohol-based hand sanitizer.
- Avoid touching your face, especially eyes, nose, and mouth.
- Cover your nose and mouth with a tissue or inside of elbow when sneezing or coughing.
- Get the flu shot--it's still flu season, and the flu has similar symptoms to the coronavirus.
- Know the symptoms: Symptoms of coronavirus can include fever, cough and/or shortness of breath/difficulty breathing.
- For health department updates about COVID-19, visit [www.health.ny.gov/diseases/communicable/coronavirus/](http://www.health.ny.gov/diseases/communicable/coronavirus/), call the New York State Department of Health Coronavirus hotline at 1-888-364-3065, or text COVID to 692-692.

Thank you for your partnership and support. Please visit our website, [www.amidacareny.org](http://www.amidacareny.org), and our social media pages for regular updates.

A handwritten signature in black ink that reads "Doug Wirth".

Doug Wirth  
President and CEO

A handwritten signature in black ink that reads "Dr. Jerry Ernst".

Dr. Jerry Ernst  
Chief Medical Officer