

NORTHCOAST COVID-19 PROVIDER ANNOUNCEMENT

We want to take this opportunity to let our providers know that NorthCoast Health Care Management Services will continue to be here during this unprecedented time to support you in the care of our joint patients. Our office will continue to be available with 24/7 coverage during these trying times. All of our employees have the ability to work remotely and we encourage them to do so to limit risk and spread of COVID-19.

As a reminder, please remember to notify us immediately if there is any disruption in your care for patients. Please note that NorthCoast is contractually required to notify our partner Health Plans within 24 hours of any temporary closures or Emergency Plans enacted by participating provider.

Per CMS website: “HHAs should monitor the CDC website (see links below) for information and resources, and contact their local health department when needed. Also, HHAs should be monitoring the health status of everyone (patients/residents/visitors/staff/etc.) in the homecare setting for signs or symptoms of COVID-19. Per CDC, prompt detection, triage and isolation of potentially infectious patients are essential to prevent unnecessary exposures among patients, healthcare personnel, and visitors.” Please follow CMS guidelines for screening and Admitting and Treating Patients with known or suspected COVID-19. (See link below for **CMS FAQs for Home Health Agencies.**)

There is a vast amount of information available to address concerns and precautions for health care workers. Please utilize these links for up to date information:

- **CDC interim guidance for home care and COVID-19**
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-home-care.html>
- **CMS FAQs for Home Health Agencies**
<https://www.cms.gov/files/document/qso-20-18-hha.pdf>
- **CDC guide on preventing the spread of COVID-19**
https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fguidance-prevent-spread.html

Our hearts and thoughts go out to the people who have been affected by this unprecedented event. We appreciate you, the healthcare workers, who are on the front line working to treat patients and contain this coronavirus.

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