

# COVID-19 Guidance

March 13, 2020

Dear Providers,

We are very mindful of the impact the COVID-19 outbreak has on all of you. Our work often plays a vital role in the health of millions and this is even more important in this uncertain time. We are proud of all the work being done to ensure that our operations continue with little or no interruption. As a home and community-based provider of face-to-face High Fidelity Wraparound services, it is with the utmost safety and security of the youth and families we serve, as well as for our providers and staff, that we issue the following guidance.

All Family Care Coordinators have ability to meet virtually with youth and families via our HIPPA compliant Zoom platform. This counts as face-to-face contact. We have had this in place, so anytime it becomes necessary to meet a need which cannot be done in person, youth and families can remain connected to their High Fidelity Wraparound providers and their whole team. If you do not already have this account set up, please reach out immediately to [WYProvider@magellanhealth.com](mailto:WYProvider@magellanhealth.com) to request this as soon as possible.

**The following changes will remain in place until we have additional information to make further decisions.**

**Until further notice It is our recommendation all our providers immediately communicate the following with the families in your care:**

- - The Wyoming Care Management Entity will discontinue in-person visits with families and stakeholders.
    - The Wyoming Care management providers will still be available to families and youth through phone calls, texts, emails and HIPPA compliant Zoom video conferencing.
    - All communication from the Wyoming Care Management Entity will be via phone or email during this time. Members who do not have email accounts should be encouraged to create one with your help.
- - The Wyoming Care management will postpone all in-person programs and events.
    - There will still be meetings and events held via phone or video conferencing.
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- The Wyoming Care management providers and staff will not attend school, partner or agency meetings in person, but will be available by phone or video conferencing.

Please take advantage of resources available to you that provide information about the outbreak and how you can prepare and pass this information on to the families you serve. Knowing important information about the outbreak and learning how to be prepared can reduce stress and help calm likely anxieties.

The Wyoming Department of Health has a webpage dedicated to informing the public about Covid-19 and links to other resources as well: <https://health.wyo.gov/publichealth/infectious-disease-epidemiology-unit/disease/novel-coronavirus/>

The National Child Traumatic Stress Network has prepared a parent/caregiver guide to helping families cope with the Coronavirus disease (Covid-19): <https://www.nctsn.org/resources/parent-caregiver-guide-to-helping-families-cope-with-the-coronavirus-disease-2019>

My staff and I will continue to be available to all network providers, youth and families as needed. If you do not already have it, please reach out and get your HIPPA complaint Zoom account active to use immediately. We want to assure you all we are here to assist in any way we can. Please do not hesitate to reach out on any issues that are coming to light during this time.

*Tammy Cooley*

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Wyoming's Care Management Entity