Stakeholder Update

To: All Community Partners and Stakeholders of High Fidelity Wraparound

Subject: COVID-19 Response

Date: March 20, 2020

Magellan of Wyoming is reaching out to our community partners to provide some assurances that Magellan of Wyoming continues to operate without interruption.

Magellan of Wyoming and the Wyoming Department of Health are working in partnership to create and communicate next steps to youth and their families, our providers and community partners and stakeholders during this unprecedented time. Serving our members is the common goal for all of us.

We want our members and community partners to know during this time there will be changes to how Family Care Coordinators, Family Support Partners and Youth Support Partners will be working with our members. Our services have traditionally been in person to conduct child and family team meetings, or through telephone contact to make appointments and check in with members in between in-person visits. This is what is changing.

- High Fidelity Wraparound providers all have access to a HIPPA compliant Zoom account, and telephones which will allow you to connect with them, electronically or telephonically.
- Providers will also work with families to help get them connected if they are not with things like email accounts, so they can receive all information regarding High Fidelity Wraparound services and meetings with providers.
- The rules have been changed so that we can stay connected to youth and families, while following the guidelines in place for social distancing and quarantining.
- More guidance comes from the government almost daily. We want to keep you updated and stay connected during this time and assist in any way that we can.

Magellan of Wyoming and the Wyoming Department of Health are meeting frequently to develop guidance for providers that addresses youth and family needs, provider needs and incorporates flexible, creative and innovative ways to serve our youth and families under the current direction provided by public health authorities.

Please know the guidance that we are receiving and sharing is fluid. We ask that you please check in often for updates. We thank you for your patience with the process and anticipate more specific guidance to be available this week.

Please note the following:
- The State of Wyoming’s has created a COVID-19 website.
- The Magellan of Wyoming website includes an alert banner that will direct visitors to the latest information on COVID-19’s impact on Wyoming’s High Fidelity Wraparound.
- If you have any questions or concerns, you may contact us at WyomingInfo@MagellanHealth.com.

Wyoming Department of Health
Caregiver Support Group: COVID-19’s Impact on Children
The next Caregiver Support Group, set for March 25, 2020, will focus on how COVID-19 is impacting children in Wyoming. We hope you can join us.

This free group provides a safe place for families and caregivers to talk through their struggles, their successes and to learn from one another. You don’t have to be a member of High Fidelity Wraparound to attend these groups. We meet every Wednesday at 5:30 p.m. to 6:30 p.m.

- Join online at: https://magellanhealth.zoom.us/j/707619166
- Join by phone at: 1-646-558-8656 (toll free) (meeting ID 707 619 166)

These support groups are available to any caregiver, guardian, parent, grandparent, family member, etc. who would like more support!

Magellan Health Insights blog post on compassion fatigue and COVID-19

Spectrum offers free internet to students
Spectrum is offering special discounts to households affected by the Covid-19 virus. Beginning Monday, March 16, 2020 Spectrum will offer two free months of internet and WIFI services to new customers in households with Pre-K to 12 or college students who need remote education. This discount will be applied as a credit for the first two months of internet services. Spectrum will waive any installation or pre-payment fees to help get families started.

Families can qualify for this offer if they:

- Have a student of qualifying age at a service address with remote education needs
- Have not subscribed to our internet services within the past 30 days

Call 1-855-243-8892 or visit the Spectrum website to sign up for this offer.

Trouble Sleeping? Try Magellan Healthcare’s RESTORE®
Helping you sleep better during the coronavirus outbreak
If you’re finding it hard to fall or stay asleep with all the talk about COVID-19 in the news, RESTORE®, one of Magellan’s educational digital cognitive behavioral therapy programs, is a private, confidential online program that may help individuals who are experiencing insomnia and other sleep difficulties. Available anytime, anywhere at no cost to U.S. residents, the short, easy sessions teach skills, techniques and practices to help improve your sleep and sleep quality.
How do I get started?

RESTORE® is available online and on mobile devices. To get started:

2. Click the Get Started button under How are you doing today?
3. Complete the enrollment form.
4. Click the box to accept the terms of use, privacy policy and disclaimer.
5. Click Submit to complete registration.

What happens after I register?

1. You’ll be directed to your My Plan page for online access to RESTORE.
2. Click Begin Program next to the RESTORE program. (Make sure pop-ups are disabled in the browser settings if nothing happens.)

How do I access RESTORE on a mobile device?
You can access the program two ways:

1. **Web version** *(Google Chrome recommended)*
   a. Go to https://ontobetterhealth.com/restore.
   b. Click the Sign In button on the top right.
   c. Log in using the username and password you created during registration.
   d. Click Begin Program next to the RESTORE program. (Make sure pop-ups are disabled in the browser settings if nothing happens.)

2. **Mobile app versions** *(Access on your My Plan page)*
   a. After logging in to your account, click the App Store button on your iPad or iPhone, or
   b. Click the Google Play button on your Android device.
   c. Click Install, and open the mobile app.
   d. Enter your unique In-App Access Code from your My Plan page (example below).

*In App Access Code: SGNNWESY*

Need more help?
Email VCSHelpDeskSupport@magellanhealth.com.

*RESTORE is not a substitute for and is not to be construed as medical advice or treatment. IF YOU HAVE A MEDICAL EMERGENCY, IMMEDIATELY SEEK MEDICAL ATTENTION FROM YOUR HEALTHCARE PROVIDER OR CALL 911. You should consult with a physician or other healthcare professional for any healthcare concerns including before starting the program. Never disregard your physician’s or other healthcare provider’s advice or delay seeking their advice as a result of anything you may read in the program.*
Helping kids with their coping skills
Here is a helpful graphic that teaches coping skills:

![A to Z of Coping Skills](image)

Helping to fill the quarantine time
Here are some helpful resources for families who are quarantined:

- [The ultimate list of activities for kids at home during school closures](link)
- [Netflix offers movie parties](link)
- Homemade hand sanitizer:
  - 1 part aloe vera gel
  - 2 parts rubbing alcohol (less for sensitive skin)
  - A couple drops essential oil
  - Shake before using
- Homemade baby wipes:
  - Layer doubled paper towels in a Tupperware and saturate with homemade sanitizer.
- Homemade laundry soap:
  - 1 part grated castile soap (OR a bar of IVORY soap MICROWAVED into a cloud and powdered- kids love this part)
- 2 parts Borax
- 2 parts washing soda (OR bake your baking soda at 350 for 40 mins)
- 2 tablespoons for a full load
- 99% natural and can be used in spray bottles and to wash dishes

- Build buddy boxes for your community. These can include canned milk, food products, a roll of TP and some homemade cleaners. Deliver them to your neighbors while maintaining social distancing.

How to connect with a child after trauma
Beth Tyson, an expert on trauma in children, wrote an article on connecting with kids after trauma. The article presented several good tips. Check it out.

Important resources

- Wyoming Department of Health – Infectious Disease Epidemiology Unit
- Centers for Disease Control and Prevention – Coronavirus (COVID-19)
- State of Wyoming – COVID-19 Website
- How to #BeTheDifference During COVID-19
  - If you’re feeling stressed or nervous during these days of COVID-19, you’re not alone. Uncertainty is stressful. What you’re feeling is common around the world.
  - We know you’re looking for ways to take care of yourself and #BeTheDifference. We’ve compiled these tips from the Mental Health First Aid curriculum to help you care for your own and your loved ones’ mental health.
  - If you or someone you care about feels overwhelmed with emotions like sadness, depression or anxiety, or like you want to harm yourself or others call 911.
  - You can also contact the Substance Abuse and Mental Health Services Administration’s (SAMHSA) Disaster Distress Helpline at 800-985-5990, the National Suicide Prevention Lifeline at 800-273-8255 or text MHFA to 741741 to talk to a Crisis Text Line counselor.
  - For more information and resources read these new resources on our blog:
    - How to Care for Yourself While Practicing Physical Distancing
    - How Do I Know Someone is Experiencing Anxiety or Depression?
    - How to Help Someone with Anxiety or Depression During COVID-19
    - How to Support a Loved One Going Through a Tough Time During COVID-19
  - For more information on COVID-19, please visit these resources:
    - The National Council for Behavioral Health: Resources for COVID-19
    - World Health Organization: Rolling updates on coronavirus disease
    - Centers for Disease Control and Prevention: Coronavirus Disease 2019 Situation Summary
  - We will continue to share resources and tips as they become available. In the meantime, please stay safe and healthy.
We're accepting youth referrals

Do you know a young person age 4 to 20 who would benefit from additional support? Would it make a difference if they could be more successful at home, school and in their community?

Wyoming's High Fidelity Wraparound program can help if:
- A free program makes sense for the youth and their family.
- Additional mental health or behavior support is needed.
- Youth who currently are, or could be, Medicaid eligible.
- Youth is at risk for being placed out of their home in hospital or detention.

Youth and their care givers would benefit from having a team of support. Learn more by completing our Referral Form or visiting our website.

Our program is growing

If you have ever wanted to help youth with complex mental health or behavioral health concerns, you can become a provider by visiting our Become a Provider page. We are always looking for more experienced and caring people to join forces with us to meet the needs of youth across Wyoming. Do you know anyone who would be great at this? Refer them to work with us.

What is High Fidelity Wraparound?
The Wyoming Department of Health, Division of Healthcare Financing has contracted with Magellan Healthcare to be the Care Management Entity for Wyoming's High Fidelity Wraparound program.

Wyoming’s High Fidelity Wraparound is an intensive voluntary care coordination process for youth aged 4 to 20 risking placement out of their home and community due to complex behavioral issues. High Fidelity Wraparound helps families and caregivers build support that meet their needs. The program allows young people to benefit from mental and physical healthcare along with other interventions in their own communities while remaining safely at home, in school and out of trouble. Learn more about the High Fidelity Wraparound process.

What are the benefits of High Fidelity Wraparound?
Wyoming’s High Fidelity Wraparound program has resulted in numerous successes over the past four years. We've prepared an infographic that highlights the benefits families involved in High Fidelity Wraparound have seen. Check out our successes.