

# Member Update

To: All members in High Fidelity Wraparound

Subject: COVID-19 Response

Date: March 20, 2020

Magellan of Wyoming continues to operate without interruption.

Magellan of Wyoming and the Wyoming Department of Health are meeting every day to address your needs, provider needs and to brainstorm creative ways to serve you and your family.

We want you to know that during this time there will be changes to how your provider will be working with you. Your services have normally been in person and through the telephone. During this crisis, how your provider contacts you will be changing:

- Your High Fidelity Wraparound provider has an electronic HIPPA compliant Zoom account. This account and the telephone allow you to connect with your provider.
- Your provider will help you get an email account if you do not have one. An email account will allow you to receive information regarding your High Fidelity Wraparound services.
- We want to stay connected with you and your family during this time and assist in any way that we can.

We have created a [website](#) that is updated often.

Here are other important resources:

- The State of Wyoming has created a [COVID-19 website](#).
- Magellan of Wyoming has created [COVID-19's impact on Wyoming's High Fidelity Wraparound](#).

If you have any questions, please reach out to your High Fidelity Wraparound provider or call us directly at 307-459-6165 or 307-459-6162. You can also email [WyomingInfo@MagellanHealth.com](mailto:WyomingInfo@MagellanHealth.com).

## 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 free, and you do not have to be enrolled to join. This is open to any caregiver, guardian, parent, grandparent, family member, etc. who would like more support!

### **Spectrum offers free internet to students**

Spectrum is offering two free months of internet and WIFI services to students. It is free for you to get started.

You can qualify for this offer if you:

- Have a student 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.

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

Magellan Healthcare chief medical officer Varun Choudhary discusses compassion fatigue and COVID-19 in Magellan Health Insights blog post [here](#). Find numerous articles on the coronavirus health crisis on [our coronavirus response page](#).

### **Trouble Sleeping? Try Magellan Healthcare's RESTORE® Helping you sleep better during the coronavirus outbreak**

Is it hard for you to fall asleep with all the talk about COVID-19? RESTORE® is a private, confidential online program that may help you or your family. RESTORE® teaches skills, techniques and practices to help improve your sleep.

How do you get started?

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

1. Go to <https://ontobetterhealth.com/restore>.
2. Click the *Get Started* button under *How are you doing today?*
3. Complete the form.
4. Click the box to accept the terms of use, privacy policy and disclaimer.
5. Click *Submit* to complete registration.

What happens after you 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 you 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

If you need more help, email [VCSHelpDeskSupport@magellanhealth.com](mailto:VCSHelpDeskSupport@magellanhealth.com).

## Helping kids with their coping skills

Here is a helpful graphic that teaches coping skills to youth:

A TO Z OF COPING SKILLS			
<b>A</b> ASK for help	<b>B</b> BREATHE deeply and slowly	<b>C</b> COUNT forwards or backwards	<b>D</b> DRINK some cold water
<b>E</b> EXERCISE runs, jump, skip, kick a ball or walk fast	<b>F</b> FIND a safe place	<b>G</b> GO to your happy place	<b>H</b> HUG a friend or family member
<b>I</b> IGNORE people who are annoying you	<b>J</b> JOKES to help you laugh	<b>K</b> KIND hands. Keep them to yourself	<b>L</b> LISTEN to calming music
<b>M</b> MEDITATE use yoga or mindfulness	<b>N</b> NAME the emotion you are feeling	<b>O</b> OBSERVE Use mindfulness techniques	<b>P</b> PAINT your feelings
<b>Q</b> QUESTION your thoughts	<b>R</b> RUN as fast as you can	<b>S</b> SEPARATE yourself from the situation	<b>T</b> THOUGHTS negative to positive
<b>U</b> USE your safe place	<b>V</b> VOICE your concerns	<b>W</b> WRITE down your feelings	<b>X</b> EXHALE breathe out your feelings
 ELSA support www.elsa-support.co.uk	<b>Y</b> YELL as loud as you can into a pillow	<b>Z</b> ZONE out and relax yourself	

## 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](#)
- [Netflix offers movie parties](#)
- 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.