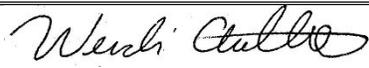


NH Department of Health and Human Services (DHHS)
Division of Long Term Supports and Services
Bureau of Elderly and Adult Services (BEAS)

105 Pleasant St.
Concord, NH 03301

STATE OF NEW HAMPSHIRE BEAS GENERAL MEMORANDUM (GM)	
DATE:	March 15, 2020
TO:	Deborah Scheetz, Director, Division of Long Term Supports and Services; All BEAS Staff; All Social Service Providers; Choices for Independence Independent Case Managers, State Commission on Aging members;
FROM:	Wendi Aultman, Bureau Chief, Elderly and Adult Services
SIGNATURE:	
SUBJECT:	New Hampshire Service System for Older Adults and Adults with Underlying Health Issues Coronavirus/COVID-19
GM NUMBER:	20-03 GM
EFFECTIVE DATE:	March 16, 2020
REGULATORY GUIDANCE:	This memo is a communication tool circulated for informational purposes only. The goal is to provide information and guidance to the individuals to whom it is addressed. The contents of this memo and the information conveyed are subject to change. This communication is not intended to take the place of or alter written law, regulations or rule.

MEMORANDUM SUMMARY
The purpose of this memorandum is to notify all BEAS staff, individuals, stakeholders and partners of BEAS guidance relative to the New Hampshire Service System for Older Adults and Adults with Underlying Health Issues Coronavirus/COVID-19.

The Bureau of Elderly and Adult Services (BEAS) provides a variety of social and long-term supports to adults age 60 and older and to adults between the ages of 18 and 60 who have a chronic illness or disability. A critical component of the BEAS statewide delivery system is its community-based provider network; many of these providers are nonprofit agencies and enrolled Medicaid provider agencies. BEAS and its provider network are responsible for daily operations and management of their COVID-19 local responses and are prepared to manage operations during an emergency or other disruption to normal activities.

What do Older Adults and People with Disabilities Need to Know?

Early data suggest older people are twice as likely to have serious COVID-19 illness. This may be because immune systems change with age, making it harder to fight off diseases and infection. Older adults also are more likely to have underlying health conditions that make it harder to cope with and recover from illness. In addition, people of all ages, with or without disabilities, seem to be at higher risk for getting very sick from COVID-19 if they have serious chronic medical conditions like heart, lung or kidney disease. To learn more see <https://acl.gov/COVID-19>.

The Bureau of Elderly and Adult Services is working with the community-based provider network to adhere to the guidance outlined by the Centers for Disease Control (CDC) and the state's Division of Public Health. Following are some common questions and answers:

- **Who do I contact to plan now for service and support options?** Reach out to your Medicaid Choices for Independence (CFI) Case Manager or your local service provider with any concerns or to consider advance planning in light of COVID-19. Agencies and providers remain attentive to take steps to protect the individuals under their care.
- **Who do I contact if I get sick and I am unable to care for my adult family member?** Please reach out to your Case Manager or local service provider if you experience a change in health status or your personal care attendant is unable to continue to provide care. The agency will work with you to consider the emergent situation and determine next steps. Families and guardians have a responsibility for preparedness planning and the Case Manager and local providers will make every effort to assist, but you should consider your preparedness now. Families, based on advice from federal and state officials, should maintain extra food and water supply in the home to last for 14 days. Individuals taking prescription medications should ensure that refills are available. Please contact your health care provider or insurer to obtain medications.
- **Will local agencies and services providers close?** Providers will assess health in community residences, workforce concerns, and other important factors, inclusive of direction from federal and state officials, on a regular basis using agency specific best practices. If a provider has a change in status, options will be considered for alternative care taking into consideration the specific situation.
- **Will the Bureau of Elderly and Adult Services be open?** The Bureau of Elderly and Adult Services is open and prepared to continue operations. The main contact number for the Bureau is **603-271-9203**.
- **Can I get the prescriptions and medical supplies filled in advance?** Insurers are being directed to allow members to obtain 90-day supplies of medications and supplies, when available, and to ensure continuous access to prescriptions. Please contact your prescriber and insurer for more information.
- **Will Case Management visits continue to be face to face?** Case Management visits will continue as usual unless or until there are recommendations otherwise from federal, state, or local authorities. An individual or their guardian may request to conduct a case management visit by phone instead of in-person due to COVID-19 concerns.
- **How can people stay up-to-date as the situation evolves for New Hampshire's Aging and Disability services system?** The community-based provider network is reaching out to individuals, families, and guardians through email, phone messages, and direct mailings, with general guidance and preparedness. For general COVID-19 information, visit the NH.GOV COVID-19 webpage at: <https://www.nh.gov/covid19/> <https://www.nh.gov/covid19/>.

All residents with questions or concerns surrounding the COVID-19 outbreak can call 2-1-1 to get information or ask questions.