



March 19, 2020

Dear Choices Network Community Providers,

By now we are all quite aware of the restrictions related to COVID-19 pandemic. It is critical that we take care of ourselves and follow the precautions that are offered from the Center of Disease Control, Indiana State Health Department, and other official sources. While Choices partners with organizations that are also contracted with Indiana Department of Child Services (DCS), we recognize that there are a lot of organizations who are not under contract with DCS, therefore may not be as familiar with the guidance that have been provided.

Most importantly, Choices will follow ALL directives and guidance that is provided by DCS. Providers are encouraged to visit the DCS website for updates and announcements. However, I have included a few attachments that were recently circulated by DCS.

In light of emerging matters related to the COVID-19 pandemic and growing community concerns, Choices wants to eliminate barriers that might prohibit our network providers from meeting the needs of youth and families. Please carefully review the reminders that are indicated below to inform you that Choices will reimburse for rendered services which are preapproved by Choices personnel. Reimbursement is only permissible under the following circumstances:

1. Non-face to face services should always be discussed and preapproved with the Choices Care Coordinator or Wrap Facilitator.
2. It is imperative that monthly reports include the service date, time that the service began and ended, along with details regarding the face to face interaction. In addition, the treatment note/summary should coincide with the referral and treatment goal(s).

Let's not forget that everyone must...

3. Follow all instructions and precautions that are provided from your local and state government.
4. Comply with rules related to the travel bans that have been recently announced for certain counties.
5. Keep your work ID and a copy of the attached letter from DCS to share with local authorities if you are stopped in route to provide an approved service for a youth or family.
6. While everyone is challenged to "Think Outside of The Box," please be mindful of client confidentiality, professional ethics, and most importantly seek guidance from your Choices child and family team(s).
7. Lastly, concise and consistent communication is very important during time like this.

As reminded by Dr. Rowilson, Choices Staff Psychologist and Behavioral Health Director, it is important to remember the following:

- Stay connected with people you care about. Send a quick text to check in, maybe take a minute to Facetime or Skype.



choices[®]
COORDINATED CARE SOLUTIONS

- Be sure to disconnect from news, media, work, etc. every day for at least an hour AND at least once a week for several hours.
- To the extent possible, get out of the house you are now “sequestered” in. Research indicates that walking outside – ideally in a quiet, natural setting – can help to “recalibrate” your autonomic nervous system (i.e., calm you down). Raining or cold? Go for a drive to nowhere in particular, snuggle with your pets, try a new yoga video on YouTube.

If you have any questions regarding these requirements, please contact your Provider Relations Manager/Designee. Your cooperation in this matter is appreciated.

Sincerely,

TaWanda Dent

VP of Community and Provider Relations