

## Agency Updates

(scroll down for additional resources)

**healthy365** – is working to support the community to the best of our ability in three ways:

1. Transportation – to/from medical appointments, labs, pharmacy. \*assessed on individual basis and not guaranteed
2. Food – delivery of food dependent on your situation. We can connect with other food resources as needed. \*assessed on individual basis and not guaranteed
3. Emotional support/community resources – our staff remain dedicated to providing support and referrals to needed resources. Our support navigator remains available and we are working to keep our resources updated during this crucial time.

We welcome you, your staff and/or your patients/clients to reach out as needed. We are here for you. 317-468-4231 or [healthy365@hancockregional.org](mailto:healthy365@hancockregional.org).

### **Hancock Regional Hospital:**

- <http://www.hancockregionalhospital.org/coronavirus/>
- Watch Steve Long's most recent video update here: <https://vimeo.com/407154579>
- The Hancock Triage Clinic and Hancock Covid Triage hotline (317-325-2683 (COVID)) continue to provide needed service to the community during this time.
- We have revised the visitation policy. Learn more on e-visitation at <https://www.hancockregionalhospital.org/2020/03/friends-or-family-in-the-hospital-e-visit/>
- Remember, the HPN offices remain open, though most of the visits are virtual (telephonic or video-based), so if you need to see your doctor, please call their office.
- Social Services is available in the hospital from 8am-11pm Monday-Friday and 8am-8pm on Saturday and Sunday if you need emotional support or resources. Please call 317-468-4532.
- Chaplain Services available for emotional and spiritual support. Contact Russ Jarvis at 317-468-4500 or Katherine Murry at 317-468-4124/email at [kmurray@suburbanhospice.org](mailto:kmurray@suburbanhospice.org).

### **If you have any quantity of the following supplies, we would greatly appreciate your donation.**

Contact the Hancock Health Foundation for more information at 317-468-4583 or 317-468-4252. Please drop them off inside Hancock Medical Equipment (1117 N. State St. Gfld) Monday - Friday 9 to 5 and Saturday 9 to noon.

1. Disposable Latex, Nitrile, Latex Free Gloves
2. Unused any size, any type masks (i.e. N95, surgical, standard ear loop, including youth)
3. Regular or disposable hospital grade gowns and/or bunny suits
4. Clear plastic safety goggles
5. Shoe covers
6. Bleach wipes
7. Paper towel
8. Hand sanitizer

\*Specific instructions can be provided for handmade masks.

**Community Behavioral Health**- Offices closed. We have converted to a virtual model for both individual and group therapy using the Webex software. The Hillsdale office through community is currently completing intakes for individuals that meet the criteria listed below.

1. Recently discharged from an inpatient unit.
2. Scoring a 3 or higher on the Columbia Risk Assessment
3. If the individual has had a recent suicide attempt or has an extensive history of suicidality.
4. Women that are pregnant or postpartum.

These individuals are triaged through our Access Department like normal. The contact information for our access department is 317-621-5719 (Option 2). If they meet criteria for an assessment, they are forwarded to the Hillsdale office for a virtual intake assessment.

The hope is that as we fine tune these processes, we will be able to fully open each of our clinics virtually. We are currently still conducting telephonic individual therapy sessions. We are also still doing all our Substance Use groups virtually.

As soon as we are open to intakes again, I will let everyone know. Please don't hesitate to reach out with any questions or concerns at [jtinsley@ecommunity.com](mailto:jtinsley@ecommunity.com).

**Columbus Behavioral Center**: Our facility is fully operational. We are monitoring for symptoms in patients and staff. We are taking proactive steps to keep our patients and team members safe while serving the needs of our community. We are actively monitoring and responding to all recommendations made by the CDC and our local health authorities. We continue to admit youth currently and have beds available. Please e-mail, call or fax records to: Michelle Orr, RN Admissions Director, Phone: 812-314-3721, Fax: 812-314-3718, [Michelle.orr@uhsinc.com](mailto:Michelle.orr@uhsinc.com)

**Love INC** – social services support, including food and toiletry supplies, employment assistance, financial assistance, and spiritual support. Contact - 317-468-6300.

**Wellspring Center** - Mental Health and Wellness program located on Brandywine Community Church campus. Wellspring is a connecting place for those in need of whole health renewal. Our Wellspring Resource Coaches will help individuals find their next steps plan for physical, mental, relational and spiritual recovery. Wellspring offers a variety of evidence and faith based Mental Health and Addiction related groups and services. We have a strong partnership with many community-based service providers as referrals. We help care for the whole person.

\*Groups and classes are being held virtually and support staff are available by phone. Contact us at 317-462-2015 or message us on the website [Wellspringind.org](http://Wellspringind.org)

**Wellspring Center Hours**

Mondays – 12pm-7pm

Tuesdays – 10am-5pm

Thursdays – 10am-5pm

**Wellspring Drive-Through Food Pantry Hours**

Mondays – 3pm-7pm

Wednesdays - 10am-2pm

**Children's Bureau (Anderson Office)** – office is closed until April 15; providing virtual services as much as possible, including doing intake for services; can set up times to drop supplies on porches of homes with needs like diapers, food, and clothing; can still help with housing, counseling, child care, recreation needs and help connect them with other services. Contact - 765-643-8022.

**Hancock County Food Pantry** – 741 ½ S. State Road 9, Greenfield. Contact - 317-468-0273. Adjusted to a drive-through model until further notice. Clients will stay in their vehicles throughout this entire process. Clients line up in their vehicles in the Food Pantry parking lot. A Food Pantry volunteer will be outside and will ask each client for their proof of Hancock County residency and their name, address, and number in household. After registration, the car will advance to the front of the line and get boxes of pre-packaged food boxes of canned goods and other items.

**Client Hours:**

**Monday**

1:00pm – 2:30pm

5:30pm – 6:30pm

**Tuesday**

9:00am – 10:30am

6:00pm – 7:00pm

**Wednesday**

7:00pm – 8:00pm

**Thursday**

7:00pm – 8:00pm

**Kenneth Butler Memorial Soup Kitchen** – 202 E. Main, Greenfield. Contact - 317-462-9900. Providing carry-out meals only from 11a-1p and 5p-7p, Monday through Friday, until further notice. Patrons will pick these meals up at the east front door and line up in front of the building only. The dining room will not be accessible to patrons, nor the free table or the free refrigerator.

**Hancock County WIC (Women, Infant, Children)** –All WIC appointments in Hancock County will be completed remotely by phone until further notice. Staff will be available Mon-Thurs from 9a-3p and Friday from 9a-12p by calling 317-462-3552. Provides food supplements and nutritional education to women who are pregnant, post-partum, or are breastfeeding, and to infants and children up to age 5. Applicants must meet income guidelines.

**ICAP** (Interlocal Community Action Program) – offices closed as of March 18 to walk-in public. Provides financial assistance with rent, utility bills, childcare, and assists with senior employment. All clients and persons needing services need to contact their local county office to determine if assistance can be provided without making an appointment. No new applicants to the wait list in Hancock County at this time. Hancock County is being staffed by Stephanie Gustin on a limited basis and she is taking calls on Monday-Thursdays from 9a-1p or Fridays from 9a-Noon. Contact - 317-462-2557 – Ext. 281 or email at [sgustin@icapcaa.org](mailto:sgustin@icapcaa.org)

**Hancock County Health Department** – closed to the public; no immunizations; can send Birth Certificates and Death Certificates by mail; COVID-19 screening calls and referrals to Hancock Health COVID-19 helpline for patients based on set criteria. Contact – 317-477-1125.

**Legal Aid Society, Inc.** – 615 N. Alabama – Ste. 122, Indianapolis. Contact – 317-635-9538. Monday-Friday 9a-5p. Compassionately providing free legal aid to low-income Hoosiers. Temporarily suspended in-person new client interviews, but they are conducting these interviews by telephone and will continue

to monitor the virus situation. If current client cases need immediate attention, they can see these clients on an as-needed basis.

**Healthy Families** – is still offering services and has moved to offering virtual assessments and visits. We are finding that families have been quite agreeable, and staff have become creative in utilizing technology! As we all know, with an increase in job loss, heightened fears and anxiety, comes an increase in child maltreatment. As high-risk families are stressing about an upcoming delivery or handling a newborn amidst worries about finances, food, and their future, Healthy Families continues to be a great resource for you to refer to.

Our Resource Specialists are working hard to stay abreast of the latest changes in community resources and our virtual home visitors are prepared to help families in recognizing their strengths, building resilience and keeping a watchful eye on family's mental health through weekly video visits.

Please continue to keep us in mind as you meet with prenatal moms or moms with a child less than 3 months old. As always, if you are needing referral forms or Healthy Families flyers, or have questions of any kind, please don't hesitate to reach us at 317-467-1236.

**Oases Counseling Center** –Offering Telehealth Only March 25-April 7 until we return to in office clients again. Insurance companies and Employee Assistance Programs are reimbursing for Telehealth and some for telephone sessions as well.

**Women's Resource Center** – Closed. Beth Ingle is available via email, office telephone-317-477-1959, cell phone 317-512-0788 or website [www.hcwrc.org](http://www.hcwrc.org).

**Life Choices Care Center:** Closed until further notice. Please check Facebook page and the website for most up to date information. In the meantime, if you know of someone that has an emergency and you absolutely need help with material resources, a pregnancy test or options for counseling please call 317-467-9700. A staff member will answer the phones on Monday, Tuesday, & Thursdays from 11-5 with the ability to provide case by case assistance. For Pregnancy and Counseling, we will ask you some basic health questions before allowing you to be seen. For material assistance with formula, diapers and clothing we will gather information over the phone and bring these items out to your car.

**Valle Vista Health (Greenwood)-** We continue to allow assessments in our facility 24/7. We are taking appropriate precautions by screening all staff and patients for COVID-19 prior to entering any of our buildings. We have openings on our inpatient acute units for ages 11 to adult, our detox unit for adults 18 and up, our Girls' Residential for ages 12-18 as well as our Intensive Outpatient (IOP) and our Partial Hospitalization Program (PHP). Our Medication Assisted Treatment (MAT) program call New Vista is also continuing to take clients. If anyone is in need of assessments for inpatient acute or outpatient programs, they can call us 24/7 at 1-800-447-1348. Medical or Social Workers may submit referrals for these services directly by fax at 317-859-4320. To schedule an intake in our New Vista program individuals may call them directly at 866-883-5330. If you are interested in being a speaker for a one hour webinar, please reach out to me at [Jennifer.Ramey@uhsinc.com](mailto:Jennifer.Ramey@uhsinc.com). All referrals for services can be called into our Access Dept. at 317-887-1348 or faxed to them at 317-859-4320.

**First Steps in Hancock County:** Virtual therapy sessions and phone meetings. Still taking new referrals but will complete the meetings over the phone or virtual means. Families can also choose to wait and do face-to-face meetings beginning again on May 31<sup>st</sup> or until Indiana left the public health emergency, whichever comes first. Families may also choose to put therapy on hold.

**Division of Family Resources – Hancock County:** Office is currently closed. You can still contact via phone and still submit applications over the phone. Still working on finding out how individuals can submit documentation for benefits. [www.in.gov/fssa](http://www.in.gov/fssa)

**CCDF (Childcare Vouchers):**

Maximus

(833)8IN-TAKE

833.946.8253

Fax 844.986.8253

[intake@maximus.com](mailto:intake@maximus.com)

online applications are now open: <https://earlyedconnect.fssa.in.gov/onlineApp/home>

**Vernon Township:** Office closed to walk-in appointments but are still taking phone calls regarding requests for township assistance for rent and utilities as well as other emergency needs. Best Contact is Stacy Nielsen 317-485-7327 ext 1.

**Cardinal Elements Ins:** is open for business using Telehealth to connect with clients, 100% covered by insurance. This vital service provides a connection for health and wellness. #trim2fitness so you can #age2prime. Cardinal Elements Inc. [wellnessprogram@cardinalelements.com](mailto:wellnessprogram@cardinalelements.com)  
[www.cardinalelements.com](http://www.cardinalelements.com) 317-410-9140

**Hancock Health Community Education**

[lreynolds2@hancockregional.org](mailto:lreynolds2@hancockregional.org) is Leah's email for virtual car seat checks. All classes are cancelled until further notice.

**healthy365 Tobacco Free Coordinator**

Please feel free to reach out to me at [bbastin@hancockregional.org](mailto:bbastin@hancockregional.org) or 317-468-4162 if I can help you and your organization with tobacco and vaping prevention and cessation resources.

And the Indiana Tobacco Quitline is FREE and can be reached at 1-800-QUIT-NOW. The free "This Is Quitting" vaping texting app available for youth and young adults is available by texting "Indiana" to "88709"

**DCS – Department of Child Services**

April is child abuse prevention month. To make a report, please call 1-800-800-5556. DCS is working hard to provide families resources and we thank you all for being those resources. Wear blue, make a Child Abuse Awareness month sign - put out a blue pinwheel if you have one. Help raise awareness!

**Proteus**

Hello! I am Randall Collins, Indiana Director of Proteus, Inc. We provide services to farmers and farmworkers alike. We provide educational/training services across the state. We are still working with our program participants across the state. We are all working from home at this time. Stay Positive & Stay Safe.... We are all in this Together! Cell: 765-243-1622 COVID-19 PROTEUS: We will continue to provide National Farmworker Jobs Program, NFJP Employment & Training Services during COVID-19 closures. We will NOT be providing any other services at this time as they will be suspended until further notice. Case Managers will be working remotely and meeting with clients through telephone calls and Zoom Meetings; NO face to face meetings. Our business hours: M-F 8a to 4:30p EST. We will continue to work on new and current intake applications for NFJP Employment and Training Services. Follow us on Facebook for other program updates.

Miriam Sonderborg, Central Indiana Case Manager 812-891-3921 [miriamS@proteusinc.net](mailto:miriamS@proteusinc.net) Our website: [www.proteusinc.net](http://www.proteusinc.net) and our Coalition [www.infarmworker.org](http://www.infarmworker.org)

### **Hancock4Kids**

To see the latest on Hancock4kids Parenting class rescheduling at HRH and Superhero 5K is now October 24th. We have parenting tips and positive ways to engage while families are at home with each other. Facebook @hancockcountychildren and [www.hancock4kids.org](http://www.hancock4kids.org)

### **Sugar Creek Fire Dept.**

We are working on reaching out to our community with awareness and info campaigns on several fronts. We are concerned with the increase in possibility of home fires so as you interact with folks please remind them to use care. We have added some interesting websites on our Fire Prevention Page to keep kids busy. Also on our page is a link to "Dealing with disaster coloring book from the CDC" We set Sept 26, 2020 for our Open House Event.

### **Boy Scouts of America**

David Elser -My email is [delser@scouting.org](mailto:delser@scouting.org). Feel free to reach out with with service project opportunities or if you'd like to showcase your business or organization through our Career Explorations program!

### **Hickory House**

We are working with state and partners to best take care of our residents and have lots of new protocols! Biggest updates with Hickory Recovery Network are: Hickory House- Greenfield, newly in network with commercial BCBS. Still accepting referrals. Hickory Treatment Center- Indianapolis is still accepting new referrals (must be Traditional medicaid or Presumptive Eligibility) We are here to help, so call us. 800-604-2117 is call center.

### **Salvation Army**

Salvation Army Hancock County has funds for rent, utilities and medical. Call Love INC 317-468-6300

### **Chances and Services for Youth – CASY**

We are a child care resource and referral program. For assistance locating childcare, families can contact us at 800-886-3952. My extension is 44. Our website address is [casonline.org](http://casonline.org). Family webinars weekly 12:30-1 on Thursday. If families or childcare providers need assistance they can reach out, 812-232-3952 ext. 45

### **(ITVAP) Indiana Trafficking Victims Assistance Program**

Just wanted to let you know if you are interested in a virtual Human Trafficking training please email me at [jherzog@indysb.org](mailto:jherzog@indysb.org). If you are interested in having a virtual ACEs presentation, please visit [www.acesindiana.org](http://www.acesindiana.org). Jessica Herzog-Hall

### **Anthem**

Anthem has a resource list that is updated daily. Please send me your resources to be added at [Jennifer.Nugent@anthem.com](mailto:Jennifer.Nugent@anthem.com)

### **Community Behavioral Health Wraparound**

Wraparound Access site is still open and taking referrals for youth ages 6 to 17 who are experiencing serious mental health issues. Please contact Margaret Madden at 317-258-0725 or [mmadden@community.com](mailto:mmadden@community.com). We are the access site in which we ask parents if they are wanting to work with Community Health Network aka Gallahue or Choices as Choices is now an approved Wrap Facilitation provided.

### **Safe Families**

Melissa Ham with Safe Families for Children. 317-468-6300 ext 1.

### **ICAP Headstart**

Now doing applications online. On the head start tab of <http://icapcaa.org/> to apply online. Follow up with a family advocate to turn in necessary documentation. Questions [kbowling@icapcaa.org](mailto:kbowling@icapcaa.org) 765-465-5737

### **FUSE**

FUSE has closed our office to the public & cancelled in-person events this month. Our casino night originally scheduled for mid-May has been moved to Friday, August 28. Sara & I are working remotely and continue to serve families. Using Zoom, we can provide parent trainings and meetings virtually, our next parent chat is at 8 this Friday evening.

### **Hancock County Community Foundation**

Hancock County Community Foundation: transitioned all discretionary grantmaking to Heart for Hancock fund, a fund to respond to community disaster. We have started making grants and will continue throughout this crisis and beyond. Please remember to utilize Hello Hancock to update your rescheduled event dates >> [hellohancock.com](http://hellohancock.com).

### **Alternatives**

Alternatives Inc. is continuing operations. Our crisis hotline (866-593-9999) is available 24/7. Emergency shelter services are still being provided, though some of our other services have moved to virtual appointments. All calls to our Hancock County office (317-462-8777) are being forwarded to me. Please refer victims to these phone numbers, and let me know how I can assist. As you have heard in this chat, the rates of abuse are expected to increase with this lockdown. Please reach out to me at [mgarrity@alternativesdv.org](mailto:mgarrity@alternativesdv.org) or 317-462-8777 with any questions. Thank you for all that you do!

### **Brandywine & Wellspring**

Celebrate Recovery 12-Step Program meeting online through Facebook, Celebrate Recovery - Brandywine Community Church. We are meeting online and through phone calls for newcomers. Our Wellspring Center is also taking referrals for mental health and wellness. We are doing intakes over the phone and hosting classes on Zoom. Drive Through Food Pantry hours include Monday 3-7 pm and Wednesday 10 am - 2 pm.

### **Fairbanks**

We have shut down our adolescent unit due to staffing issues and are currently only taking patients for online IOP, online education such as Prime for Life and Marijuana Ed, and medical detox. We are currently only keeping one patient per room in case we need to quarantine a patient.

### **Infancy Onward**

Infancy Onward will be having our Infant and Early Childhood Mental Health conference on August 6 and 7. Registration will be open next month. We are also working on the Infant Mental Health Endorsement. Please email me with any questions [sbailey@mhai.net](mailto:sbailey@mhai.net)

## **ADDITIONAL RESOURCES**

**United Way of Central Indiana** - Call 2-1-1 or visit [IN211.org](http://IN211.org) – can help connect people with food and clothing, mental health and addiction services, health care services, housing and utility assistance, education and employment services, children and family services, tax assistance, legal assistance, and refuge from domestic violence.

**National Alliance on Mental Illness (NAMI) Helpline** – Text NAMI to 741741. Crisis Text Line is open 24/7 to connect with a trained crisis counselor to receive free crisis support via text message.

**National Domestic Violence Hotline** – 1-800-799-SAFE (7233). Trained expert advocates are available 24/7 to provide confidential support to anyone experiencing domestic violence or seeking resources and information. Help is available in Spanish and other languages.

**National Sexual Assault Hotline** – Call 1-800-656-HOPE (4673). Free help, 24/7. Connect with a trained staff member from a sexual assault service provider in your area that offers access to a range of free services. Crisis chat support is available at <https://hotline.rainn.org/online>

**National Suicide Prevention Lifeline** – 1-800-273-TALK (8255). If you or someone you know is in crisis—whether they are considering suicide or not - please call the toll-free Lifeline to speak with a trained crisis counselor 24/7.

**Indiana Tobacco Quitline** – 1-800-QUIT-NOW (784-8669) or [www.quitnowindiana.com](http://www.quitnowindiana.com) for free help with quitting tobacco and vaping products. Available to anyone 13 years of age and older.

**Online AA groups:** <http://aa-intergroup.org/directory.php>

### **Talking With Children:**

#### **TIPS FOR CAREGIVERS, PARENTS, AND TEACHERS DURING INFECTIOUS DISEASE OUTBREAKS**

[https://store.samhsa.gov/sites/default/files/SAMHSA\\_Digital\\_Download/PEP20-01-01-006-508.pdf](https://store.samhsa.gov/sites/default/files/SAMHSA_Digital_Download/PEP20-01-01-006-508.pdf)

#### **Coping with Stress During Infectious Disease Outbreaks**

<https://store.samhsa.gov/sites/default/files/d7/priv/sma14-4885.pdf>

(Spanish version)

Cómo lidiar con el estrés durante un brote de una enfermedad contagiosa

<https://store.samhsa.gov/sites/default/files/d7/priv/sma14-4885spanish.pdf>

Care of Your Behavioral Health: TIPS FOR SOCIAL DISTANCING, QUARANTINE, AND ISOLATION

DURING AN INFECTIOUS DISEASE OUTBREAK

<https://store.samhsa.gov/sites/default/files/d7/priv/sma14-4894.pdf>

(Spanish version)

Cómo cuidar de su salud conductual:

CONSEJOS PARA LIDIAR CON MEDIDAS DE PRECAUCIÓN DURANTE UN BROTE DE UNA ENFERMEDAD CONTAGIOSA: DISTANCIAMIENTO SOCIAL, CUARENTENA Y AISLAMIENTO

<https://store.samhsa.gov/sites/default/files/d7/priv/sma14-4894spanish.pdf>

#### **Below are cellular companies' responses**

AT&T <https://about.att.com/pages/COVID-19.html>

T-Mobile <https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response>

Verizon <https://www.verizonwireless.com/support/covid-19-faqs/>

Sprint <https://newsroom.sprint.com/covid-19-updates-sprint-responds.htm>

#### **Click the link below for current information on unemployment**

[https://www.in.gov/dwd/files/Indiana\\_Unemployment\\_FAQ.pdf](https://www.in.gov/dwd/files/Indiana_Unemployment_FAQ.pdf)



## **COVID-19 School-Based Resources**

IDOE (Indiana Department of Education):  
Weekly Webinar by Dr. McCormick

<https://www.doe.in.gov/safety/health/idoe%E2%80%99s-%E2%80%9C-covid-19-weekly-webinar-school-leaders%E2%80%9D>

COVID-19 Resources for Indiana Schools

<https://www.doe.in.gov/safety/health/covid-19-resources-indiana-schools>

2020 COVID-19 Remote Learning

<https://www.doe.in.gov/elearning/2020-covid-19-remote-learning>

Social-Emotional Remote Learning Resources

<https://tinyurl.com/IDOESEL>

CASEL (Collaborative for Academic Social and Emotional Learning):

SEL RESOURCES DURING COVID-19

<https://casel.org/covid-resources/>

MCCOY (Marion County Commission on Youth) COVID-19 Resources:

<https://mccoyouth.org/resources-during-covid19-distancing/?eType=EmailBlastContent&eId=2c1c4eca-3f3f-42cc-be81-430d9486c1a3>

Youth First:

<https://youthfirstinc.org/talking-to-your-children-about-the-coronavirus/>

Project AWARE:

Avon Community School Corporation – mental wellness and counseling videos

<https://www.avon-schools.org/Page/14723>

Free workbook for elementary children about the healthy habits of emotional well-being. Please feel free to share this resource. The workbook for children and other resources can be downloaded at: <https://giveanhour.org/coronavirus-resources/>

### **Update on Medicaid policy changes re: COVID-19**

In response to the COVID-19 public health emergency, some policy and program changes have been made to help ensure members in our managed care programs (Healthy Indiana Plan, Hoosier Care Connect, Hoosier Healthwise) as well as our Traditional Medicaid members are able to maintain continuous coverage in this critical time.

#### **Member Eligibility**

Member health coverage will not be terminated during the public health emergency. Member coverage will only end if a member voluntarily withdraws or moves out of the state. This applies to all full coverage Indiana Health Coverage Programs. It does NOT apply to presumptive eligibility. Presumptively eligible members must still complete a full IHCP application. This decision was implemented after letters were sent to members whose coverage was set to close on March 31. Those closures will not take place, and new letters will be sent.

#### **Cost Sharing**

All cost sharing is suspended for the duration of the public health emergency. Members who typically had co-payments will not have any co-payments applied starting April 1, 2020. This applies to all IHCP programs including HIP. This includes pharmacy co-payments.

Premiums and POWER Account contributions will be waived for the months of March-August 2020. This applies to the CHIP program, HIP and MEDWorks. All members who made payments for the month of March or any future months will have those payments applied as credits on their account when payments are required again.

Member coverage will start when eligibility is determined and will not require a first payment in order to begin. Fast Track payments will not be required and we ask that organizations stop making these payments.

**Pharmacy**

Pharmacies are now allowed to fill prescriptions with name brand drugs in the event that the generic drug the member takes is out of supply. Pharmacies can also now fill some prescriptions early and can fill maintenance prescriptions for 90-days, if requested.

**Additional resources**

Members with questions should contact their health plan (Anthem, CareSource, MDwise or MHS) using the information found on the back of their health coverage card, or on [this web page](#). Questions can also be submitted via the webform found [here](#).