

To: All Providers

From: AmeriHealth Caritas District of Columbia

Date: February 28, 2020

Subject: Coronavirus Disease (COVID-19)

Summary: Up-to-date information about COVID-19 is available for health care professionals on the Centers for Disease Control and Prevention (CDC) website at <https://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html>

Background

The CDC is closely monitoring the outbreak of respiratory disease caused by a new coronavirus that was first detected in Wuhan City, Hubei Province, China and continues to spread. On February 11, 2020, the World Health Organization named the disease Coronavirus Disease 2019 (abbreviated “COVID-19”).

For any patient meeting criteria for evaluation for COVID-19, clinicians should visit the state department link from the CDC site (<https://www.cste.org/page/EpiOnCall>) or the local health department link (<https://www.naccho.org/membership/lhd-directory>) also from the CDC site to report a Person Under Investigation (PUI) for COVID-19. For patients who are severely ill with coronavirus-like symptoms, evaluation for COVID-19 may be considered even if a known source of exposure has not been identified.

Evaluation of Patients

You can access a printable resource for health care professionals for the evaluation of patients at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/identify-assess-flowchart.html> who may be ill with or who may have been exposed to COVID-19.

Number of Cases in your State

*For the cumulative number of cases in your state: <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>

*Please note this is updated regularly on Mondays, Wednesdays, and Fridays.



Other Resources & Alerts that can be found on the CDC website:

- Healthcare preparedness tools: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/preparedness-checklists.html>
- Reporting a PUI for 2019-nCoV: <https://www.cdc.gov/coronavirus/2019-ncov/php/reporting-pui.html>
- Healthcare Supply of Personal Protective Equipment: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/healthcare-supply-ppe.html>
- 2019-nCoV (Coronavirus) Publications: <https://www.cdc.gov/coronavirus/2019-ncov/publications.html>
- Health Alert Network (HAN): Update and Interim Guidance on Outbreak of 2019 Novel Coronavirus (2019-nCoV) <https://emergency.cdc.gov/han/han00427.asp>
- Frequently Asked Questions and Answers: Infection and Pregnancy <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/pregnancy-faq.html>
- What Healthcare Personnel Should Know about Caring for Patients with Confirmed or Possible 2019-nCoV Infection: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/caring-for-patients.html>
- Frequently Asked Questions and Answers for Healthcare Professionals <https://www.cdc.gov/coronavirus/2019-ncov/hcp/faq.html>

External Resources from the CDC:

- World Health Organization (WHO) Coronavirus: <https://www.who.int/health-topics/coronavirus>
- WHO guidance on clinical management of severe acute respiratory infection when novel coronavirus (2019-nCoV) infection is suspected: <https://www.who.int/docs/default-source/coronaviruse/clinical-management-of-novel-cov.pdf>
- Guidelines for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings: <https://www.cdc.gov/infectioncontrol/guidelines/isolation/index.html>

Questions

If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at 202-408-2237.

Sincerely,
AmeriHealth Caritas District of Columbia

1250 Maryland Avenue S.W., Suite 500, Washington, DC 20024



AmeriHealth Caritas District of Columbia complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AmeriHealth Caritas District of Columbia does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

AmeriHealth Caritas District of Columbia:

- Provides free aids and services for people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free (no-cost) language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact AmeriHealth Caritas District of Columbia at **1-800-408-7511** (TTY/TDD **202-216-9885** or **1-800-570-1190**). We are available 24 hours a day.

If you believe that AmeriHealth Caritas District of Columbia has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Member Services in the following ways:

- By phone at **202-408-4720** or toll free at **1-800-408-7511**
- In writing by fax at **202-408-8682**
- By mail at AmeriHealth Caritas District of Columbia, Member Services Grievance Department, 200 Stevens Drive, Philadelphia, PA 19113

If you need help filing a grievance, AmeriHealth Caritas District of Columbia Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201

1-800-368-1019 (TTY/TDD **1-800-537-7697**)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.



Multi-language interpreter services

English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call **1-800-408-7511** (TTY/TDD: 202-216-9885 or 1-800-570-1190).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-408-7511** (TTY/TDD: 202-216-9885 o 1-800-570-1190).

Amharic: ማሳሰቢያ: እሚርኛ መናገር የሚችሉ ከሆነ፣ ከክፍያ ነጻ የሆነ የቋንቋ ድጋፍ አገልግሎት ይቀርባል። በስልክ ቁጥር **1-800-408-7511** (TTY/TDD: 202-216-9885 ወይም 1-800-570-1190) ይደውሉ

Arabic:

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالجان. اتصل برقم **1-800-408-7511** (رقم هاتف الصم والبكم TTY/TDD: 202-216-9885 أو 1-800-570-1190).

French: ATTENTION : Si vous parlez français, des services d'aide linguistique sont à votre disposition sans frais. Appelez le **1-800-408-7511** (ATS/ATME : 202-216-9885 ou 1-800-570-1190).

Chinese Mandarin: 注意: 如果您说中文普通话/国语, 我们可为您提供免费语言援助服务。请致电: **1-800-408-7511** (TTY/TDD: 202-216-9885 或 1-800-570-1190)。

Portuguese: ATENÇÃO: Se você fala português, estão disponíveis para você serviços de assistência linguística, sem nenhum custo. Ligue para **1-800-408-7511** (TTY/TDD: 202-216-9885 ou 1-800-570-1190).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-408-7511** (TTY/TDD: 202-216-9885 o 1-800-570-1190).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-408-7511** (TTY/TDD: 202-216-9885 или 1-800-570-1190).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-408-7511** (TTY/TDD: 202-216-9885 o 1-800-570-1190).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-408-7511** (TTY/TDD: 202-216-9885 hoặc 1-800-570-1190).

Japanese: 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-408-7511** (TTY/TDD: 202-216-9885 又は 1-800-570-1190)。まで、お電話にてご連絡ください。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-408-7511** (TTY/TDD: 202-216-9885 혹은 1-800-570-1190). 번으로 전화해 주십시오.

Yoruba: ÀKÍYÈSÌ: Bí o bá ñsọ Yorùbá, àwọn iṣẹ iranlọwọ èdè wà fún ọ l'ọ̀dọ̀fẹ́. Pe **1-800-408-7511** (TTY/TDD: 202-216-9885 tàbí 1-800-570-1190).

Thai: โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถใช้บริการผู้ช่วยด้านภาษา โดยไม่มีค่าใช้จ่าย กรุณาติดต่อที่หมายเลข **1-800-408-7511** (TTY/TDD: 202-216-9885 หรือ 1-800-570-1190).

German: ACHTUNG: Wenn Sie Deutsch sprechen, ist Sprachunterstützung für Sie kostenlos verfügbar. Rufen Sie **1-800-408-7511** (TTY/TDD: 202-216-9885 oder 1-800-570-1190).



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GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR