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| Section:<br><b>Clinical Practices</b>  | Procedure Name:<br><b>COVID-19 Resource Support</b>  | Procedure #:<br><b>12.15</b>      |
| Overarching Policy:<br><b>COVID-19 Resource Support</b>  |  |                                   |
| Owner:<br><b>Director of Clinical Quality</b>  | Reviewed By:<br><b>Moira Kean</b>  | Total Pages:<br><b>4</b>          |
| Required By:<br><input type="checkbox"/> BBA <input type="checkbox"/> MDHHS <input type="checkbox"/> NCQA<br><input type="checkbox"/> Other (please specify):<br>_____   | Final Approval By:<br><i>Moira Kean</i>  | Date Approved:<br>Apr 23, 2020    |
| Application:<br><input checked="" type="checkbox"/> SWMBH Staff/Ops<br><input type="checkbox"/> Participant CMHSPs<br><input type="checkbox"/> SUD Providers<br><input type="checkbox"/> MH/IDD Providers<br><input type="checkbox"/> Other (please specify):<br>_____ | Line of Business:<br><input type="checkbox"/> Medicaid <input checked="" type="checkbox"/> Other (please specify):<br><input type="checkbox"/> Healthy Michigan <u>Kalamazoo Health Connections</u><br><input type="checkbox"/> SUD Block Grant<br><input type="checkbox"/> SUD Medicaid<br><input checked="" type="checkbox"/> MI Health Link | Effective Date:<br><b>3/23/20</b> |

**Policy:** Southwest Michigan Behavioral Health (SWMBH) will allot designated monies to provide resources to include but not be limited to food, toiletries, transportation, and clean water to high risk beneficiaries during Covid-19 crisis.

**Purpose:** To redistribute and utilize monetary resources to meet the needs of high-risk, complex beneficiaries during Covid-19 crisis.

**Scope:** This policy will apply specifically to active members of two of SWMBH’s programs. Monies may be dispersed to other beneficiaries as approved by Senior Leaders and the Chief Executive Officer at SWMBH.

The two programs defined within this policy are:

- Kalamazoo Health Connections
- MI Health Link Complex Case Management

The time period will include the time frame of state of emergency established by local, state and/or federal government related to the Covid-19 crisis in the United States. Note Michigan Executive Order No. 2020-4 Declaration of State of Emergency, by Governor Whitmer on March 10, 2020 and Proclamation on Declaring a National Emergency Concerning the Novel Coronavirus Disease



(COVID-19) Outreach on March 13, 2020. Upon discontinuation of this related state of emergency, this policy will become null and void.

**Responsibilities:**

SWMBH Integrated Care staff will identify any beneficiary needs through conversation and assessment of need during Covid-19 Crisis.

SWMBH Integrated Care staff will communicate with staff members about need and determine supports that SWMBH can provide.

SWMBH Integrated Care staff will communicate with the beneficiaries in need to determine a reasonable amount of resources needed and preferences if appropriate.

SWMBH Integrated Care staff will purchase chosen goods and deliver to beneficiary within reasonable time frame to meet his or her needs.

SWMBH Integrated Care staff will submit receipts to Finance Department as instructed.

**Definitions:**

Covid-19 (AKA Coronavirus) – Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.

**Procedure:**

When a SWMBH staff member identifies a beneficiary in need of food, toiletries, clean water, transportation or other need, that staff member will consult with at least one other staff member to ensure the need for resources and the inability of other community resources to meet this need during time of crisis.

Upon identification, specific needs will be detailed and documented in writing to the Department Senior Leader or designee via email or other format upon request.

The request must be approved by the department Senior Leader via email or other format upon request and copy Garyl from the Finance Department or designee.

Program staff will obtain gift cards from Finance Department to purchase supplies for the beneficiary and deliver supplies to the beneficiary at a time frame based on their needs but within the time frame of the state of emergency.

Upon delivery, SWMBH staff will follow local, state and federal guidelines to keep appropriate distance (6 feet) from the beneficiary and potentially drop off supplies on the porch or using other techniques to avoid exposure for either the beneficiary or staff member.



SWMBH staff will turn in all receipts to Finance Department.

**Effectiveness Criteria:** All beneficiaries active in Kalamazoo Health Connections or MI Health Link Complex Case Management will receive support of resources to include but not be limited to food, toiletries and clean water upon request and/or commenting about need to staff.

Any supports provided will be documented in SWMBH's Electronic Health Record.

All receipts will be provided to Finance Department.

**References:** CDC. What you need to know about coronavirus disease 2019 (COVID-19). March 3, 2020. Retrieved on March 20, 2020 from <https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf>

White House. Proclamation on declaring a national emergency concerning the novel coronavirus disease (COVID-19) Outbreak. Issued: March 13, 2020. Retrieved on March 20, 2020 from <https://www.whitehouse.gov/presidential-actions/proclamation-declaring-national-emergency-concerning-novel-coronavirus-disease-covid-19-outbreak/>

Michigan.gov. Executive order 2020-04-declaration of state of emergency. Issued: March 20, 2020. Retrieved on March 20, 2020 from [https://www.michigan.gov/whitmer/0,9309,7-387-90499\\_90705-521576--,00.html](https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705-521576--,00.html)

**Attachments:** None



**Revision History**

| <b>Revision #</b> | <b>Revision Date</b> | <b>Revision Location</b> | <b>Revision Summary</b>    | <b>Revisor</b> |
|-------------------|----------------------|--------------------------|----------------------------|----------------|
| 1                 | 3/23/2020            |                          | Initial creation of policy | Sarah Green    |
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# 12.15 COVID-19 Resources

Final Audit Report

2020-04-23

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| Created:        | 2020-04-23                                    |
| By:             | Erin Peruchietti (erin.peruchietti@swmbh.org) |
| Status:         | Signed  |
| Transaction ID: | CBJCHBCAABAAAPQmweO42NZVaLl9g7fbGUQrP0bUExsL  |

## "12.15 COVID-19 Resources" History

-  Document created by Erin Peruchietti (erin.peruchietti@swmbh.org)  
2020-04-23 - 1:24:28 PM GMT- IP address: 96.36.47.106
-  Document emailed to Moira Kean (moira.kean@swmbh.org) for signature  
2020-04-23 - 1:24:59 PM GMT
-  Email viewed by Moira Kean (moira.kean@swmbh.org)  
2020-04-23 - 1:57:17 PM GMT- IP address: 108.203.175.2
-  Document e-signed by Moira Kean (moira.kean@swmbh.org)  
Signature Date: 2020-04-23 - 1:57:39 PM GMT - Time Source: server- IP address: 108.203.175.2
-  Signed document emailed to Erin Peruchietti (erin.peruchietti@swmbh.org) and Moira Kean (moira.kean@swmbh.org)  
2020-04-23 - 1:57:39 PM GMT