



75 Vanderbilt Avenue, Staten Island NY 10304 1-844-CPHL-CARES

Dear participating CPHL provider:

As you are aware, the number of people testing positive for Coronavirus (COVID-19) is increasing in our service area. Centers Plan for Healthy Living is monitoring these developments and is in close communication with the Local and State authorities. This is an evolving situation; it is imperative that we partner to avoid potential gaps in care, and ensure that you are prepared to respond to patients who may be affected.

Health officials are urging people to take preventative actions to avoid illness including, but not limited to:

- Washing hands often with soap and warm water for at least 20 seconds;
- Covering one's mouth and nose with a tissue or flexed elbow when coughing or sneezing;
- Disinfecting frequently touched objects and surfaces; and
- Encouraging employees who are ill to not report to work, and reach out to their personal physician for guidance.

Additionally, the U.S. State Department has issued travel warnings for several countries impacted by COVID-19 including, but not limited to, China, Iran, Italy and South Korea. **Any health care professional, or employee, who has traveled to any of these locations, and has not undergone the recommended screening procedure, and/or is experiencing fever or flu-like symptoms should not be interacting with our members. Please continue to monitor developments as risk areas and the U.S. State Department travel warnings continue to change.**

As a participating CPHL provider, we:

1. Remind you of your obligation to comply with New York State's Communicable Disease Reporting requirements - <https://www.health.ny.gov/professionals/diseases/reporting/communicable/>;
2. Request that you notify us when you've submitted a Communicable Disease Report in accordance with these requirements; and
3. Ask that you notify us immediately if you know of a member who is experiencing signs of the coronavirus, or if a member has been exposed to a caregiver who has tested positive for, or may be experiencing signs of, the coronavirus.

Please send all notifications to the Clinical Operations Department via e-mail to covid19notification@centersplan.com or by phone at (844) 292-4211.

For additional information about COVID-19, please go to the following sites of the CDC: <https://www.cdc.gov/coronavirus/2019-ncov/about/index.html> and the New York State Department of Health: <https://www.health.ny.gov/diseases/communicable/coronavirus/>

Thank you for your efforts in ensuring the health and well-being our of members