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## Memo – March 2020

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### **Coronavirus 2019**

My Choice Family Care – Care Wisconsin is committed to protecting our employees, Members and service providers. We share your concerns about Coronavirus (COVID-19) and want you to know that our organization is prepared and responding.

### **Offices**

Currently, all My Choice Family Care - Care Wisconsin offices are open by appointment only. We will continue to monitor the situation closely and may decide to close our offices temporarily upon Federal or State guidance or in order to facilitate social distancing. Please contact our main number with any questions. 877-489-3814

### **Member Visits**

To help minimize the spread of the illness, we will conduct most Member visits by telephone. Where necessary, we will make in-person visits to address critical health and safety concerns but will do so following CDC guidelines. Members should reach out directly to their Care Manager with any issues or concerns. My Choice Family Care – Care Wisconsin is working closely with its service providers to prevent or reduce disruptions in services. Members who experience any disruptions or issues with services should contact their Care Manager immediately.

We are committed to supporting our members, staff, providers and communities through this challenging time, and we want to hear from you.



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## Memo – March 2020 *continued*

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### **Additional References**

Please review [this document](#) created by the WI Department of Health Services or watch [this video](#) from the Centers for Disease Control and Prevention (CDC). We encourage you to visit the CDC's website (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>) and the WI Department of Health Services (<https://www.dhs.wisconsin.gov/covid-19/index.htm>) websites for the most current information on COVID-19. For further information about our Family Care Partnership, SSI Managed Care, or Medicare Advantage programs, please follow this [LINK](#). For Trilogy Badger Care Plus, please follow this [LINK](#).