Dear Provider Network Executive Director:

Over past week, Oakland Community Health Network’s (OCHN) leadership team has been working diligently to learn as much as we can about the Coronavirus (COVID-19). This includes its potential impact on the people we serve and our provider network. Based on information gathered from the Centers for Disease Control (CDC), the Michigan Department of Health and Human Services (MDHHS), and the Oakland County Health Division (OCHD), we are in the process of developing a three-tiered strategic plan to address potential concerns. OCHN is relying on the expertise of these organizations during this time.

I am encouraging everyone to remain calm and focused on factual information and guidance from experts. I am confident we can successfully navigate this public health challenge together. The people we serve, as well as their families and allies, are going to be looking to us for guidance and will follow our lead.

Below please find the initial tiers being developed by OCHN.

**Tier 1: Promote and Share Preventive Information**

- A link to OCHD’s coronavirus prevention resource page has been added to OCHN’s website. OCHN providers are being asked to do the same. ([Click Here to View Resources](#))

- A networkwide email message, including OCHD’s coronavirus prevention toolkit, will be sent to all OCHN service providers today, Wednesday, March 11, 2020.

- OCHD posters about steps to minimize exposure to the virus, including hand washing, will be mailed to all group homes and other service sites.

- Create talking points for staff in trainings, meetings, and presentations with prevention messages.

**Tier 2: Ensure Ongoing Service Delivery**

- Work with OCHN service providers to determine unique challenges faced by our network, and plans to ensure ongoing service delivery to people in the event of a confirmed coronavirus diagnosis. This includes, but is not limited to addressing concerns related to the following areas:
  - HCBS Rules
  - Community Activities
  - Staffing
In order to ensure we are able to have as comprehensive of a plan as possible, we have created a Q & A link accessible through OCHN’s website. Please add any specific questions or areas of concern related to our service network here. (Click Here to View Questionnaire)

- Please join us in sharing encouraging messaging to reduce unnecessary fear or panic. OCHN is sharing the following with our staff, network, and people we serve:
  - This is a manageable situation.
  - It is temporary.
  - There is a need to advocate for unity and support throughout the network.

**Tier 3: Following State and Local Public Health Guidance**

- Develop and implement an emergency preparedness plan with OCHD’s assistance.
- Follow any and all guidelines related to travel, self-quarantine, and seeking medical intervention.
- Follow any and all guidelines related to public gatherings.

Please note that unless or until travel or other restrictions are put in place by our public health experts, services and supports to people are provided as outlined in their IPOS. Any changes to service authorizations or delivery are done through the person / family-centered planning process. Ongoing updates about the coronavirus will be shared with the people we serve and our provider network as information is made available to OCHN. Your support, ongoing dedication to the people we serve, and collaboration during this time is greatly appreciated.

Sincerely,

Anya Eliassen,
Interim CEO and Chief Financial Officer