

March 23, 2020 ~ COVID 19

Charles County Emergency Services

Sit Rep #9

*New items will be italicized*

***Childcare for First Responders has been highlighted below in two sections.***

<b><u>SITUATION</u></b>	
<b>Situation Summary:</b>	Global COVID-19 situation map <a href="#">here</a>  Maryland summary map <a href="#">here</a>
<b>COVID Confirmed cases in Charles County</b>	<b><i>7 cases total.</i></b> <b><i>Two previously reported 3/13 and 3/16</i></b> <b><i>New:</i></b> <b><i>Female in her 50's from Waldorf - community acquired</i></b> <b><i>Female in her 30's from Waldorf - community acquired</i></b> <b><i>Female in her 50's from Waldorf - community acquired</i></b> <b><i>Male in his 30's from Hughesville - community acquired</i></b> <b><i>Female in her 30's Waldorf - community acquired</i></b>
<b>Websites that include the official information:</b>	FEMA's rumor control website: <a href="https://www.fema.gov/coronavirus-rumor-control?fbclid=IwAR3x4emdkwiN9W1z_dMZVPFTjqvwxCExSi9THFHwkddzXjITl1g-py9iio">https://www.fema.gov/coronavirus-rumor-control?fbclid=IwAR3x4emdkwiN9W1z_dMZVPFTjqvwxCExSi9THFHwkddzXjITl1g-py9iio</a>  Updated CDC flyers have been added to the below site. Printable CDC Handouts & Posters: <a href="https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html">https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html</a> CDC COVID-19 website for informational purposes: <a href="https://www.cdc.gov/coronavirus/2019-ncov/index.html">https://www.cdc.gov/coronavirus/2019-ncov/index.html</a> Maryland Dept of Health Coronavirus website: <a href="https://phpa.health.maryland.gov/Pages/Novel-coronavirus.aspx">https://phpa.health.maryland.gov/Pages/Novel-coronavirus.aspx</a> <a href="https://coronavirus.maryland.gov/">https://coronavirus.maryland.gov/</a> Charles County Dept of Health Coronavirus website: <a href="http://www.charlescountyhealth.org/2019-novel-coronavirus-2019-ncov-in-the-u-s/">http://www.charlescountyhealth.org/2019-novel-coronavirus-2019-ncov-in-the-u-s/</a>  Charles County Government: <a href="https://www.charlescountymd.gov/services/health-and-human-services/covid-19">https://www.charlescountymd.gov/services/health-and-human-services/covid-19</a>
<b>Closures:</b>	<b><i>All closures for Charles County will be listed here:</i></b> <b><i><a href="https://www.charlescountymd.gov/government/operating-schedule">https://www.charlescountymd.gov/government/operating-schedule</a></i></b>  <b><i>Multiple closures based upon Governor Protective Orders including all non-essential services/businesses.</i></b>

**\*\*SitRep #9 ~ Mar 23, 2020 – Next SitRep Mar 24, 2020\*\***

## March 23, 2020 ~ COVID 19

<b><u>EXECUTIVE ACTIONS</u></b>	
<b>EOC Activation:</b>	<p>Enhanced Activation – Monday-Friday 0800 to 1700 – <b>Virtual on Weekends</b>  11am Daily Conference Call/meeting with Core Planning Team  Other EOC work groups meeting daily (Mon-Fri) and providing reports at the Core Meeting</p> <p>MEMA Full Activation of the SEOC – with staff will be operating Monday – Friday 0700 to 1700.  Virtual on Weekends.</p> <p>New email address established for EOC Operations:  <a href="mailto:deseoc@charlescountymd.gov">deseoc@charlescountymd.gov</a>  <a href="mailto:desplanning@charlescountymd.gov">desplanning@charlescountymd.gov</a>  <a href="mailto:deslogistics@charlescountymd.gov">deslogistics@charlescountymd.gov</a>  <a href="mailto:desfinance@charlescountymd.gov">desfinance@charlescountymd.gov</a>  <a href="mailto:dessafety@charlescountymd.gov">dessafety@charlescountymd.gov</a>  <a href="mailto:desdonations@charlescountymd.gov">desdonations@charlescountymd.gov</a></p>
<b>State of Emergency:</b>	<p>State of Maryland Declared on 3/5/2020  County Declared 3/16/2020</p>
<b>Protective Actions:</b>	<p><b><u>All gatherings must be less than ten persons.</u></b>  <i>All non-essential businesses have been closed. See attached interpretive guidance.</i>  <i>Social Distancing programs in effect from Governor's Order. All Governor's Executive orders are posted here:</i>  <a href="https://governor.maryland.gov/category/executive-orders/">https://governor.maryland.gov/category/executive-orders/</a></p> <p><i>Interpretive guidance for the closure of non-essential businesses have been attached to this email.</i></p>
<b>County Government:</b>	<p><i>County Government Buildings are Closed to the Public</i>  Telework for non-essential workers and some essential staff that can telework.</p> <p>Closures for County Government here:  See here for Recreations, Parks and Tourism  <a href="https://www.charlescountyparks.com/about-us/covid-19">https://www.charlescountyparks.com/about-us/covid-19</a></p> <p>See here for Operating Status updates:  <a href="https://www.charlescountymd.gov/government/operating-schedule">https://www.charlescountymd.gov/government/operating-schedule</a></p>

## March 23, 2020 ~ COVID 19

<b>PIO:</b>	<p>County PIOs are actively coordinating with other agency PIOs and providing support to the Dept of Health – including assisting with rumor control and media monitoring.</p> <p><b>Charles County Government News Releases:</b></p> <p><a href="https://www.charlescountymd.gov/services/health-and-human-services/covid-19/county-and-partnership-news-releases">https://www.charlescountymd.gov/services/health-and-human-services/covid-19/county-and-partnership-news-releases</a></p> <p>Providing information to T-Bone &amp; Heather for radio broadcast, posting a new video this evening, promoting CNS, and sending important messaging through the CNS in addition to posting/sharing on social media.</p> <p>Here are the number of views on YouTube for the COVID-19 videos as of 1:40P 3/23/20</p> <table> <tr> <td>In the Studio COVID-19 (Dr. Lowery)</td><td>644</td></tr> <tr> <td>Local Update Collins 3/13</td><td>1349</td></tr> <tr> <td>Local Update Collins 3/16</td><td>622</td></tr> <tr> <td>BOCC COVID-19 Update 3/17</td><td>618</td></tr> <tr> <td>CCDH (Hawkes) 3/18</td><td>170</td></tr> <tr> <td>CCDH (Starn) 3/19</td><td>270</td></tr> <tr> <td>CCDH (Gardiner) 3/23</td><td>38</td></tr> <tr> <td>PSA commercial 3/6</td><td>54</td></tr> </table>	In the Studio COVID-19 (Dr. Lowery)	644	Local Update Collins 3/13	1349	Local Update Collins 3/16	622	BOCC COVID-19 Update 3/17	618	CCDH (Hawkes) 3/18	170	CCDH (Starn) 3/19	270	CCDH (Gardiner) 3/23	38	PSA commercial 3/6	54
In the Studio COVID-19 (Dr. Lowery)	644																
Local Update Collins 3/13	1349																
Local Update Collins 3/16	622																
BOCC COVID-19 Update 3/17	618																
CCDH (Hawkes) 3/18	170																
CCDH (Starn) 3/19	270																
CCDH (Gardiner) 3/23	38																
PSA commercial 3/6	54																
<b>Schools:</b>	<p>Schools will be closed beginning Monday 3/16/2020 and will be closed through 3/27/2020.</p> <p>Over 11,000 meals were served last week, and the meal distribution continues this week, with 3 additional sites.</p> <p>They are considering delivery options for those that are eligible.</p> <p>Schools may not open on 3/30 as planned, waiting on additional guidance from the State.</p>																
<b><u>HEALTH and HUMAN SERVICES</u></b>																	
<b>Total Casualties:</b>	None in Charles County at this time.																
<b>Shelter Operations:</b>	Not Activated																
<b>Recreations, Parks &amp; Tourism:</b>	<p>No report requested at this time.</p> <p>See cancellations here:  <a href="https://www.charlescountyparks.com/about-us/covid-19">https://www.charlescountyparks.com/about-us/covid-19</a> </p>																

**March 23, 2020 ~ COVID 19**

<b>Department of Health:</b>	<p>Participating in coordination meetings with Emergency Management.</p> <p>A call center hotline is established on Monday <b>301-609-6717</b>. There has been significant call volume and they may extend the hours.</p> <p><i>The basic plans to setup the VEIP site as a collection/test site for COVID-19 have been reviewed locally. A meeting was held this morning to possibly set this up sometime later in the week based upon the availability of testing kits.</i></p> <p><i>Please see the attached updated FAQ from Maryland Dept of Health.</i></p> <p><i>Here are some resources on telehealth in Maryland (for providers):</i></p> <p>CareFirst: <a href="https://individual.carefirst.com/individuals-families/about-us/coronavirus-healthcare-providers.page">https://individual.carefirst.com/individuals-families/about-us/coronavirus-healthcare-providers.page</a></p> <p>Medicaid - Patients homes are now considered an originating site (previously patients had to go to a health clinic, provider office etc to connect with an off site provider) - as far as I know, all MCO plans are following this guidance</p> <p>Aetna - <a href="https://www.aetna.com/individuals-families/member-rights-resources/covid19.html">https://www.aetna.com/individuals-families/member-rights-resources/covid19.html</a></p> <p><a href="#">Cigna</a></p> <p><a href="#">General Fact Sheet</a></p>
Social Services	<p>Charles County Department of Social Services is closed <u>TO THE PUBLIC</u>. We continue to provide services such as :</p> <ul style="list-style-type: none"> <li>• SNAP (food stamps)</li> <li>• Temporary Cash Assistance (TCA) to families</li> <li>• Short-term disability (TDAP)</li> <li>• Emergency Assistance for rent, foreclosure, burial, and other day-to-day needs (These funds are VERY limited)</li> <li>• Child Support - both new applications and action to collect</li> <li>• Homelessness services (limited to temporary and emergency sheltering for those NOT exhibiting COVID-19 symptoms)</li> </ul> <p><b>We will continue conducting in-home and in-facility investigations on reports of child abuse and neglect and adult abuse/neglect and financial exploitation.</b></p>

## March 23, 2020 ~ COVID 19

	<p>CCDSS staff remain available to you should you have questions about services, need us to contact a constituent, or wish to include us in planning for the longer-term problems we will all need to address inflicted by COVID-19.</p>
<b>Community Services:</b>	<p><i>Childcare Options with AlphaBest which is the on site program at the Port Tobacco community center. This arrangement is a “last option” for parents who don’t have other childcare options, but work in essential healthcare (local hospital, our area nursing homes), 911/dispatch, EMS, CCSO, etc. The Port Tobacco site is not very large &amp; will still need to practice appropriate social distancing, so we expect to use this option for those essential staff who may not otherwise be able to come to work.</i></p> <p><i>There will be a daily drop-in fee, which we hope will make it more affordable for employees who do shift work &amp; therefore may not need typical Mon-Fri weekly care.</i></p> <p><i>The phone number for the childcare site is 301-934-0104, if parents have questions about the paperwork, fees, etc.</i></p> <p>Community available Wifi from xfinity see below:</p> <p><a href="https://wifi.xfinity.com/?INTCMP=ILC:XA:GEN:GEN5bfebd84b5e3a">https://wifi.xfinity.com/?INTCMP=ILC:XA:GEN:GEN5bfebd84b5e3a</a></p>
<b>Lifestyles:</b>	<p>LifeStyles will operate the following programs/services until further notice:</p> <ul style="list-style-type: none"> <li>a. Overall operations <ul style="list-style-type: none"> <li>▪ Transfer all LifeStyles calls to the Fuller House for a call center</li> <li>▪ Allow for two staff on-site during the 8am – 4pm shift</li> <li>▪ SNAP applications online</li> </ul> </li> <li>b. Robert J. Fuller Transitional House for Men, to include: <ul style="list-style-type: none"> <li>▪ Continued provision of two meals a day</li> <li>▪ Receive referrals for the program and conduct intakes via phone</li> <li>▪ Only transition individuals that LifeStyles has a history of services</li> <li>▪ Case management maintenance/assistance with rehousing</li> </ul> </li> <li>c. Martha’s Place, Gayle’s House and Haven of Hope case management services <ul style="list-style-type: none"> <li>▪ Receive referrals for the program and conduct intakes via phone; assistance with rehousing support</li> <li>▪ Martha’s Place participants transition to Gayle’s Place during crisis</li> </ul> </li> <li>d. Human Services <ul style="list-style-type: none"> <li>▪ Emergency assistance and Case management for general public</li> <li>▪ Intakes and application assistance via phone/email/fax; no in-person appointments</li> </ul> </li> </ul>

## March 23, 2020 ~ COVID 19

	<ul style="list-style-type: none"><li>▪ Advocacy services with other partner agencies</li><li>▪ Maintain all Homeless Management Information System data entry</li></ul> <p>e. Homeless Services</p> <ul style="list-style-type: none"><li>▪ Provide housing search and assistance through essential staff</li><li>▪ Provision of outreach, food and hygiene items for homeless clients</li><li>▪ Case management services</li><li>▪ Manage text messaging services through Homeless Alert system</li><li>▪ SNAP applications online</li></ul> <p>f. Food services</p> <ul style="list-style-type: none"><li>▪ Pre-packaged food baskets will be brought to the Fuller House for curbside pickup. Persons should call first to notify staff of their arrival and provide information as needed via phone</li><li>▪ Coordination of food delivery to county’s hard to reach population with <b>End Hunger in Charles County and volunteers</b> 10 Charles County Cares Cabanas will be placed throughout the County manned by volunteers from 11a.m. to 3 p.m. daily. Everyone will be able to take one non-perishable bag and toiletries. Plans are to have 50 to 75 bags at each site. Persons will remain in their vehicles or at a distance when walking to the cabanas. All volunteers will have gloves on throughout the distribution. <b>There may be a need for additional food. We are depending on volunteer resources.</b></li></ul>																														
	<p style="text-align: center;"><u>CHARLES COUNTY CARES CABANA</u></p> <table><tr><th><u>AREA</u></th><th><u>LOCATION</u></th><th><u>SAMARITAN</u></th></tr><tr><td colspan="3">(Captain Cabanas)</td></tr><tr><td>Nanjemoy (1)</td><td>Mt. Hope Church (Confirmed)</td><td>Danny Thomas</td></tr><tr><td>Indian Head (2)</td><td>Village Green (Confirmed)</td><td>TBD</td></tr><tr><td>Bryans Road (3)</td><td>Free Gospel</td><td>TBD</td></tr><tr><td>La Plata (4)</td><td>Willing Helpers Hall (Confirmed)</td><td>Turner Coggins</td></tr><tr><td>La Plata (5)</td><td>Dorchester Community Center (Confirmed)</td><td>Pastor McClarry</td></tr><tr><td>Waldorf (6)</td><td>Our Lady Help of Christians</td><td></td></tr><tr><td>Waldorf (7)</td><td>New Hope COG (Confirmed)</td><td>Dr. Aaron Jones</td></tr><tr><td>Newburg (8)</td><td>Cobb Island VFD (Confirmed)</td><td>Mary Bailey</td></tr></table>	<u>AREA</u>	<u>LOCATION</u>	<u>SAMARITAN</u>	(Captain Cabanas)			Nanjemoy (1)	Mt. Hope Church (Confirmed)	Danny Thomas	Indian Head (2)	Village Green (Confirmed)	TBD	Bryans Road (3)	Free Gospel	TBD	La Plata (4)	Willing Helpers Hall (Confirmed)	Turner Coggins	La Plata (5)	Dorchester Community Center (Confirmed)	Pastor McClarry	Waldorf (6)	Our Lady Help of Christians		Waldorf (7)	New Hope COG (Confirmed)	Dr. Aaron Jones	Newburg (8)	Cobb Island VFD (Confirmed)	Mary Bailey
<u>AREA</u>	<u>LOCATION</u>	<u>SAMARITAN</u>																													
(Captain Cabanas)																															
Nanjemoy (1)	Mt. Hope Church (Confirmed)	Danny Thomas																													
Indian Head (2)	Village Green (Confirmed)	TBD																													
Bryans Road (3)	Free Gospel	TBD																													
La Plata (4)	Willing Helpers Hall (Confirmed)	Turner Coggins																													
La Plata (5)	Dorchester Community Center (Confirmed)	Pastor McClarry																													
Waldorf (6)	Our Lady Help of Christians																														
Waldorf (7)	New Hope COG (Confirmed)	Dr. Aaron Jones																													
Newburg (8)	Cobb Island VFD (Confirmed)	Mary Bailey																													

## March 23, 2020 ~ COVID 19

	Newburg (9)	Newburg VFD(Confirmed)	Lynn Kilinski
	Bel Alton (10)	Bel Alton VFD	
Charles Regional Medical Center	Participating in coordination meetings with Emergency Management.  All UMMS hospitals have implemented a “No Visitors” policy Logistics has coordinated sourcing tents for CRMC to use outside the ER.		
OPERATIONS			
Career EMS:	Participating in coordination meetings with Emergency Management.  Sent out the letter from the Jurisdictional Medical Director – Dr. Seaman to all career & volunteer staff regarding fact vs fiction and COVID 19  New Special Order has been completed and will go out after all have signed approval		
HazMat:	Providing logistical support to Emergency Management  Placing orders for emergency supplies through multiple sources. Using the email address for logistics:  deslogistics@charlescountymd.gov		
Law Enforcement: MSP & CCSO	Participating in coordination meetings with Emergency Management.  This workgroup will continue to meet every Thursday.		
Volunteer Fire:	Participating in coordination meetings with Emergency Management. Working through developing a press release for donation to make sure that the public knows what we will accept or need from the public. No incidents, accidents or cases to report at this time. Overall, call volume remains low.		
Volunteer EMS:	Participating in coordination meetings with Emergency Management.		
Special Operations Collapse Team:	No report requested at this time.		
Emergency Management:	Hosting coordination meetings with the Core Planning Group  Coordinating all emergency resource requests in WebEOC.		

**\*\*SitRep #9 ~ Mar 23, 2020 – Next SitRep Mar 24, 2020\*\***

**March 23, 2020 ~ COVID 19**

	Requested and received Petty Cash on hand for emergency operations.
<b>Animal Control/CART:</b>	<p><i>To help try to minimize the spread of and the potential exposure of our ACOs to COVID-19, animal control officers will limit their direct interactions with the public and will only be physically responding to emergency calls</i></p> <p><i>Shelter Operations have been limited to Reclaims, adoptions and rescues by appointment only between the hours of 9 a.m. and 11 a.m.</i></p> <p><i>Appointments can be requested/made by email to <a href="mailto:animalshelter@charlescountymd.gov">animalshelter@charlescountymd.gov</a></i></p>
<b>Economic Development</b>	<p><i>The entire state has received the Small Business Association (SBA) Economic Injury Disaster Loans (EIDL) Declaration.</i></p> <p><i>Maryland Business Express:</i>  <a href="https://businessexpress.maryland.gov/coronavirus">https://businessexpress.maryland.gov/coronavirus</a></p> <p><i>Local Business Resources:</i>  <a href="http://www.meetcharlescounty.com">www.meetcharlescounty.com</a></p>
<b><u>INFRASTRUCTURE</u></b>	
<b>Power Outages: (SMECO)</b>	None at this time
<b>County Roads:</b>	No report requested at this time.
<b>Debris Removal:</b>	Not activated
<b>Communications:</b>	<p>Providing 9-1-1 call screening for Possible COVID-19 cases. <i>Per the next edition signed Special Order2020-1.</i></p> <p>Participating in coordination meetings with Emergency Management.</p>
<b>Utilities:</b>	Not activated
<b>PGM(DA Teams):</b>	Not activated
<b>County CIP/B&amp;T:</b>	Not activated

March 23, 2020 ~ COVID 19

<b><u>LOGISTICS</u></b>	
	<p><i>The Logistic Officer providing coordination and ordering for emergency supplies.</i></p> <p>Nick Ellis, serving as our Logistics Officer asks that you please complete the ICS 213 RR form (Joe will send out a copy via email or you can google search the form) and send any and all forms/requests to <a href="mailto:deslogistics@charlescountymd.gov">deslogistics@charlescountymd.gov</a>. Please complete the appropriate check boxes (Requestor name, item #, etc.)</p>
<b><u>FINANCE</u></b>	
	<p><b>CONTINUE tracking any response costs your agency may have now.</b></p> <p><b>An email address has been established for finances:</b> <a href="mailto:desfinance@charlescountymd.gov">desfinance@charlescountymd.gov</a></p> <p><b><i>We will be beginning the Public Assistance request process. Jen Adams will be reaching out to complete the Request for Public Assistance RPA forms for all response partners.</i></b></p>
<b><u>STATE SUPPORT</u></b>	
	<p>Actively coordinating with MEMA &amp; MDH</p> <p><i>Charles County Emergency Operations Center on behalf of the Charles County Health department is requesting the following National Guard personnel for their drive through testing site due to possible staff shortages in CCSO.</i></p> <p><i>(4) personnel for onsite security</i> <i>(6) personnel for traffic control</i></p> <p><i>Child Care service has extended hours to respond to increased call volume during the pandemic. Parents should call 877.261.0060 between Monday through Friday from 7:00 AM to 7:00 PM. A real time chat feature is available Monday through Friday between 8:30 AM to 4:30 PM or use the self-guided web version of LOCATE: Child Care 24/7 both at <a href="http://marylandfamilynetwork.org">marylandfamilynetwork.org</a>. Specialized services for parents of children with special needs as well as Spanish language LOCATE: Child Care are also available.</i></p> <p>MEMA Full Activation of the SEOC – with staff will be operating Monday – Friday 0700 to 1700. Virtual on Weekends. Primary Election moved to June 2 Farmers Market opening moved back 2 weeks.</p>

**March 23, 2020 ~ COVID 19**

	State Coordination calls will occur every day at 1500 hours for the duration of the event.



*Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Robert R. Neall, Secretary*

**To:** All Medicaid Provider Types, Medicaid Managed Care Organizations, Optum Behavioral Health ASO

**From:** Robert R. Neall, Secretary   
Maryland Department of Health

**Re:** **COVID-19 #1: Temporary Expansion of Medicaid Regulations to Permit Delivery of Telehealth Services to the Home to Mitigate Possible Spread of Novel Coronavirus ("COVID-19")**

**NOTE: Please ensure appropriate staff members in your organization are informed of the contents of this memorandum**

### **Background**

On March 5, 2020, Governor Lawrence J. Hogan, Jr., declared a state of emergency due to disease ("COVID-19") caused by the novel coronavirus. An outbreak of disease due to COVID-19 first occurred in the Hubei Province, China, in late 2019, and has currently been detected in more than 109 countries, including the United States. COVID-19 is a severe respiratory disease, resulting in illness or death, caused by person-to-person spread of the novel coronavirus.

Commonly reported symptoms of COVID-19 infection include fever, cough, shortness of breath, and pneumonia. While the exact incubation period for this coronavirus has not yet been determined, it is believed that most infected people will develop symptoms 2-14 days after they were exposed. There is no vaccine available for COVID-19. Prevention measures center on frequent hand-washing, covering coughs and sneezes, and separating people who have respiratory symptoms. Treatment for COVID-19, as with any coronavirus infection like the common cold, includes the use of over-the-counter fever-relievers, drinking plenty of fluids and resting at home to help relieve symptoms. Those with more severe symptoms may be hospitalized to provide additional support.

### **Temporary Expansion of Medicaid Telehealth Services with the Home as an Originating Site**

Pursuant to the authority vested in the Secretary of Health by the laws of Maryland, including but not limited to Md. HEALTH-GENERAL Code Ann. Sections 18-102 and 18-103, to prevent the spread of disease and control communicable diseases, I hereby temporarily expand the definition of a telehealth originating site under COMAR 10.09.49.06 to include a participant's home or any other secure location as approved by the participant and the provider for purpose of delivery of Medicaid-covered services. The purpose of this expansion of regulatory authority is to ensure individuals can access certain health care services in their own home while mitigating possible risk for transmission of COVID-19. This expansion applies to services delivered to a Medicaid participant via fee-for-service or through a HealthChoice Managed Care Organization ("MCO"). This expansion will remain in place until further notice by the Department.

## Requirements

Medicaid distant site providers delivering services via telehealth to a participant in their home must continue to comply with all other requirements of COMAR 10.09.49 and the Maryland Medicaid Telehealth Program Manual. Key considerations are outlined in brief below. Additional information regarding Telehealth Program requirements and FAQs can be found online, <https://mmcp.health.maryland.gov/Pages/telehealth.aspx>.

Any provider type is permitted to render telehealth services as a distant site within their scope of practice. The Telehealth Program does not have any geographic restrictions. Services provided via telehealth must be provided through two-way audio-visual technology assisted communication with the participant who is physically located at a permitted originating site. Services that either require in-person evaluation or cannot be reasonably delivered via telehealth are not eligible for reimbursement.

Services provided through telehealth are subject to the same program restrictions, preauthorizations, limitations and coverage that exist for the service when provided in-person.

- Somatic services: Providers must contact the participant's Healthchoice MCO with questions regarding prior authorization requirements for services rendered via telehealth.
- Behavioral health services: Providers must contact the behavioral health ASO with questions regarding prior authorization requirements for services rendered via telehealth.

A telehealth provider must use technology that supports the standard level of care required to deliver the service rendered. Providers shall use a secured and HIPAA compliant telehealth communication (COMAR 10.09.49.08) and meet all other technical requirements of COMAR 10.09.49.07. The Program will not reimburse telehealth providers when technical difficulties prevent delivery of part or all of the telehealth session.

To bill for telehealth services, providers must bill for the appropriate service code and use the “-GT” modifier to identify the claim as a telehealth delivered service. Providers should bill using the place of service code that would be appropriate as if it were a non-telehealth claim. The distant site should bill using the location of the doctor. If a distant site provider is rendering services at an off-site office, bill using place of service office (11). Place of Service Code 02 (Telehealth) is not recognized for Maryland Medicaid participants except for use on Medicare crossover claims to specify services rendered through a telecommunication system for dual eligible participants.

The distant site providers must maintain documentation in the same manner as for an in-person visit or consultation, using either electronic or paper medical records, per the Health-General Article, §4-403, Annotated Code of Maryland. The distant site should document the participant's consent to receive telehealth services in their medical record. Consent may be given verbally by the participant.



OFFICE OF LEGAL COUNSEL

**INTERPRETIVE GUIDANCE**

**Number:** COVID19-04  
**Date:** March 23, 2020  
**Re:** Order of the Governor of the State of Maryland, Number 20-03-23-01, dated March 23, 2020, Amending and Restating the Order of March 19, 2020, Prohibiting Large Gatherings and Events and Closing Senior Centers, and Additionally Closing All Non-Essential Businesses and Other Establishments

---

At this time, the Office of Legal Counsel recommends that the Administration interpret the above-referenced Order as follows:

1. **Not a Shelter-in-Place Order.** The Order is not a shelter-in-place order. However, all Marylanders are urged to remain home, and employers are urged to promote work-from-home arrangements to the greatest extent possible.
2. **Businesses, Organizations, and Facilities That May Remain Open.** The following is a non-exhaustive list of businesses, organizations, and facilities that are included in the federal critical infrastructure sectors. The Order does not require these businesses, organizations, and facilities to close.
  - a. **The Chemical Sector** includes, but is not limited to:
    - i. Pharmaceutical manufacturers.
    - ii. Chemical manufacturers.
    - iii. Distributors of chemicals and pharmaceuticals.
  - b. **The Commercial Facilities Sector** includes, but is not limited to:
    - i. Lodging.
    - ii. Building and property maintenance companies, including without limitation plumbers, electricians, HVAC service companies, roofers, environmental services companies, exterminators, arborists, and landscapers.
    - iii. Janitorial firms.
    - iv. Companies that sell supplies and materials for maintenance of commercial and residential buildings, including “big box” home improvement supply stores, plumbing distributors, electrical distributors, and HVAC distributors.
    - v. Laundromats, dry cleaners, and laundry services.
    - vi. Commercial and residential construction companies.
    - vii. Self-storage facilities.

**Please note:** Casinos, racetracks, simulcast betting facilities, enclosed malls, certain recreational establishments, and certain retail businesses are subject to specific provisions of this and other Orders, and are required to close. Please read the Order carefully.
  - c. **The Communications Sector** includes, but is not limited to:
    - i. Broadcasting companies and stations.
    - ii. Cable TV companies.

*This Interpretive Guidance maybe revised or rescinded at any time. Citizens are urged to consult with their own legal counsel for advice about the application of the Order and this Interpretive Guidance to their particular facts and circumstances.*

- iii. Telephone (cellular and landline) companies.
  - iv. Internet service providers.
- d. **The Critical Manufacturing Sector** includes, but is not limited to, manufacturing of:
  - i. Steel, iron, and aluminum products.
  - ii. Engines, motors, turbines, generators, and power transmission equipment.
  - iii. Earth-moving, mining, agricultural, and construction equipment.
  - iv. Parts for water, electric, and telecommunications utility infrastructure.
  - v. Land, air, and water vehicles, and related parts.
  - vi. Medical equipment.
  - vii. Personal protective equipment.
  - viii. Cleaning and sanitation equipment and supplies.
- e. **The Defense Industrial Base Sector** includes, but is not limited to:
  - i. Companies that research, develop, manufacture, or integrate weapons, defense, or intelligence systems or assets.
  - ii. Private contractors that support defense and intelligence agencies.
- f. **The Emergency Services Sector** includes, but is not limited to:
  - i. Law enforcement.
  - ii. Emergency medical services.
  - iii. Emergency management.
  - iv. Fire and rescue services.
  - v. Private ambulance companies.
- g. **The Energy Sector** includes, but is not limited to:
  - i. Companies engaged in electricity production (excluding hydroelectric and nuclear, which are included in other sectors).
  - ii. Companies engaged in the production, refining, storage, transportation, distribution, and sale of oil, gas, and propane products, including gas stations and truck stops.
  - iii. Companies that provide utility maintenance services.
- h. **The Financial Services Sector** includes, but is not limited to:
  - i. Banks and credit unions.
  - ii. Non-bank lenders.
  - iii. Payroll processing companies.
  - iv. Payment processing companies.
  - v. Armored car companies.
  - vi. Insurance companies.
  - vii. Securities and investment companies.
  - viii. Accounting and bookkeeping firms.
- i. **The Food and Agriculture Sector** includes, but is not limited to:
  - i. Grocery stores.
  - ii. Farmer's markets.
  - iii. Convenience stores.

- iv. Alcoholic beverage stores and distributors, distilleries, and wineries.
- v. Institutional food service and supply companies.
- vi. Farms.
- vii. Food manufacturing and processing.
- viii. Pet supply stores.
- ix. Veterinary hospitals, clinics, and kennels.
- x. Companies that manufacture, maintain, and sell agricultural equipment.
- xi. Companies that manufacture, or support the manufacturing of paper products.

**Please note:** Restaurants and bars are subject to specific provisions of the Order, and are required to close (except for carry-out, delivery, and drive-through sales). Please read the Order carefully.

- j. **The Government Facilities Sector** also encompasses private persons and entities that support the judicial system including, but not limited to:

- i. Lawyers and law firms.
- ii. Court reporters.
- iii. Bail bondsmen.

- k. **The Healthcare and Public Health Sector** includes, but is not limited to:

- i. Hospitals.
- ii. Healthcare systems and clinics.
- iii. Offices of health care providers, including physicians, dentists, and pharmacists.
- iv. Physical, occupation, and speech therapists.
- v. Behavioral health facilities and professionals, including psychologists, mental health counselors, and substance abuse counselors
- vi. Rehabilitation facilities.
- vii. Diagnostic facilities, including radiology, imaging, and laboratory facilities.
- viii. Health plans, payors, and billing companies.
- ix. Funeral homes and crematoriums.
- x. Senior living facilities, including independent living, assisted living, and skilled nursing.
- xi. Manufacturers and distributors of medical equipment and supplies.
- xii. Medical cannabis growers, processors, and dispensaries.
- xiii. Home health care companies.
- xiv. Pharmacies.

- l. **The Information Technology Sector** includes, but is not limited to:

- i. Companies that design, develop, distribute, host, sell, and support information technology software and hardware.
- ii. Companies that provide network routing, access, and configuration services.

- m. **The Transportation Systems Sector** includes, but is not limited to:

- i. Airlines and operators of commercial aircraft (manned and unmanned).
- ii. Airports, air strips, heliports, and seaplane bases.
- iii. Railroads.
- iv. Motor carriers.
- v. Carriers of marine freight, including ocean carriers and inland carriers.

- vi. Marine, rail, truck, and intermodal terminals, and operators thereof.
  - vii. Stevedores, longshoremen, baggage handlers, and others who handle cargo at transportation hubs.
  - viii. Courier, package delivery, mail service, and mail management companies.
  - ix. Warehousing and distribution companies.
  - x. Pipeline owners, operators and maintenance companies.
  - xi. Lessors of transportation assets, including railcars and truck trailers.
  - xii. Companies that supply parts, or provide maintenance and repair services for transportation assets and infrastructure, including aircraft, marine vessels, locomotives, rail cars, trucks, buses, cars, heavy equipment, roads, bridges, tunnels, airports, air strips, marine terminals, railroads.
  - xiii. Automotive supply stores and repair shops.
- n. **The Water and Wastewater Systems Sector** includes, but is not limited to:
- i. Municipal, community, and other drinking water and wastewater systems and facilities.
  - ii. Well drillers.
  - iii. Companies that provide maintenance and inspection services for water and wastewater assets, including treatment works, residential water treatment systems, piping, pumps, tanks, drains, conveyances, and monitoring systems.
  - iv. Water testing companies.
- o. **Supporting Firms.** The federal critical infrastructure sectors include firms providing the following to any other business, organization, or facility included in the federal critical infrastructure sectors:
- i. Staffing and/or payroll services.
  - ii. Essential raw materials, products, or services.
3. **Door-to-Door Solicitation.** Door-to-door solicitation (even by businesses that are permitted to remain open) is likely to violate social-distancing guidelines and should be discontinued.

**PLEASE NOTE:**

**The list in #2 above is non-exhaustive. The fact that a particular business, organization, or facility is not included in the list does not mean it is excluded from the federal critical infrastructure sectors. Please consult <https://www.cisa.gov/identifying-critical-infrastructure-during-covid-19> for additional guidance about what is and is not included in the federal critical infrastructure sectors.**



## **Coronavirus Disease 2019 (COVID-19)**

### **Frequently Asked Questions**

Updated March 20, 2020

**Under Governor Larry Hogan’s direction, state agencies continue to develop comprehensive and coordinated prevention and response plans for coronavirus disease 2019 (COVID-19).**

**The Maryland Department of Health (MDH) will communicate directly with the public, providing updates as this situation develops and accurate information about how to protect yourself and your family.**

**If you have questions about COVID-19 that are not answered here, call your local health department or dial 2-1-1.**

#### **What is COVID-19?**

COVID-19 is a disease caused by a respiratory virus first identified in Wuhan, Hubei Province, China in December 2019. COVID-19 a new virus that hasn’t caused illness in humans before. Worldwide, COVID-19 has resulted in thousands of human infections, causing illness and in some cases death. Cases have spread to countries throughout the world, with more cases reported daily.

#### **Has COVID-19 spread to the U.S.?**

COVID-19 has spread to the United States and has caused many people to become ill, and in severe cases, deaths.

There is now confirmed community spread reported in many states in the U.S., including Maryland. “Community spread” means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

#### **What is the risk to the public right now?**

Widespread transmission of COVID-19 in the United States is occurring, and experts expect that in the coming weeks and months, we can expect to see more cases in the U.S. and worldwide.

Community spread is how the common cold and flu are transmitted — meaning people catch it from each other while going about their daily lives. Reported community spread of COVID-19 widely in the U.S. raises the level of concern about the immediate threat for the affected communities.

**Does anyone in Maryland have this new virus now?**

Yes, Maryland has confirmed cases of COVID-19.

Up-to-date information about testing and case counts in Maryland are available at [health.maryland.gov/coronavirus](https://health.maryland.gov/coronavirus). The page is updated daily.

On March 5, Gov. Hogan declared a state of emergency to further mobilize all available state resources. The declaration officially authorized and directed the MDH and the Maryland Emergency Management Agency (MEMA) to ramp up coordination among all state and local agencies. The declaration also enables MDH and MEMA to fast-track coordination with our state and local health departments and emergency management teams.

Up-to-date information about the Hogan administration's ongoing response to COVID-19 is available at <https://governor.maryland.gov/coronavirus/>.

**What are risk factors for serious illness from COVID-19?**

Older people, age 60 and above, and those with pre-existing medical conditions have a higher risk for serious illness from COVID-19. Examples of pre-existing medical conditions include: cancer, diabetes, heart disease or other conditions impacting the immune system's ability to fight germs.

**How does COVID-19 spread?**

COVID-19 is thought to be able to spread like the cold or flu through:

- coughing and sneezing, which creates respiratory droplets
- close personal contact, such as touching or shaking hands
- touching an object or surface with the virus on it

**What are the symptoms of COVID-19?**

- Fever
- Coughing
- Shortness of breath
- In more severe cases, pneumonia (infection in the lungs)

**What should I do if I think I am sick with COVID-19?**

If you become sick with fever, cough or have difficulty breathing, contact your health care provider, especially if you are over 60 years of age or have pre-existing medical conditions. If you do not have a health care provider, contact your local health department. Follow these steps:

- Call your health care provider, local health department or emergency room before you go
- Tell them about your symptoms, any recent travel and close contacts (such as people in your household)
- Wear a mask, if one is available

### **If someone has COVID-19, what will happen to them?**

The vast majority of people recover from this infection. Most people will have mild or moderate symptoms. Most people may be advised to recover at home and isolate themselves from others. These individuals should call their physicians or health care practitioners if their symptoms get worse.

Some COVID-19 infections can lead to serious illness, and in some cases death. If someone has a more serious illness from COVID-19, they may be admitted to the hospital.

### **Should I cancel plans to travel abroad?**

The Centers for Disease Control and Prevention (CDC) is updating travel advisories as warranted.

At this time, CDC recommends that all persons defer any travel on cruise ships worldwide, including river cruises, because of the increased risk of COVID-19 transmission onboard ships. Deferring travel is especially important for older adults and all people with serious chronic medical conditions (such as heart disease, diabetes or lung disease), because of their increased risk for serious illness. People who are at increased risk for serious illness are also advised to avoid non-essential air travel.

Visit the CDC travel advisory site to check on current travel warnings if you are planning a trip abroad: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.

### **Should I wear a face mask when I go out in public?**

No. Face masks are not recommended for the general public, though masks can be useful in some settings — such as in a hospital or clinic waiting room — to prevent someone who has a respiratory illness from spreading it to others.

The CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory illnesses, including COVID-19. You should only wear a facemask if a healthcare professional recommends it. A facemask should be used by people who have COVID-19 and are showing symptoms. This is to protect others from the risk of getting infected. The use of facemasks is also crucial for health workers and other people who are taking care of someone infected with COVID-19 in close settings (at home or in a health care facility).

### **What can I do to protect myself and others?**

Take everyday preventive steps to slow the spread of COVID-19:

- Wash your hands often with soap and warm water for at least 20 seconds
- Use an alcohol-based hand sanitizer with at least 60 percent alcohol if soap and water are not available
- Cover your coughs and sneezes with a tissue, your sleeve or your elbow
- Avoid touching your eyes, nose and mouth
- Clean and disinfect frequently touched objects and surfaces using standard cleaning practices
- Avoid close contact with people who are sick
- If you are sick, stay home, except when seeking medical care
- Practice social distancing — keep distance between yourself and others and avoid crowds

### **What is social distancing?**

The best way to slow the spread of COVID-19 is through “social distancing,” which means avoiding close contact with others. Social distancing can take many forms, depending on your lifestyle and your family or living situation. Social distancing can include the following habits and steps:

- Avoid handshaking, hugging and other intimate types of greeting
- Avoid non-essential travel (your health care provider may have specific guidance for your situation)
- Avoid crowds, especially in poorly ventilated spaces
- Avoid unnecessary errands — consider ways to have essential items, like food and other household supplies, brought to you through delivery services or through family or social networks

As a preventive measure to slow COVID-19 outbreaks, Governor Hogan has banned gatherings of more than 10 people, and closed restaurants, bars and movie theaters. Schools are also closed to avoid social contact with schoolchildren and staff.

It is recommended that those at a high risk of becoming seriously ill from COVID-19 stay home as much as possible and contact their healthcare provider.

### **Is there a vaccine or medicine I can get for COVID-19?**

Not yet, because COVID-19 is a new disease. However, many experts are at work developing one. As with any new vaccine, it must be tested to make certain it is safe and effective. It may take more than a year for a COVID-19 vaccine to become readily available.

There is also no specific medicine currently available to cure COVID-19. However, people who have COVID-19 should seek medical care to help lessen the severity of their symptoms.

### **How can I be more prepared for COVID-19?**

- Have an adequate supply of nonprescriptive drugs and other health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines
- Check your regular prescription drugs to make sure you have an adequate supply; refill your prescriptions if needed

- Have a thermometer, tissues and hand sanitizer in case you become ill and must stay at home to recover
- Talk with family members and loved ones about how they would be cared for if they got sick and what will be needed to care for them at home
- Have a two-week supply of water and food available at home

### **Can I get tested for COVID-19?**

Not everyone needs testing for COVID-19. If you have a fever and are experiencing a cough or shortness of breath, call your health care provider. They will ask you some questions to determine whether you need a test.

Stay home and avoid close contact with others if you are feeling ill, unless your medical provider tells you to go for a test or come to the office for treatment.

### **Is there anything else I should know?**

Do not stigmatize people of any specific ethnicities or racial background. Viruses do not target people from specific populations, ethnicities or racial backgrounds.

Stay informed and seek information from reliable, official sources. Be wary of myths, rumors and misinformation circulating online and elsewhere. Health information shared through social media is frequently inaccurate, unless coming from an official, reliable source such as the CDC, MDH or local health departments.

### **Are there additional resources available for specific groups, such as businesses?**

The CDC provides current information about COVID-19 at [cdc.gov](https://www.cdc.gov).

#### **Businesses**

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>

#### **Pregnant Women, those who are breastfeeding, and children**

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/pregnant-women.html>

#### **Schools**

<https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/guidance-for-schools.html>

#### **Travelers**

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html>

#### **Weekly Updates**

To receive the weekly email about COVID-19, enter your email address and type “COVID-19” in the search box at this URL:

[https://tools.cdc.gov/campaignproxyservice/subscriptions.aspx?topic\\_id=USCDC\\_2067](https://tools.cdc.gov/campaignproxyservice/subscriptions.aspx?topic_id=USCDC_2067)