



# STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES

55 FARMINGTON AVENUE • HARTFORD, CONNECTICUT 06105

Rev10/2/20

## Important Notice for Community First Choice Participants

New supports are available to you during COVID 19 emergency.

These supports will be temporarily available until **January 21, 2020**.

**If you need any of these supports, please contact your care manager or your assessment agency.** Your care manager or assessment agency will determine if your request is approved immediately.

Below is a list of the new emergency supports and how the support may help you:

Emergency Option	How can this help?
Overtime for your PCA	If you have a PCA who is not available to cover a shift, you may offer overtime to one of your other PCAs. Offering overtime to one PCA rather than using multiple PCAs, will <b>limit the number of people in your home</b> during COVID 19.
Increase in number of hours you receive	If your needs change, <b>additional hours</b> may be approved immediately. For example, if your informal caregiver becomes ill, your care manager will be able to quickly adjust and approve more hours for you.
Emergency process for hiring a new PCA	If you need to hire a new PCA, the approval process is <b>2 hours</b> from time of request to the time your PCA applicant can begin working for you.
Permitting your PCA to provide services to you through a telehealth option.	If your PCA provides services to you that do not include hands on assistance, these services could be provided <b>telephonically or through video conferencing. NO APPROVAL REQUIRED FOR THIS OPTION.</b>
Masks, gloves and other personal protective equipment for your PCAs	<b>Personal protective equipment</b> is available upon request and based on needs To submit a request, complete this form: <a href="https://portal.ct.gov/DSS/Health-And-Home-Care/PPE-Request-Form">https://portal.ct.gov/DSS/Health-And-Home-Care/PPE-Request-Form</a>

Here is the contact information by region for your care manager or assessment agency:

<b>Eastern CT:</b> 1-860 885-2960	<b>Northeast CT:</b> 1-860 589-6226
<b>Northwest CT:</b> 1-800-870-1852	<b>Western CT:</b> 1-203 465-1000
<b>Southwest CT:</b> 1-203 333-9288	<b>South Central CT:</b> 1-203 752-3040