



STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES

55 FARMINGTON AVENUE • HARTFORD, CONNECTICUT 06105

Important Notice for Community First Choice Participants

New supports are available to you during COVID 19 emergency.

These supports will be temporarily available until **June 1, 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 limit the number of people in your home during COVID 19.
Increase in number of hours you receive	If your needs change, additional hours 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 2 hours 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 telephonically or through video conferencing. NO APPROVAL REQUIRED FOR THIS OPTION.
Masks and gloves if you are ill	Personal protective equipment will be mailed overnight to your home for you and your PCAs if you become ill.

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

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