



**Community**  
MENTAL HEALTH  
CLINTON • EATON • INGHAM

Dear Provider,

Please closely review the following important updates related to CMHA-CEI's response to COVID-19. If you have any questions please reach out to your Quality Advisor or email [qcsrr-qa@ceicmh.org](mailto:qcsrr-qa@ceicmh.org).

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**Executive Order - Visitors and Screening:**

Governor Whitmer has issued Executive Orders 2020-6 and 2020-7 which require the following:

- Visitors are prohibited from entering health care and residential care facilities except under extremely limited circumstances
- Health care and residential care facilities must perform a health evaluation of any individual entering their facility each time the individual seeks to enter their facility and must deny entry to anyone who does not meet the evaluation criteria
- Health evaluation criteria must include:
  - Whether individual has symptoms of respiratory infection, (fever, cough, shortness of breath, sore throat)
  - Any diagnosis of COVID-19

The complete executive orders can be read by clicking the following links: **[Executive Order 2020-6](#)** and **[Executive Order 2020-7](#)**

Please note that providers need to educate visitors and the residents/patients on these temporary restrictions and other alternative methods to still allow residents/patients to communicate with family members, etc. It is important to thoroughly document activity related to mitigation strategies taking place related to COVID-19.

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**CMHA-CEI Training Update:**

- **All in-person classes at CMHA-CEI's Training Unit are canceled through April 5, 2020** and the Training Unit will be closed during that time.
  - In person **Recipient Rights Orientation classes are also canceled through April 5<sup>th</sup>**. The CMHA-CEI Recipient Rights office will communicate alternative training processes as they become available.
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**Provider Impact and Service Continuity:**

CMHA-CEI recognizes that providers who would normally generate fee-for-service revenue will not be available to provide their regular volume of services due to COVID-19 and related mitigation efforts. MDHHS recommends that CMHs continue to provide funding at historical levels to ensure providers remain fiscally sound and able to retain staff during this period. CMHA-CEI intends to follow this recommendation.

It is recommended that providers document past and current Income Statements, Statement of Activities, and bank statements to demonstrate the decrease in revenue. Our goal is to ensure providers are able to maintain operations to the extent possible while also considering CMHA-CEI's funding.

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### **CMHA-CEI Response to COVID-19:**

In light of the fact that CMHA-CEI serves potentially vulnerable individuals, such as those with underlying health conditions (e.g., diabetes, heart disease, lung disease), as well as a large segment of individuals over the age of 65 years, we are choosing to enact the following through April 5, 2020:

1. We are asking all consumers and their family members to be mindful of potential symptoms that may signal COVID-19 infection such as fever, cough or shortness of breath remain home and contact their primary care doctor should these symptoms be present.
  2. We are following Governor's Executive Orders by implementing screening at entry points into our facilities and limiting visitors in residential settings.
  3. Over the next few days we will be transitioning as many staff as possible to work from home. Our psychiatric, therapy, and case management staff will conduct as much as they can through a combination of telephonic or telehealth treatment instead of in-person contact. Please bear with our staff as they learn how to use new technology.
  4. We have suspended all group and drop-in programming.
  5. We are also asking all consumers to avoid presenting to CMHA-CEI offices for any scheduled appointments if they or a household member has had a fever within the past 72 hours.
  6. Our staff have been instructed to call ahead before presenting for any scheduled home visits to determine the need for an in-person contact
  7. At this time, we will continue on-site operation of all of our 24/7 and other essential services including Youth and Adult Crisis Services, Bridges Crisis Unit, The House of Commons, The Recovery Center, ACT Teams, and all Residential Services. We will notify you of any changes to this as they may develop.
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We sincerely appreciate your flexibility during this time to help us ensure the health and safety of all of the consumers to whom we provide supports as well as the staff at CMHA-CEI.

Thank you,

Sara Lurie  
Chief Executive Officer  
Community Mental Health Authority of Clinton, Eaton, Ingham Counties

