



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

Maryland Medical Assistance Program
Personal Assistance Provider Memorandum

To: Personal Assistance Providers

From: Marlana R. Hutchinson, Acting Director
Office of Long Term Services and Supports

Subject: Coronavirus Disease 2019 (COVID-19)

Date: March 20, 2020

The Maryland Department of Health (MDH) and Maryland Medicaid thank you for your continued dedication to our participants. Our participants need you especially during this crisis. The coronavirus pandemic and the State's active response is rapidly evolving. MDH will provide updates as they become available.

Continuing Services During the COVID-19 Outbreak

All personal care agencies must continue to provide services and take all necessary precautions when interacting with participants. Use the Centers for Disease Control and Prevention's guidance to help staff protect themselves and others: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

MDH is monitoring service delivery to all participants. Our goal is to identify individuals who may not be receiving critically needed services. To know whose needs are not being met, we need to be able to identify those who are receiving services. For us to know this **providers must continue to clock in and out.** It is critical that everyone follows this protocol.

Look for Our Survey

So we can better understand and respond to your needs, we will be sending out a survey to each agency. Please take time to respond.

Where to Find COVID-19 Updates

We encourage you to check our website and social media often for updates.

For Medicaid related coronavirus updates, please visit mmcp.health.maryland.gov

For questions about the Coronavirus, please visit coronavirus.maryland.gov.

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