



March 18, 2020

**Regarding: Merakey's COVID-19 Response Plan**

Dear valued stakeholder,

As part of our response to the potential impact of the Coronavirus (COVID-19), Merakey continues to take proactive steps to mitigate the risk to the individuals we serve and would like to provide the following update regarding the Community Based Services Merakey provides in your region.

Behavioral Health Rehabilitation Services, Community and School Based Services, Stepping Stones, Stepping Stones Plus, School Therapeutic Services and Adult Autism Services, plan to implement Telehealth and submitted the OMHSAS Attestation Form to provide Telehealth for approval. Our hope is this will increase our ability to safely provide services as we move through this global crisis together.

**Effective March 23, 2020**

- Clinical and administrative staff will move all interactions with clients and stakeholders to a secure telecommunication method for the following, but not limited to: (Zoom, Facetime, telephone, etc)
  - Best Practice Evaluations
  - Meetings with families, stakeholders, natural resources, etc.
  - Consultation Services
  - Clinical support
  - Therapy
  - Resource coordination
  - Case management
  - Crisis Support
- Services will be provided according to their current authorization.
- Merakey will ensure services continue to be provided with integrity, quality, and compliance.
- Merakey will continue to follow all licensing requirements for programs
- Merakey will follow MA Bulletin 99-89-05 "Signature Exception" for encounter forms for indirect services as the families and the staff will not be in the same location.
- All staff have access to approved secure telecommunication options and have the equipment to work remotely.

The Attestation process allows for a 90-day waiver to utilize Telehealth, Merakey will update stakeholders accordingly if the crisis extends beyond this timeframe.

If you have any question, concerns, or requests please use any of the contact information below.

Sincerely,

*Heather Magaro, MA, LBS, BCBA*

Heather Magaro, MA, LBS, BCBA  
Executive Director  
Community Based Children's Services  
717-409-4306  
[hmagaro@merakey.org](mailto:hmagaro@merakey.org)