

Supports Available from Your MCO

Direct Caregiver Guide



We know that COVID-19 is creating continued challenges for both individuals and families. During the COVID-19 pandemic, you, as a direct caregiver, are likely one of very few people who has in-person contact with the individuals you support.

Therefore, it has become more important for you to help individuals identify early when they may have a need, and to help them contact someone for assistance before the need becomes a crisis. We encourage you to have a heightened sense of awareness for the following types of potential needs:

- How much food a person has
- How clean the home environment is
- Potential safety hazards in the home, such as loose rugs, or cords that may cause someone to trip and fall
- Whether the person talks about financial problems, such as problems with paying bills
- Whether the person talks about being lonely or wanting to have more contact with family
- Whether the person is eating less, not bathing regularly or shows other potential signs of depression
- Whether the person's mood has changed
- Whether the person has lost a job and is not able to recover it
- Other changes in physical health, motivation, eating, finances, socializing and/or level of activity

Below is information about the types of needs MCOs can help with and supports we offer. When you find a need, we encourage you to recommend to the individual to call his/her MCO Care Coordinator or the MCO Customer Service number. We also ask that you offer assistance to persons who need support with making this call. The Care Coordinator's number is on the member's Person Centered Service Plan. The MCO Customer Service number can be found on each MCO's website and on the member's insurance card.

Thank you for your help during this very challenging time. We appreciate the ongoing support you provide to keep our members healthy and safe, and successfully living in their communities.

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In-Home and Community Supports:

We are able to talk with our members about how they can change the amount or type of the services they receive to help with daily living activities. If a member has a change in condition or a change in how their provider offers services, we can discuss their options and potential solutions.

Physical and Mental Health Supports

We can help with coordinating services for physical and mental health needs including:

- Setting up Appointments
- Finding a Telehealth provider
- Completing a Health Risk Assessment
- Completing a Mental Health Assessment

- Arranging transportation for appointments
- Getting Advice 24-hours per day for a Health or Mental Health Need

Social Supports

We can help try to connect individuals with local Community Resources for the following types of needs:

- Access to Food
- Transportation Needs
- Assistance with Paying for a Home or Utilities
- Assistance with Finding a Home
- Employment Needs
- Loneliness or Feelings of Isolation
- Finding a way to visit with Family and Friends
- Finding Social Activities

To Report Potential Abuse, Neglect or Exploitation Call: 1-800-922-5330