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To accommodate the sudden lack of employment for some residents, the state of New York has enacted several emergency employment and insurance options. The resources below will help you with applying to much needed benefits.

Free Face Masks

Website: <https://www1.nyc.gov/site/coronavirus/resources/facecoverings.page>

Comments: Information about where to send patients in NYC to get free face coverings through May 12th is available at this site. Please note that email requests can be made for people with disabilities and seniors to get face coverings by mail. E-mail: PPERequest@mopd.nyc.gov.

Human Resources Administration

Contact: Call the Human Resources Administration (HRA) information line at 718-557-1399.

For SCRIE/DRIE: Call 3-1-1.

For Medicaid Renewal: Call the HRA Medicaid Helpline at 888-692-6116.

For APS Referrals by E-mail: APSrefer@hra.nyc.gov

For Burial Assistance: <https://www1.nyc.gov/site/hra/help/burial-assistance.page>

Website: <https://a069-access.nyc.gov/accesshra/>

Comments: The Human Resources Administration offices remain open and ready to serve those in need. For those unable or unwilling to come to our offices, NO NEGATIVE CASE ACTIONS WILL BE TAKEN including services with the Office of Child Support Services and Career Service providers. Those who do not wish to report to their assigned center, HRA Centers will assist clients no matter which center they normally report to.

New York State - Expedited Unemployment Insurance

Contact: TCC toll-free at **(888) 209-8124** from 8:00 am to 5:00 pm, Monday through Friday. If you are a hearing impaired individual who is being assisted by another person, call the Telephone Claims Center at (888) 783-1370; however, if you use TTY/TDD, call a relay operator first at (800) 662-1220, and ask the operator to call the Telephone Claims Center at (888) 783-1370. The TCC is **less busy** on Thursday and Friday afternoons. During heavy call loads, such as after a Monday holiday, callers may hear a message that all representatives are busy with other callers and it will be necessary to call back to speak with a representative regarding your claim.

Website: <https://labor.ny.gov/unemploymentassistance.shtm>

Comments: The 7-day waiting period for unemployment insurance has been waived so workers whose employers close due to the pandemic can get the relief they need immediately.

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Senator Liz Krueger Daily Updates

Website: <https://www.lizkrueger.com/novel-coronavirus-covid-19/>

Comments: Email Liz@lizkrueger.com. Subject line of the E-mail should be "subscribe".

New York State - Paid Sick Leave

Website: <https://www.governor.ny.gov/news/governor-cuomo-announces-three-way-agreement-legislature-paid-sick-leave-bill-provide-immediate>

Comments: Law passed to enact emergency paid sick leave for New Yorkers facing quarantine due to COVID-19. The provisions of the quarantine legislation are set to take effect immediately upon passage, ensuring that New York workers will be able to take advantage of these benefits.

New York State of Health Reopens Insurance Enrollment

Contact: call 311

Website: https://www.health.ny.gov/press/releases/2020/2020-03-16_nysoh_special_enrollment_period.htm

Comments: In light of the COVID-19 public health emergency, NY State of Health announced a *Special Enrollment Period* for New Yorkers to enroll in health insurance through the marketplace (<https://nystateofhealth.ny.gov/>) and directly through insurers. Individuals who enroll in a Qualified Health Plan between March 16th and April 15th will have coverage effective April 1st. For free enrollment assistance, call 311 or visit www.nyc.gov/GetCoveredNYC.

For more information on this Special Enrollment Period, visit https://www.health.ny.gov/press/releases/2020/2020-03-16_nysoh_special_enrollment_period.htm.

Medicare Telehealth Coverage

Website: <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>

Comments: Medicare has temporarily expanded its coverage of **telehealth services** (https://www.medicare.gov/coverage/telehealth?utm_campaign=20200318_gmd_prv_gal&utm_content=english&utm_medium=email&utm_source=govdelivery) to respond to COVID-19. Medicare beneficiaries can temporarily use telehealth services for common office visits, mental health counseling and preventive health screenings. This will help ensure Medicare

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beneficiaries are able to visit with their doctor from their home, without having to go to a doctor's office or hospital, which puts themselves and others at risk.



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Independent Consumer Advocacy network (ICAN)

Contact: 1-888-614-8800, ican@cssny.org

Website: <https://www.cssny.org/>

Comments: ICAN can help people with Medicaid long-term care services answer questions and solve problems related to Medicare, Medicaid long-term care, managed care plans, and providers like doctors, hospitals, and pharmacies.

Community Service Society – Community Health Advocates (CHA) and NYC Managed Care Consumer Assistance Program (MCCAP)

Contact: 1-888-614-5400, cha@cssny.org

Website: <https://www.cssny.org/>

Comments: CHA/MCCAP can help consumers: understand their insurance, resolve insurance disputes, file complaints, appeal plan decisions, get medical services, and access affordable care for those who are uninsured or underinsured.

Community Service Society- CSS Navigator Network

Contact: 1-888-614-5400, enroll@cssny.org

Website: <https://www.cssny.org/>

Comments: CNN can help consumers apply for health insurance through the New York State of Health Marketplace, including: Medicaid, Essential Plan, Child Health Plus, and ACA (Obamacare) insurance coverage. **Important news:** uninsured New Yorkers can enroll in ACA Plans through NY State of Health through a Special Covid-19 Enrollment Period available between March 16 and April 15, 2020. As directed by Governor Cuomo, all New York insurers will waive cost-sharing for a COVID-19 testing.

New York State- Insurers directed to waive most Utilization Review and Medical Necessity

Website:

https://www.dfs.ny.gov/consumers/health_insurance/new_york_health_insurance_policies_programs

Comments: The directive requires insurers to suspend:

- Preauthorization requirements for scheduled surgeries or admissions
- Concurrent reviews of inpatient hospital services
- Retrospective reviews for medical necessity of inpatient hospital and emergency services

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- Preauthorization requirements for inpatient rehabilitation services in a hospital or skilled nursing facility following a hospital admission
- Preauthorization for home health care services following an inpatient admission
- Notification requirements pertaining to inpatient admissions (Hospitals are still required to make best efforts to notify insurers of hospital admissions for purposes of assisting with discharge planning but will not be penalized financially for failure to notify)
- Audits of hospital claims payments

NYSYLC – Resources for undocumented NYC

Website: <https://www.nysylc.org/undocufunds>

Community Service Society of NY

Website: https://bplc.cssny.org/benefit_tools/15

Comments: Benefits Update

The New York Academy of Medicine

Website: <https://www.nyam.org/what-can-i-do/about/>

Comments: The New York Academy of Medicine has created a temporary information hub on COVID-19 particularly as it related to health equity and legal/governmental issues.

Law Help

Website: www.lawhelp.org

Comments: LawHelp helps people of low and moderate income find free legal aid in their community.

Wireless Relief

Website: All Policies on carrier Websites

Comments: Verizon, ATT and Charter/Spectrum



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CMS Center for Medicare and Medicaid Services

Comments:

CMS has expanded access to home health services for Medicare Beneficiaries, including:

- If a physician determines that a Medicare beneficiary should not leave home because of a medical contraindication or due to suspected or confirmed COVID-19, and the beneficiary needs skilled services, he or she will **be considered homebound and qualify for the Medicare Home Health Benefits**. Such beneficiaries can receive services at home, including the administration of Part B drugs.
- Home Health Agencies can provide more services to beneficiaries using telehealth, as long as it is part of the patient's plan of care and does not replace needed in-person visits.

Senior Planet

Website: <https://seniorplanet.org/coronavirus/>

Comments: Website for senior resources

New York Legal Assistance Group (NYLAG)

Website: <https://www.nylag.org/covid19/>

Comments: Please visit the site for information re: legal assistance at various places for various groups.

Notary Public Guidelines

Website:

https://www.dos.ny.gov/licensing/notary/DOS_COVID19_RemoteNotaryGuidance.pdf

New York State Youth Leadership Council

Comments: The New York State Youth Leadership Council is compiling a live document of resources in NYC around COVID19 support efforts. We are prioritizing resources open to undocumented people. Follow us on social media: Instagram , Twitter , Facebook , and email us at info@nysylc.org to add resources.

The Patient Advocate Foundation

Comments: The Patient Advocate Foundation can assist you in finding resources to help decrease the financial burden of medical treatment.

Website: <https://www.patientadvocate.org>

CDC Resources on Coronavirus (COVID-19)

- Home Page: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- How to Protect Yourself: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>
- What to Do if You Are Sick: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
- Symptoms: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
- Are You At Higher Risk for Severe Illness?: <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>
- How to Prepare: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/index.html>

Advance Care Planning Resources

- PREPARE for your care step by step program with videos: <https://prepareforyourcare.org/welcome>
- *Hello* conversation game from Common Practice: <https://commonpractice.com>
- Respecting Choices COVID-19 Resources: <https://respectingchoices.org/covid-19-resources/>
- Can We Talk About What Matters to Me? Tip sheet from National Patient Advocate Foundation: <https://www.npaf.org/can-we-talk/>
- National POLST: www.polst.org/covid

Resources on Combatting Hate Crimes and Discrimination

- AG Leticia James has launched a [Hotline to Combat Coronavirus Hate Crimes and Xenophobic Rhetoric](#).
 - Individuals may call the hotline at 1-800-771-7755 or email Civil.Rights@ag.ny.gov.



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- The NYC Commission on Human Rights launched a [COVID-19 Know Your Rights anti-discrimination webpage](#) detailing your rights against discrimination in housing, employment, and public accommodations.

Mutual Aid Groups

<https://mutualaid.nyc/groups/>

Comments: You can also connect through a hotline (212-979-0611)

Monday 1:30-8pm (English)

Tuesday 5:30-8pm (English, Mandarin)

Wednesday 1:30-8pm (English, Español)

Friday 1:30-5pm (English, Español)

AARP

Website: www.aarpcommunityconnections.org.

Comments: AARP has launched a new online platform that allows users to organize and find local volunteer groups to help pick up groceries, provide financial assistance, or lend emotional support to neighbors, friends and loved ones. Across the country, these informal mutual aid groups will help communities stay connected and care for older adults and others who are at the greatest risk. To help combat social isolation, the site also offers access to more than 600 trained volunteers (and the number grows daily) who are standing by and ready to call anyone who wants to hear a friendly voice. For more information, visit www.aarpcommunityconnections.org.

National Association of Social Workers – New York City Chapter

Website: <https://www.naswnyc.org/page/covidresources>

Comments: A compilation of various resources related to COVID-19.

United Hospital Fund

Website: <https://uhfnyc.org/our-work/initiatives/covid/>

Comments: United Hospital Fund is regularly updating its [COVID-19 web page](#), which includes links to resources, analysis, and commentary related to the pandemic.



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Social Security

Website: www.irs.gov/coronavirus/economic-impact-payments

Comments: New Guidance about COVID-19 Economic Impact Payments for Social Security and Supplemental Security Income (SSI) Beneficiaries

People who receive Social Security retirement, survivors, or disability insurance benefits and who did not file a tax return for 2018 or 2019 and who have qualifying children under age 17 should now go to the IRS's webpage at www.irs.gov/coronavirus/economic-impact-payments to enter their information instead of waiting for their automatic \$1,200 Economic Impact Payment. By taking proactive steps to enter information on the IRS website about them and their qualifying children, they will also receive the \$500 per dependent child payment in addition to their \$1,200 individual payment. If Social Security beneficiaries in this group do not provide their information to the IRS soon, they will have to wait to receive their \$500 per qualifying child.

The same new guidance also applies to SSI recipients, especially those who have qualifying children under age 17. To receive the full amount of the Economic Impact Payments you and your family are eligible for, go to the IRS's *Non-Filers: Enter Payment Info* page at www.irs.gov/coronavirus/economic-impact-payments and provide information about yourself and your qualifying children.

Additionally, any new beneficiaries since January 1, 2020, of either Social Security or SSI benefits, who did not file a tax return for 2018 or 2019, will also need to go to the IRS's *Non-Filers* website to enter their information.

Lastly, for Social Security retirement, survivors, or disability beneficiaries who do not have qualifying children under age 17, you do not need to take any action with the IRS. You will automatically receive your \$1,200 economic impact payment directly from the IRS as long as you received an SSA-1099 for 2019.

For SSI recipients who do not have qualifying children under age 17, we continue to work closely with Treasury in our efforts to make these payments automatically. Please note that we will not consider Economic Impact Payments as income for SSI recipients, and the payments are excluded from resources for 12 months.

The eligibility requirements and other information about the Economic Impact Payments can be found here: www.irs.gov/coronavirus/economic-impact-payment-information-center. In addition, please continue to visit the IRS at www.irs.gov/coronavirus for the latest information.

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We will continue to update Social Security's COVID-19 web page at www.socialsecurity.gov/coronavirus/ as further details become available."

NVOAD

Website: <https://nyvoad.communityos.org/cms/home>

Comments: NVOAD, an association of organizations that mitigate and alleviate the impact of disasters and fosters more effective delivery of services to communities affected by disaster.

Family Justice Centers

Contact: <https://www1.nyc.gov/site/ocdv/get-help/covid-19-update.page> or call our 24-hour Domestic Violence Hotline at 1-800-621-4673.

Comments: While the centers are physically closed, anyone can call any of our borough centers for help with safety planning, mental health and planning, legal help, or help in connecting to law enforcement agencies. For more information please

COVID-19 Resource Guide for Immigrants

Website: <https://www1.nyc.gov/site/immigrants/help/city-services/resources-for-immigrant-communities-during-covid-19-pandemic.page>

Comments: We've put out a resource guide specifically for immigrant communities during the COVID-19 pandemic: Please help by passing it along. In case you missed it, we also announced emergency relief along with the Open Society Foundation to get relief to those immigrants ineligible for stimulus relief.

Free Tax Preparation

Website: nyc.gov/taxprep

Comments:

- **Virtual Free Tax Preparation:** New Yorkers with an annual income of \$64,000 or less with children, or \$45,000 or less without children, are eligible for Virtual Tax Preparation. Those who need assistance claiming their Economic Impact Payment also qualify for this service. Filers can submit photos or scans of tax documents to the preparer via a secure platform, confirm their identity using secure video conference, and complete their return by video conference or by phone with a preparer. Filers will need access to the internet and a smartphone, tablet or computer to use this service.
- **Assisted Self-Preparation:** New Yorkers with an annual income of \$69,000 or less can complete their own 2019 tax returns using eligible free tax filing platforms and receive assistance from an IRS certified VITA/TCE volunteer preparer over the phone or by email. Filers will need access to a computer, tablet, or smartphone; a stable internet

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connection; an email address, and their 2018 adjusted gross income (AGI) or self-select PIN. Visit nyc.gov/taxprep to check eligibility limits for each tax site.

The Mount Sinai Community Resource Guide is a free website available to staff, patients, or community organizations. You can use this website to identify community resources and services available to help during the COVID-19 Pandemic. Click here to go to the guide:
<https://communityresources.mountsinai.org/>

The guide is powered by Aunt Bertha, a technology platform that curates and provides access to free or low cost community resources. There is a public-facing website that anyone can use, as well as an enhanced Mount Sinai Health System site that employees can access using their Mount Sinai credentials (SSO). Further training on the MSHS site will be provided in your area in the near future.

<https://www.hitesite.org> has a COVID-19 filter and can be used by anyone to research more resources

Resources are changing rapidly. Please e-mail cov19.commresource@mountsinai.org if you notice changes or out-of-date resources. We are doing our best to update them daily.