

## To Our Colleagues at Our Referring Agencies and Housings

As the COVID-19 outbreak continues to evolve, Element Care wants to keep you informed about the steps we are taking to ensure availability of our PACE services within the community while keeping our employees, current and potential participants, caregivers and referring partners safe.

Element Care is aware that many of you are currently seeking alternatives to nursing home placement and we want you to know that Element Care PACE is still accepting and processing referrals for our program. However, we are scheduling home visits several weeks out and will be following our clinical protocols before commencing any face-to-face visits. That said, we encourage you to continue to submit referrals now to expedite enrollments as the outbreak subsides.

### How Element Care is facilitating enrollments during the COVID-19 outbreak

- Our information and referral line, Medicaid specialists, and enrollment and clinical teams continue to support new enrollments
- Enrollment team members are available to communicate with referral sources, family members and caregivers via email, telephone or video calls
- Technology tools are available to coordinate teleconferencing and video meetings with multiple family members and caregivers
- To support social distancing, we have cancelled all events and will be using remote communications as much as possible.

#### Eligibility Requirements:

- Are 55 or older
- Monthly income up to \$2,349, assets \$2,000 or less
- Live in our service area on the North Shore and Merrimack Valley
- Qualify for nursing home care and can continue to live safely in your home

For more information about Element Care or to submit a referral:

- Call us at 1-877-803-5564 (TTY 711)
- Email us at [info@elementcare.org](mailto:info@elementcare.org)
- Go to [www.elementcare.org](http://www.elementcare.org)

We look forward to working closely with our referring agencies and housing partners to find creative and safe ways to continue to enroll the many frail elders in our community into Element Care PACE.

Please contact us if we can help in any way as the COVID-19 outbreak evolves in the coming weeks.

Sincerely,

The Marketing and Enrollment Team at Element Care  
PACE