COVID 19 RESOURCES FOR AHRC NYC STAFF

Coronavirus

Coronavirus has brought uncertainty and anxiety into our lives, workplaces, and homes. As everyone continues to work tirelessly to support people we serve, we want to ensure you have information about resources that may be available to you during this very challenging time.

This list includes current Federal, State, and local resources known to the agency as of this week, ending April 17, 2020. As new sources become known or existing sources change, we will continue to send out updates periodically.

April 20, 2020
GENERAL INFORMATION ABOUT COVID-19

If you don't have a doctor, New York City can help you find one by calling (844) 692-4692 or 311.

For updates on the city's response to coronavirus in NYC, sign up for text alerts by texting COVID (or COVIDESP for Spanish) to 692692.

Call New York State Department of Health's 24/7 coronavirus hotline at (888) 364-3065.

For information in Suffolk County, Nassau County or Westchester County, call 211 or (888) 364-3065.

For information in New Jersey, call 211.

AHRC New York City
Staff Benefits & Provider Information

AHRC Assistance Hotline/Email: Call 212-780-2378 or email Benefit.Inquiry@ahrcnyc.org with any questions or requests related to assistance with emergency needs or benefits, for all active AHRC employees.

AHRC Emergency Needs Support Fund

Through the AHRC Emergency Needs Support Fund (COVID-19), the agency is providing to people supported and to our employees targeted financial assistance, with small, one-time stipends. The fund can pay for essential supplies to maintain self-sufficiency as people shelter in place or employees find themselves in immediate need. Supplies can include groceries, household goods, personal care items, necessary travel expenses, over-the-counter medical supplies, and other essential goods up to $250 per request. Funds may also be used to maintain utilities and housing for people facing termination of services or eviction.

To request funds in assisting people we support, please contact your department director. To request funds as an employee, please contact Benefit.Inquiry@ahrcnyc.org to request an application.
CIGNA: Medical and Dental
(800) 244-6224 or www.cigna.com

Cigna Actions to Support Customers Against COVID-19

From March 13th, 2020 Press Release

• Waives customer cost-sharing for office visits related to COVID-19 testing through May 31, 2020
• Waives customer cost-sharing for telehealth screenings for COVID-19 through May 31, 2020
• Makes it easier for customers to be treated virtually for routine medical examinations by in-network physicians
• Provides free home delivery of up to 90-day supplies for Rx maintenance medications available through the Express Scripts Pharmacy and 24/7 access to pharmacists
• Offers supportive resources for customers, clients and communities for managing anxiety and improving resiliency

“As previously announced, Cigna will cover the diagnostic test with no cost-sharing when recommended by a health care professional. Effective immediately, Cigna will waive customers’ out-of-pocket costs for COVID-19 testing-related visits with in-network providers, whether at a doctor’s office, urgent care clinic, emergency room or via telehealth, through May 31, 2020.”

“Cigna is also making it easier for customers with immunosuppression, chronic conditions or who are experiencing transportation challenges to be treated virtually by in-network physicians with those capabilities. Cigna is implementing this enhanced measure through May 31, 2020 to protect its most vulnerable customers by mitigating exposure risks and alleviating transportation barriers.”

“Cigna is also providing free resources for all customers, clients and communities to support them during these times of high stress and anxiety. The company has opened a 24-hour toll-free help line (1-866-912-1687) to connect people directly with qualified clinicians who can provide support and guidance. Additionally, the company will offer a webinar to the general public raising awareness about tools and techniques for stress management and building resiliency, along with the ability to join telephonic mindfulness sessions. More Information can be found at www.cigna.com.”
**AHRC NYC Dedicated Benefits Advocate**

You have a dedicated Advocate ready to handle any benefits situation in a discreet and confidential manner.

- **Explanation of benefits.** Is it unclear to you what the insurance covered on a particular claim and what is your responsibility?
- **Prescription/pharmacy problems.** Is the pharmacy telling you that your medication is not covered or charging you full price? Do you need help getting an authorization on a medication?
- **Benefits questions.** Are you unsure if the insurance will pay for a certain procedure?
- **Claim issues.** Did you receive a bill from a doctor but don’t know why?
- **Difficult situations.** Are you having difficulty getting a referral? Has the insurance carrier denied a procedure and you want to appeal their decision?

**Contact:** Sheena Crawley  
Call (Toll Free): **(833)-685-3370 or (856)-372-3458**  
Email: **bac.ahrcnyc@aig.com**

**AHRC NYC Employee Assistance Program**

Through LifeWorks, the agency’s confidential, no-cost Employee Assistance Program, staff members can call **888-267-8126** to speak with counselors on issues related to COVID-19, substance use or other challenges. You also can go to [www.lifeworks.com](http://www.lifeworks.com).

- Our User ID is “ahrcnyc” and the password is “eap”  
- If you have any questions about the agency’s EAP services, please contact the HR Benefits Hotline at **212-895-3381**.

**VSP (Vision Insurance): (800) 877-7195**

**WAGEWORKS** (Transit, FSA and HSA) **(877) 924-3967 or [www.wageworks.com](http://www.wageworks.com)**

**GOVERNMENT AND COMMUNITY RESOURCES**

**CHILD CARE**

- Beginning Monday, March 30, 2020, **YMCA**s across **NY State** are offering childcare for all categories of Essential Employees **(including DSPs)**, and financial assistance is available. For more information, please contact the nearest YMCA in your neighborhood.
For DOHMH contracted providers and other essential employees, the New York City Department of Education (DOE) is setting up Regional Enrichment Centers (RECs). RECs are located in public school buildings and serve students in grades 3-K through 12. They are open and operate from 7:30am to 6:00pm (Monday-Friday), and will ensure that students have access to remote learning as well as various art, music, and other activities.

If your child is a New York City resident and you would like to enroll in one of these centers, please review the DOE website and enrollment link and complete this REC Enrollment Form. Please complete this form for each child you are seeking to enroll. You will then receive an e-mail confirming your child's center assignment, usually within 48 hours. By default, your child may be assigned to a REC that is near your home residence. If you would like to select a REC in a different region, such as near your place of work, you may respond to the confirmation e-mail and work with DOE on options.

DOMESTIC VIOLENCE Hotlines
- Emergency Assistance in NYC: (800) 621-4673 or (866) 604-5350 for the hearing impaired
- NYC Gay and Lesbian Anti-Violence Project: 212-714-1141
- Barrier Free Living (Individuals with Disabilities in NYC): 212-533-4358

EDUCATION (Distance Learning)
New York City has closed schools until at least April 20th. Parents with questions about remote learning can sign up for updates at https://www.schools.nyc.gov/
- Family guidance for remote learning and NYC Students with Disabilities is available here and will be updated regularly: https://www.schools.nyc.gov/learn-at-home/information-on-remote-learning

Remote Learning Device Request Form:
To help students stay connected during emergencies, the DOE is lending internet-enabled iPads to support remote learning for students. Click here to be directed to the Remote Learning Device Request Survey: https://coronavirus.schools.nyc/RemoteLearningDevices
FINANCIAL AND SOCIAL SERVICE ASSISTANCE

- **United Way Covid-19 Community Economic Relief Fund** can provide assistance with bills, rent and food. Call (866) 211-9966 and provide your zip code to receive a list of local agencies which may be able to assist.

- **NYC Benefits Screening** for New York City residents, including financial assistance, housing, food and nutrition, employment, and child/family programs. Link: [https://access.nyc.gov/](https://access.nyc.gov/)

- **NYC.GOV COVID-19 Resources** List of resources for those who may be unemployed due to COVID-19 or are seeking additional assistance. Link: [https://www1.nyc.gov/site/em/resources/covid-19-services-resources.page](https://www1.nyc.gov/site/em/resources/covid-19-services-resources.page)

- **HITE SITE** Connecting New Yorkers with free and low-cost health and social services. Link: [http://hitesite.org/](http://hitesite.org/)

- **Social Services RX** Local social and health services for NYC families and children. Link: [https://www.socialneedsrx.org/](https://www.socialneedsrx.org/)

FOOD ASSISTANCE

- **Emergency Food Assistance** in NYC: (866) 888-8777

- **Grab-and-Go hot meals** are available for all children in New York City. Visit [https://www.schools.nyc.gov/school-life/food/free-meals](https://www.schools.nyc.gov/school-life/food/free-meals) or Text FOOD or COMIDA to 877877 for a list of locations near you.

  Each site offers three hot meals per day. You can pick up from any location between the hours of 7:30 am-1:30 pm, M-F.

  **Notes on Grab & Go Meals**
  - No registration, ID, or documentation required.
  - All three meals a day may be picked up at the same time.
  - No dining space is available, so meals must be eaten off premises.
  - Parents and guardians may pick up meals for their children.

- Apply for **Supplemental Nutrition Assistance Program (SNAP)**: [http://nyc.gov/accesshra](http://nyc.gov/accesshra)

- **Seniors Services** (ages 60 or older): Contact the New York City Department for the Aging to secure home-delivered meals by calling 311 or visit [www1.nyc.gov/site/dfta/services/in-home-services.page](http://www1.nyc.gov/site/dfta/services/in-home-services.page)

- During the COVID-19 public health crisis, NYC is taking steps to make sure every New Yorker has access to the food they need. Through [NYC.gov/getfood](http://NYC.gov/getfood), New Yorkers can access information about food assistance programs and resources, including:
  - A map of free food resources across the city, including food pantries and Grab & Go meals at NYC Schools.
  - Signing up for SNAP benefits or cash assistance from home.
  - Ways to give and receive help during COVID-19, and
  - Food delivery assistance for individuals.

**HEALTH INSURANCE COVERAGE**
- NY State of Health, “Special Enrollment Period Open Through April 15th for Uninsured Individuals” *(statewide)*
- Community Service Society of New York, “Community Health Advocates” *(statewide)*

**HOUSING SUPPORT**
- **Coalition for the Homeless** *(NYC)*, Crisis Hotline, **212-776-2177**
- If you are at risk of becoming homeless during the coronavirus crisis, call 311 or visit [www1.nyc.gov/site/hra/help/homebase.page](http://www1.nyc.gov/site/hra/help/homebase.page)
- NYC Housing Preservation and Development Section 8 voucher program: contact DTRAI@hpdc.nyc.gov if you are having trouble paying rent because of loss of income.
- NYCHA residents in need of emergency maintenance or repairs should call **718-707-7771**
- NYCHA residents seeking a temporary reduction in rent can submit an Interim Recertification application. For more information: [www1.nyc.gov › nycha › pdf › Rent-Hardship-03.16.20-with-links.pdf](http://www1.nyc.gov › nycha › pdf › Rent-Hardship-03.16.20-with-links.pdf)
- Temporary Shelter/Housing Assistance, Call 311 or visit [https://access.nyc.gov/](https://access.nyc.gov/)
IMMIGRATION

- Protecting Immigrant Families, Factsheet: Know Your Rights, Protect Your Health
- New York State Youth Leadership Council, Emergency Funds for Undocumented Youth and Families

MENTAL HEALTH & SUBSTANCE USE SUPPORT

- NYC.gov, NYC Well: Text, Call, or Chat (local)
  If you are feeling stressed, anxious or just want to chat, visit the link above or call (888) 692-9355 to speak confidentially with one of the city's trained counselors.
- NYS Emotional Support Helpline, 7 days a week from 8am-10pm, call 1-844-863-9314
- New York State Mental Health Hotline: (888) 863-9314
- National Suicide Prevention Lifeline: (800) 273-TALK
- Spiritual Care Association: https://www.atimeforcompassion.org/get-help
  Connect with a professional chaplain, free of charge, who will listen and offer spiritual care and support, with connections by email, phone or video call.
- Richmond University Medical Center Crisis Hotline (Staten Island): 718-818-5766 (local)
- NYC Emergency Mental Health & Substance Abuse Support Line: (800) 543-3638
- SAMHSA National Helpline: (800) 622-HELP / (800) 487-4889 (TDD), use the Behavioral Health Treatment Services Locator
- Cigna 24-hour toll-free help line: (866) 912-1687

TRANSIT & PARKING

- Subways, buses, the LIRR and Metro-North are still running regularly, albeit with less frequency. Some ferries are running on a modified schedule. For service updates, call 511 or go to mta.info/nyct

UNEMPLOYMENT & ADDITIONAL STATE and CITY BENEFITS

- New York State has waived the seven-day waiting period to file for unemployment benefits for those out of jobs due to COVID-19. To file: (888) 209-8124 or online at https://labor.ny.gov/home/
• **NY State Screening Tool**
  Benefits for variety of programs, including utilities (HEAP) and food assistance (SNAP), Health Insurance, Tax Credits, and more.
  Link: [https://www.mybenefits.ny.gov/mybenefits/begin](https://www.mybenefits.ny.gov/mybenefits/begin)

**UTILITIES**

• **Con Edison** has suspended service shutoffs for people having payment issues. If you are experiencing outages, call *(800) 752-6633*.

• **NYCHA residents** in need of emergency maintenance or repairs should call *(718) 707-7771*.

• **Property Owners in NYC**: If you are unable to pay your next property tax or water bill, payment plan options are available to assist you. Contact 311 or go to [https://www1.nyc.gov/site/finance/taxes/property-payment-plans.page](https://www1.nyc.gov/site/finance/taxes/property-payment-plans.page)

• **Home Energy Assistance Program (HEAP)** is a program that assists low income, elderly and vulnerable eligible households with grants to pay for their utility and heating costs. The program provides regular and emergency grants during the heating season to defray energy costs and ensure continued service during the winter months. The HEAP office also administers a cooling program in spring/summer season which provides air conditioning units to individuals who are deemed medically and financially eligible. In New York, contact 311 or apply online at [https://mybenefits.ny.gov/mybenefits/begin](https://mybenefits.ny.gov/mybenefits/begin)

• **Internet Service Provider Offers**
  - **AT&T** will continue to offer **wired** internet access for qualifying limited income households at $10 a month through the Access from AT&T program.
  - **Spectrum** is offering households with students in Pre-K to 12 or college, who need remote education, **two free months of internet and WiFi** for new customers.

**VETERANS SERVICES**

• Service members, veterans, and their families can use **VetConnectNYC**, which includes legal, financial, and City agencies among other providers. Expert case managers will assess your needs and refer you to the organization or provider best suited to respond to your situation.

• Starting Tuesday, March 24th, veterans can receive a weekly update of the most current federal, state, and local resources to support veterans in the fight against COVID-19. Sign up here: [https://nyc.us16.list-manage.com/subscribe?u=f7b9346505d410be91f983085&id=1c42dfcee9](https://nyc.us16.list-manage.com/subscribe?u=f7b9346505d410be91f983085&id=1c42dfcee9)
• Visit Mission 22 for a list of organizations that are providing financial assistance to veterans and their families:
  https://www.mission22.com/blog/2020/3/19/covid-19-resources

GENERAL FINANCIAL AND CONSUMER PROTECTION INFORMATION

TAXES The IRS has extended the federal filing deadline for from April 15th, 2020 to July 15th, 2020. For information go to https://www.irs.gov/coronavirus

BANKING & CREDIT CARDS The FDIC has information on its website to answer consumers’ frequently asked questions about the impact of COVID-19 on their banking relationships. Some information for specific local banks includes:

• Bank of America - Customers who are unable to pay their bills or have an issue with their account should contact the client services team at the number listed on the bank of their credit or debit card. Additionally, customers can access help through both online and mobile app banking platforms.
  For more information and updates, visit Bank of America’s coronavirus help page.

• Capital One - Customers facing “financial difficulties” due to the coronavirus are urged to contact the bank directly through one of its many customer support lines.
  For more information and updates, visit Capital One’s coronavirus help page.

• JP Morgan Chase - Effective March 19, 2020, Chase is temporarily closing approximately 20% of its branches to help ensure the safety of customers and employees. In addition to its nearly 4,000 branches that will remain open, Chase encourages customers to utilize the tools available on the Chase mobile app and at chase.com.
  For more information and updates, visit Chase’s coronavirus help page.

• Citibank - Effective March 9, 2020 for “an initial thirty days,” Citibank customers can contact the bank for assistance with:
  o Waivers on monthly service fees, for both regular and small business customers
  o Waived penalties for early CD withdrawal, for both regular and small business customers
o Fee waivers on remote deposit capture for small business customers
o Some credit card customers may be eligible for credit line increases and collection forbearance programs.

o Some mortgage customers may be eligible for a hardship program through Cenlar FSB, the bank’s service provider. For assistance, call Cenlar FSB at 855-839-6253 (Mon–Fri, 8:30 a.m.–8 p.m. ET or Sat, 8:30 a.m.–5 p.m. ET).

For more information and updates, visit Citibank’s coronavirus help page.

- Wells Fargo - Wells Fargo customers experiencing hardship from the coronavirus disease can call 1-800-219-9739 to speak with a trained specialist about their options. This includes customers of consumer lending, small business and deposit products.

For more information and updates, visit Wells Fargo’s coronavirus help page.

CONSUMER COMPLAINTS & CONSUMER AFFAIRS

- If you spot a merchant raising prices on items like cleaning materials and hand sanitizer, report the illegal price gouging at (800) 697-1220 or file a complaint with NY State at https://www.dos.ny.gov/consumerprotection/

- On March 16, 2020, the NYC Department of Consumer and Worker Protection (DCWP) announced an emergency rule that makes price gouging illegal for any personal or household good or any service that is needed to prevent or limit the spread of or treat the COVID-19.

Examples include cleaning products; diagnostic products and services; disinfectants (wipes, liquids, sprays); face masks; gloves; hand sanitizers; medicines; paper towels; rubbing alcohol; soap; and tissues.

Online Complaint Form: Report price gouging to the State Attorney General

- Agency: New York State Attorney General
- Division: New York State Attorney General Local Office
- Phone Number: (212) 416-8000
- Business Hours: Monday - Friday: 9 AM - 5 PM

- Federal Trade Commission
Avoiding Scams during COVID-19 Situation
https://protect-us.mimecast.com/s/fIERCrkEREfAQwyLs7Q9Zo?domain=consumer.ftc.gov