



136 State St. | Suite 501
Albany, NY 12207
518.724.2480

Lisa M. Wickens-Alteri
President



CHC's Response to COVID-19

March 18th, 2020

In light of the Novel Coronavirus (COVID-19) and social distancing CHC has decided to close its office on March 16th. The CHC team is working for you, actively monitoring all news outlets and Government reports surrounding current and evolving events of the pandemic to ensure the health and safety of New Yorkers served.

During our temporary closure CHC has activated our plan to work remotely so you and your staff will be able to contact each of us with questions or concerns via email or phone. All messages left on our office phones are automatically forwarded to our emails for immediate retrieval.

What we're doing:

Health & Safety: We will continue following the recommendations of Governor Cuomo, the New York State Department of Health, Centers for Disease Control and Prevention (CDC), Worldwide Health Organization (WHO) and the Centers for Medicare and Medicaid (CMS) to limit the spread of the virus as much as possible, stay-up-to date with the evolving changes in the management of the pandemic at the National and State level. We will be notifying clients of new information as it is released.



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Client Needs: CHC is communicating directly with each client to ensure all needs are being met despite this unscheduled and unfortunate disruption. With the Budget deadline quickly approaching and the Capital shut down to visitors and a majority of the legislative staff, CHC continues to work on a daily to advance outstanding budget items.

Daily COVID-19 updates will occur at 11 am (unless otherwise noted) on our main conference line. As always, please do not hesitate to call our office with any questions or concerns. Please note that all conference calls will take place as regularly scheduled unless noted otherwise.

Preparation: CHC has been preparing for offsite remote work as part of our own Business Preparedness Plan. CHC is fortunate to have the proper technology and plans in place to continue to serve our clients. In addition to the phone technology and offsite mobility of our computer systems we have a CHC Zoom account that we may incorporate into our communications with clients in the future.

Government & HealthCare Industry Changes: CHC is closely monitoring federal, state and local regulators and authorities to stay on top of any changing regulations or statute that affect our clients and industry as a whole. This includes, but is not limited to Governor Cuomo and the Executive offices of NYS, the NYS Legislature, the New York State Department of Health (DOH), the Department of Financial Services (DFS), Centers for Medicaid and Medicare (CMS), and updates from the Medicaid Redesign Team II (MRT II). With the New York State budget deadline closely approaching we will be notifying out clients of any and all updates.

Travel: CHC has already eliminated all travel and we anticipate continuing to evolve our travel policies to ensure the safety of our team members. The CHC Team will continue working directly with clients to meet their needs while limiting the spread of COVID-19.



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At CHC, we value the health and safety of our clients and team members. We will continue to communicate all pertinent information and changes with you as the situation continues to evolve.

Please remember to frequently wash your hands, practice social distancing, and stay home if you are sick. These are difficult times for everyone, but CHC has hope that we can overcome this together as a community. Our best wishes to you, your teams and your loved ones in the weeks ahead.

Stay Healthy and Safe,

Lisa M. Wickens-Alteri &

The Capital Health Consulting Team

Capital Health Consulting LLC
136 State Street, Suite 501
Albany | NY | 12207
Office: 518.724.2480
<http://www.capitalhealthconsulting.com/>
[Facebook](#) | [Twitter](#)

