

COVID-19 COMMUNITY RESOURCE GUIDE



CREATED BY THE OFFICE OF
CONGRESSMAN GREG STANTON

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A Message from Congressman Greg Stanton



Dear Neighbor,

I understand the coronavirus pandemic is on the forefront of all our minds as the virus continues to spread throughout communities across the world. I want to make sure you and your family have access to accurate, current information regarding federal, state and local COVID-19 resources.

This guide is a compilation of existing government resources for those impacted by the COVID-19 outbreak, but by no means an exhaustive list of resources that may be offered through non-government organizations. Because the situation is evolving, please check my website, <https://stanton.house.gov/covid-19> for updates.

I also want to remind you that there are members of my staff dedicated to assist you with federal agencies in your time of need—whether related to COVID-19 or any other issues. Please don't hesitate to contact my office with questions or concerns at (602) 956-2463 or online at <https://stanton.house.gov/services/help-federal-agency>.

Sincerely,

A handwritten signature in black ink that reads "Greg Stanton".

Greg Stanton
Member of Congress

Contents

A Message from Congressman Greg Stanton	1
Contents.....	2
Quick Guide	4
Arizona Department of Health Services	4
Arizona Department of Education	4
Centers for Disease Controls.....	4
Background on COVID-19	5
What is COVID-19?	5
How can I prevent the spread of COVID-19?	5
How do I plan ahead for COVID-19?.....	5
What do I do if I have confirmed or suspected COVID-19?	6
What do I do if I was potentially exposed to someone with confirmed COVID-19?..	7
If you are a close contact of a person with confirmed COVID-19 and are sick	7
What do I do if I have COVID-19 symptoms but haven't been around anyone who has been diagnosed with COVID-19?.....	7
If you may have had close contact with a person with COVID-19 but are not sick	8
What can I do now that COVID-19 is in our community?.....	8
Federal Resources	9
State Agency Resources	15
Health Resources	17
Medicare coverage and COVID-19	17
Local COVID-19 Testing.....	17
Testing Regardless of Immigration Status	18
Veterans Who May Have COVID-19	18
U.S. Department of Veterans Affairs Phoenix VA Regional Office	18
U.S. Department of Veterans Affairs Phoenix VA Healthcare System (PVAHCS)	19
PVAHCS Appointments.....	19
Mental Health Resources	19
Resources for Individuals and Families.....	20
The Arizona Department of Economic Security	20

Financial Assistance for Military Families	21
ARIZONA@WORK	21
Food Assistance.....	22
SNAP Nutrition assistance:.....	22
Arizona Emergency Food Assistance Program:.....	22
Arizona Commodity Senior Food Program:	22
Arizona Supplemental Nutrition Program for Women, Infants, and Children (WIC):	22
Grocery Stores offering "Senior Hours"	22
Safety and Wellbeing	23
Education.....	24
Small Business Resources.....	27
Small Business Administration (SBA).....	27
Maricopa County.....	27
U.S. Chamber of Commerce.....	27
Local First Arizona	27
Arizona Department of Economic Security.....	28
Arizona Small Business Development Center Network	28
Other Non-governmental Resources	28
Another Round, Another Rally.....	28
National Restaurant Association	28
Restaurant Workers' Community Foundation	28
USBG National Charity Foundation	29
USBG Bartender Emergency Assistance Program.....	29



Quick Guide

For an immediate, life-threatening emergency, call 911

Arizona Department of Health Services

The Arizona Poison Control System is available to answer questions about COVID-19 from Arizona providers (for testing, patient guidance) and the general public (for testing, isolation, quarantine): (844) 542-8201

CONTACT: (602) 542-1025; online at <https://www.azdhs.gov/>

Arizona Department of Education

Arizona Department of Education shares guidance to schools regarding instructional time, statewide testing, provision of special education services, school meals, and more.

CONTACT: (602) 542-5393; online at <https://www.azed.gov/>

Centers for Disease Controls

The Centers for Disease Control and Prevention is the leading national public health institute of the United States.

CONTACT: (800) 232-4636; online at <https://www.cdc.gov/coronavirus/2019-ncov/>
En español: <https://www.cdc.gov/coronavirus/2019-ncov/index-sp.html>

Background on COVID-19



What is COVID-19?

- COVID-19 is a new respiratory virus. Because of how new it is, there is currently no vaccine or cure for it, and there is still a lot we don't know about it. Some people will recover on their own, but others can have serious complications that require medical care or hospitalization.
- The illness has reached pandemic proportions, having spread worldwide. As COVID-19 spreads in Arizona, your life will be disrupted in a variety of ways. We can all do our part to try to minimize its impact.
- As new information emerges from across the globe, please remember that the risk of COVID-19 is not at all connected with race, ethnicity or national origin. Seeking and sharing accurate information during a time of heightened concern is one of the best things we can do to keep rumors and misinformation from spreading. Get your information from trusted sources, like my office, the CDC, and your local Department of Health. Information evolves daily.

How can I prevent the spread of COVID-19?

*The following is **not intended** to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.*

- Symptoms of COVID-19 primarily include fever, cough, and shortness of breath. These symptoms usually appear two to 14 days after exposure.
- COVID-19 is usually spread between people who are in close contact with one another (within about 6 feet) via coughs or sneezes. It may also spread by touching a surface or object with the virus on it, and then touching your eyes, nose, or mouth.
- People who are infected can spread the virus even without exhibiting symptoms.
- Prevention starts with practicing good personal health habits: stay home as much as possible, cover your coughs and sneezes with a tissue (then throw it away and wash your hands) or the inside of your elbow, wash your hands often with soap and water, and clean frequently touched surfaces and objects. If you are sick, self-isolate.
- Getting plenty of rest, drinking fluids, eating healthy foods, and managing your stress helps you stay healthy.

How do I plan ahead for COVID-19?

- Start by visiting the CDC website at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> where you will find answers to frequently asked questions,

situation updates, and recommendations for travel, community preparedness and more.

- Make an emergency plan of action with your household members, relatives, and friends. Visit [Emergency Preparedness and You](#) (on the CDC website) for more information.
- Check in with your work about your sick leave and telework options. Stay at home as much as possible.
- Make a list of your emergency contacts—family, friends, neighbors, carpool drivers, health care providers, teachers, employers, local public health department, and community resources.
- If you or one of your household members have a chronic condition and regularly take prescription drugs, talk to your health provider, pharmacist, and insurance provider about keeping an extra month's worth of medications at home.

What do I do if I have confirmed or suspected COVID-19?

- Call a health care provider and tell them you suspect you have COVID-19.
- Stay home, except for getting medical care.
- Separate yourself from other people and animals in your home.
- Do not go to work, school, stores, or public areas.
- Avoid using public transportation, taxis, or ride-share.
- Monitor your symptoms and call before visiting your doctor. If you have an appointment, be sure you tell them you have or suspect you have COVID-19.
- If you have one, wear a facemask around other people, such as sharing a room or vehicle, or around pets and before entering a healthcare provider's office.
- If you can't wear a mask or don't have one, then keep people who live with you out of your room or have them wear a facemask if they come in your room.
- Cover coughs and sneezes with a tissue and throw it away in a lined trash can. Wash hands thoroughly afterwards. Soap and water is best.
- Avoid sharing personal household items like dishes and glasses, toothpaste, or bedding.
- Wash your hands often with soap and water for 20 seconds. If you can't wash your hands, use an alcohol-based hand sanitizer that contains at least 60% alcohol. Rub hands together until dry.
- Clean all "high touch" surfaces frequently, such as counters, tables, doorknobs, bathroom fixtures, phones, and keyboards.
- Use a household cleaning product to clean, following the manufacturer's recommendations.
- If you are having a medical emergency, call 9-1-1. Notify dispatch that you have or may have COVID-19
- Check with your healthcare provider when you can leave home isolation. The general guideline is to remain in home isolation for at least 7 days OR until at

least 72 hours after your fever has resolved (and symptoms get better) whichever is longer.

What do I do if I was potentially exposed to someone with confirmed COVID-19?

- Household members, intimate partners, and caregivers may have close contact with a person with symptomatic, laboratory-confirmed COVID-19 or a person under investigation.
- If you may have been potentially exposed to someone with confirmed COVID-19, you should self-quarantine yourself, stay home, and monitor symptoms. Even if you do not exhibit symptoms, you should stay home and seek guidance from your healthcare provider (see Interim US Guidance for Risk Assessment and Public Health Management of Persons with Potential Coronavirus Disease 2019 (COVID-19) Exposure in Travel-associated or Community Settings: <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>).

If you are a close contact of a person with confirmed COVID-19 and are sick

- If you are sick with fever, cough, or shortness of breath, even if your symptoms are mild, isolate yourself and seek guidance from your healthcare provider.
- You are at higher risk for severe illness if you are over 60, with underlying health conditions such as heart disease, lung disease, or diabetes, have a weakened immune system or are pregnant. In any event, seek guidance from a healthcare provider.

What do I do if I have COVID-19 symptoms but haven't been around anyone who has been diagnosed with COVID-19?

- The most common symptoms of COVID-19 are fever, cough, and shortness of breath. These can be symptoms of other respiratory illnesses as well as COVID-19.
- If you are in a high-risk category, and have symptoms of COVID-19, call your healthcare provider for advice and isolate yourself. If you are at risk for serious illness, your healthcare provider may arrange a test for COVID-19.
- If you do not have a high-risk condition and your symptoms are mild, isolate yourself. Do not go out when you are sick, practice excellent hygiene, and wear a facemask when you are around other people if you can. Seek guidance from your healthcare provider to confirm if you should be tested.
- Cover coughs and sneezes. Avoid sharing personal household items. Clean your hands often. Clean all "high-touch" surfaces like doorknobs often.
- Monitor your symptoms and call your healthcare provider if symptoms worsen.
- Stay home and avoid others for at least 72 hours after your fever goes down and symptoms get better, whichever is longer. Consult with your healthcare provider.

If you may have had close contact with a person with COVID-19 but are not sick

- Isolate yourself and contact your health care provider. You may have contracted COVID-19 even if you do not immediately feel sick or exhibit symptoms.
- Monitor your health for fever, cough and shortness of breath for at least 14 days after your last contact with the ill person.
- Try to stay inside as much as possible. Avoid public places for at least 14 days.

What can I do now that COVID-19 is in our community?

- Stay informed about local COVID-19 activity through the Arizona Department of Health website and be aware of any signs that people in your community are getting sick. For example, continue to watch for school closure information.
- Minimize contact with others by staying home as much as possible. This applies even to those who are young and/or healthy.
- Avoid contact with people who are sick. Cover your coughs and sneezes with a tissue and wash your hands often with soap or water. Don't share personal items and clean frequently touched surfaces with soap and water.
- If you are sick, stay home. When seeking medical care, wear a facemask and keep your distance from others. If someone in your house is sick, stay home to avoid unknowingly spreading the virus to others. The CDC does not fully understand how this spreads.
- Watch your children for symptoms of COVID-19. Notify your children's childcare facility if they are sick and get any classroom assignments or activities they can do from home.
- Set up a separate room for sick household members. Clean the room regularly and make sure they have clean, disposable facemasks to use when with other family members.
- Check in with family and friends who live alone—especially those with chronic diseases. If you live alone, ask your friends and family to check in with you if you become sick. You can help neighbors by bringing them groceries and other supplies while they are isolated at home. Leave them at the doorstep.

Federal Resources

CDC Coronavirus Information:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

CDC Coronavirus Information for Travel: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

U.S. Department of Health & Human Services (HHS) Press Releases:

<https://www.hhs.gov/about/news/index.html>

State Department Travel Advisories:

The State Department has created a 24-hour public hotline for Americans abroad who are impacted by the COVID-19 crisis. For callers in the U.S. and Canada, the number is (888) 407-4747. For those dialing from overseas, the number is (202) 501-4444. Full travel advisory here:

<https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/>

Smart Traveler Enrollment Program (STEP)

Travelers are also strongly encouraged to enroll in the State Department's Smart Traveler Enrollment Program (STEP) to receive alerts and make it easier to locate them in an emergency. To enroll: <https://step.state.gov/step/>

Federal Emergency Management Agency (FEMA): <https://www.fema.gov/coronavirus>

Small Business Administration (SBA): <https://disasterloan.sba.gov/ela/>

Medicare coverage and COVID-19

Medicare covers the [lab tests for COVID-19](#). You pay no out-of-pocket costs.

Medicare covers all [medically necessary hospitalizations](#). This includes if you're diagnosed with COVID-19 and might otherwise have been discharged from the hospital after an inpatient stay, but instead you need to stay in the hospital under quarantine.

At this time, there's no vaccine for COVID-19. However, if one becomes available, it will be covered by all [Medicare Prescription Drug Plans \(Part D\)](#).

If you have a [Medicare Advantage Plan](#), you have access to these same benefits. Medicare allows these plans to waive cost-sharing for COVID-19 lab tests. Many plans offer additional telehealth benefits beyond the ones described below. Check with your plan about your coverage and costs.

Scammers may use the coronavirus national emergency to take advantage of people while they're distracted. As always, guard your Medicare card like a credit card, check Medicare claims summary forms for errors, and if someone calls asking for your Medicare Number, hang up.

U.S. Department of Education Federal Student Loan Borrowers

Effective March 13, 2020, the interest rate on all federally held student loans serviced by FedLoan Servicing will temporarily be reduced to 0% for at least 60 days.

All borrowers will have the ability to request this emergency administrative forbearance which will allow them to postpone payments for at least 60 days. My FedLoan allows borrowers to request forbearance over the phone.

CONTACT: (800) 699-2908, online at <https://myfedloan.org/borrowers/covid/>

Veterans Who May Have COVID-19

Before visiting local VA medical facilities, community providers, urgent care centers, or emergency departments in their communities, veterans experiencing COVID-19 symptoms – such as fever, cough, and shortness of breath – are encouraged to call their VA medical facility or call MyVA311 (844) 698-2311 and press #3 to be connected.

Veterans can also send secure messages to their health care providers via MyhealtheVet VA's online patient portal: <https://www.myhealth.va.gov/mhv-portal-web/home>

VA clinicians will evaluate veterans' symptoms and direct them to the most appropriate providers for further evaluation and treatment. This may include referral to state or local health departments for COVID-19 testing"

U.S. Department of Veterans Affairs Phoenix VA Regional Office

The Phoenix VA Regional Office is closed to the public starting March 19, 2020.

The Veterans Benefits Administration (VBA) is continuously monitoring developments regarding the spread and impact of COVID-19. To safeguard our Veterans and employees, Phoenix VA Regional Office is temporarily closing our offices to the public, starting March 19, 2020.

VBA will continue to process claims but will not accept in-person visits for claims assistance, vocational rehabilitation counseling, or other services, except through telephone or, for vocational rehabilitation, VA Video Connect.

VA's official information bulletins, including regional office (RO) operations, are posted at www.va.gov.

You may contact us via the Inquiry Routing & Information System (IRIS) at <https://iris.custhelp.va.gov/> or by telephone at (800) 827-1000. You also may follow us on Facebook (@VeteransBenefits) and Twitter (@VAVetBenefits).

Vocational Rehabilitation participants may contact their counselor via their direct-line telephone number for other options.

Updates are available here: <https://www.publichealth.va.gov/n-coronavirus/index.asp>

U.S. Department of Veterans Affairs Phoenix VA Healthcare System (PVAHCS)

PVAHCS will screen everyone entering the hospital or any of our clinics. PVAHCS is not authorizing visitors to our inpatient Veterans and anyone in our facilities under 15 years old.

PVAHCS Appointments

All elective and non-urgent appointments, procedures and groups are being converted to virtual or telephone appointments or being rescheduled for a later time in order to implement social distancing and protect you against COVID-19. If you have a question about an upcoming appointment, please utilize MyHealtheVet to send a message to your provider. If you don't have the ability to message through MyHealtheVet, you can call to leave a message at (602) 222-6550.

If you have an urgent clinical need, PVAHCS is still providing care through emergency services.

PVAHCS is closing walk-in service for the Veteran Resource Center (VRC) and will utilize a virtual VRC:

https://www.phoenix.va.gov/services/New_Veteran_Orientation.asp

The Virtual VRC can be reached by a direct number of (602) 222-2774 or through MHV secure messaging.

Several resources are available to help support you and keep you informed during this period. Information about COVID-19 is available on VA's Public Health Web site. The site includes information on symptoms, prevention, and other general information. You can stay up-to-date on the latest news regarding COVID-19 at www.cdc.gov and <http://www.publichealth.va.gov/n-coronavirus>

Federal Housing Finance Agency (FHFA)

To help borrowers who are at risk of losing their home, the Federal Housing Finance Agency (FHFA) has directed Fannie Mae and Freddie Mac (the Enterprises) to

suspend foreclosures and evictions for at least 60 days due to the coronavirus national emergency. The foreclosure and eviction suspension applies to homeowners with an Enterprise-backed single-family mortgage.

Foreclosure and Eviction Moratorium in connection with the Presidentially Declared COVID-19 National Emergency:

<https://www.hud.gov/sites/dfiles/OCHCO/documents/20-04hsgml.pdf>

U.S. Department of Housing and Urban Development (HUD) Approved Housing Counselors

Housing counselors throughout the country can provide advice on buying a home, renting, defaults, foreclosures, and credit issues. Using the search box below, you can find one near you.

The counseling agencies on this list are approved by the U.S. Department of Housing and Urban Development (HUD) and they can offer independent advice about whether a particular set of mortgage loan terms is a good fit based on your objectives and circumstances, often at little or no cost to you. This list will show you several approved agencies in your area. HUD-Approved Housing Counselors:

<https://apps.hud.gov/offices/hsg/sfh/hcc/fc/index.cfm?webListAction=search&searchstate=AZ&filterSvc=dfc>

Internal Revenue Service (IRS) Tax Services

The Treasury Department and the Internal Revenue Service are providing special payment relief to individuals and businesses in response to the COVID-19 outbreak. The filing deadline for tax returns has been extended to July 15, 2020.

Volunteer Income Tax Assistance, Tax Counseling for the Elderly, and AARP Foundation Tax Aide programs have been suspended as a precaution related to COVID-19. Currently, there is no indication of when these services will resume.

If your 2019 adjusted gross income was \$69,000 or less, you may utilize the IRS Free File Online tool to prepare and file your federal income tax return using tax-preparation- and-filing software at: <https://www.irs.gov/filing/free-file-do-your-federal-taxes-for-free>

If you have an appointment with U.S. Citizenship and Immigration (USCIS) Services:

As of March 18, 2020, U.S. Citizenship and Immigration Services has suspended routine in-person services until May 4th to help slow the spread of Coronavirus Disease 2019 (COVID-19). USCIS staff will continue to perform duties that do not involve contact with the public.

However, USCIS will provide emergency services for limited situations. To schedule an emergency appointment, contact the USCIS Contact Center.

- USCIS field offices and asylum offices will send interview cancellation notices to applicants and petitioners with scheduled interview appointments or naturalization ceremonies impacted by this closure.
- USCIS will automatically reschedule interview appointments and naturalization ceremonies once normal operations resume. When the interviews are rescheduled, applicants will receive a new interview notice with the new time, date and location of the interview.
- When naturalization ceremonies are rescheduled, applicants will receive a new notice with the time, date and location of the ceremony.
- USCIS will also automatically reschedule ASC appointments, except for Canada and United Kingdom visa applicants. You will receive a new biometrics appointment letter in the mail. Individuals who had InfoPass or other appointments must reschedule through the USCIS Contact Center once field offices are open to the public again.
- Please check the USCIS Field Offices page to see if your field office has reopened before reaching out to the USCIS Contact Center.

USCIS Field Office: <https://www.uscis.gov/about-us/uscis-office-closings>

USCIS Contact Center: <https://www.uscis.gov/contactcenter>

If you have an appointment with CBP Trusted Traveler Programs

Trusted Traveler Program Enrollment Centers will suspend operations until at least May 1, 2020.

This temporary closure includes all public access to Global Entry, NEXUS, SENTRI, and FAST enrollment locations.

Updates are available here: <https://www.cbp.gov/travel/trusted-traveler-programs>

Contact CPB: <https://www.cbp.gov/contact>

If you have an appointment with Social Security Administration (SSA)

SSA has suspended face-to-face service to the public in field offices and hearings offices nationwide until further notice. Social Security benefits and Supplemental Security Income payments will continue to be dispersed by mail or direct deposit.

You can file for Social Security disability, retirement, spouse, and Medicare benefits at www.socialsecurity.gov

The Inspector General of Social Security is warning the public about fraudulent letters threatening suspension of Social Security benefits due to COVID-19-related office closures. SSA will not suspend or discontinue benefits because offices are closed to the public for in-person service.

Online assistance is available here: <https://www.ssa.gov/locator/>

COVID-19 updates are available here: <https://www.ssa.gov/coronavirus/>

*If you are experiencing difficulties with a federal agency, please contact
Congressman Greg Stanton at (602) 956-2463 or at
<https://stanton.house.gov/services/help-federal-agency>*

State Agency Resources

Arizona Department of Health Services

The Arizona Poison Control System is available to answer questions about COVID-19 from Arizona providers (for testing, patient guidance) and the general public (for testing, isolation, quarantine).

CONTACT: (844) 542-8201

ADHS is also releasing updates via email or text message; you can sign up to receive those updates here:

https://public.govdelivery.com/accounts/AZDHS/subscriber/new?qsp=CODE_RED

CONTACT: (602) 542-1025; online at <https://www.azdhs.gov/>

Arizona Health Care Cost Containment System (AHCCCS)

AHCCS is the state-run Medicaid program. This website will be updated with information on telehealth services, coverage for COVID-19 testing, and more.

- For ACC Health Plan members experiencing symptoms: Call the 24-hour Nurse Line for your Health Plan. The Health Plans' 24/7 Nurse Line numbers can be found here: <https://azahcccs.gov/AHCCCS/AboutUs/covid19.html>
- For FFS Members, including those enrolled in the American Indian Health Program (AIHP), Tribal ALTCS, or a Tribal Regional Behavioral Health Authority (TRBHA): Please contact the nearest American Indian Medical Home (AIMH) 24-hour Nurse Line, your doctor, or the nearest IHS/638 facility. The AIMH Nurse Line phone numbers can be found here: <https://azahcccs.gov/AHCCCS/AboutUs/covid19.html>

CONTACT: (855) 432-7587; online at <https://azahcccs.gov/AHCCCS/AboutUs/covid19FAQ.html>

Arizona Department of Economic Security (DES)

DES unemployment benefits (602) 364-2722; online at <https://des.az.gov/content/ui-benefit-claims-determining-eligibility>

Information related to how to apply for nutrition assistance (SNAP):

<https://des.az.gov/services/basic-needs/food/nutrition-assistance-formerly-food-stamp-program>

Information related to the Emergency Food Assistance Program:

<https://des.az.gov/services/basic-needs/food-assistance/emergency-food-assistance>

Information related to the Arizona Commodity Senior Food Program:
<https://des.az.gov/services/basic-needs/food-assistance/az-commodity-senior-food-program>

Governor's Office

Follow actions from the Arizona Governor's office on COVID-19.

CONTACT: (602) 542-4331; online at <https://azgovernor.gov/>

Arizona Department of Education

Arizona Department of Education shares guidance to schools regarding instructional time, statewide testing, provision of special education services, school meals, and more.

CONTACT: (602) 542-5393; online at <https://www.azed.gov/>

Arizona Courts

Attorneys, litigants, and the public are encouraged to check with their local courts for local practices and advisories. Local court information is available online.

CONTACT: (602) 452- 3300; online at <https://www.azcourts.gov/covid19/>

Arizona Department of Housing

Information on Community Action Agencies in Arizona that offer emergency Eviction and Utility Assistance.

CONTACT: (602) 506-5911 (Maricopa County); online at <https://housing.az.gov/community-action-agencies-arizona-offer-emergency-eviction-and-utility-assistance>

Arizona Together

State-run website that brings together statewide resources for individuals, businesses, and volunteer opportunities in response to COVID-19.

More information at www.arizonatogether.org

CONTACT: aztogether@az.gov

Arizona Commerce Authority

State agency focused on promoting and advocating for business interests.
More information here: www.azcommerce.com

CONTACT: (602) 845-1200



Health Resources

Medicare coverage and COVID-19

Medicare covers the lab tests for COVID-19. You pay no out-of-pocket costs. For more information: <https://www.medicare.gov/coverage/coronavirus-test>

Medicare covers all medically necessary hospitalizations. This includes if you're diagnosed with COVID-19 and might otherwise have been discharged from the hospital after an inpatient stay, but instead you need to stay in the hospital under quarantine. For more information: <https://www.medicare.gov/coverage/inpatient-hospital-care>

At this time, there's no vaccine for COVID-19. However, if one becomes available, it will be covered by all Medicare Prescription Drug Plans (Part D). For more information about Part D: <https://www.medicare.gov/drug-coverage-part-d>

If you have a Medicare Advantage Plan, you have access to these same benefits. Medicare allows these plans to waive cost-sharing for COVID-19 lab tests. Many plans offer additional telehealth benefits beyond the ones described below. Check with your plan about your coverage and costs. For more information: <https://www.medicare.gov/sign-up-change-plans/types-of-medicare-health-plans/medicare-advantage-plans>

Scammers may use the coronavirus national emergency to take advantage of people while they're distracted. As always, guard your Medicare card like a credit card, check Medicare claims summary forms for errors, and if someone calls asking for your Medicare Number, hang up.

Local COVID-19 Testing

Banner Health is providing drive-thru COVID-19 testing at three sites in the Phoenix area, and one in Tucson. Patients will not need a doctor referral, but they will need to consult a Banner clinician over the phone before arranging a testing appointment.

Call (844) 549-1851 to speak with a clinical team member to determine if testing is appropriate.

The phone line will be staffed from 7 a.m. to 6 p.m. Monday through Thursday and 7 a.m. to 5 p.m. on Friday. Once approved for a testing appointment, Banner Health will confirm the testing location nearest you.

Banner Health will not turn away patients who do not have insurance.

CONTACT: (844) 549-1851

Testing Regardless of Immigration Status

Arizona Department of Health Services Free/low-cost Community Health Care Centers: <https://www.azdhs.gov/prevention/health-systems-development/sliding-fee-schedule/index.php#clinic-locations>

Phoenix Allies for Community Health (PACH): <https://azpach.org/>

Veterans Who May Have COVID-19

Before visiting local VA medical facilities, community providers, urgent care centers, or emergency departments in their communities, veterans experiencing COVID-19 symptoms – such as fever, cough, and shortness of breath – are encouraged to call their VA medical facility or call MyVA311 (844) 698-2311 and press #3 to be connected.

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VBA will continue to process claims but will not accept in-person visits for claims assistance, vocational rehabilitation counseling, or other services, except through telephone or, for vocational rehabilitation, VA Video Connect.

VA's official information bulletins, including regional office (RO) operations, are posted at www.va.gov.

You may contact us via the Inquiry Routing & Information System (IRIS) at <https://iris.custhelp.va.gov/> or by telephone at (800) 827-1000. You also may follow the VA on Facebook (@VeteransBenefits) and Twitter (@VAVetBenefits).

Vocational Rehabilitation participants may contact their counselor via their direct-line telephone number for other options.

Updates are available here: <https://www.publichealth.va.gov/n-coronavirus/index.asp>

U.S. Department of Veterans Affairs Phoenix VA Healthcare System (PVAHCS)

PVAHCS will screen everyone entering the hospital or any of our clinics. PVAHCS is not authorizing visitors to our inpatient Veterans and anyone in our facilities under 15 years old.

PVAHCS Appointments

All elective and non-urgent appointments, procedures and groups are being converted to virtual or telephone appointments or being rescheduled for a later time in order to implement social distancing and protect you against COVID-19. If you have a question about an upcoming appointment, please utilize MyHealthVet to send a message to your provider. If you don't have the ability to message through MyHealthVet, you can call to leave a message at (602) 222-6550.

If you have an urgent clinical need, PVAHCS is still providing care through emergency services.

PVAHCS is closing walk-in service for the Veteran Resource Center (VRC) and will utilize a virtual VRC:

https://www.phoenix.va.gov/services/New_Veteran_Orientation.asp

The Virtual VRC can be reached at (602) 222-2774 or through MHV secure messaging.

Several resources are available to help support you and keep you informed during this period. Information about COVID-19 is available on VA's Public Health Web site. The site includes information on symptoms, prevention, and other general information. You can stay up-to-date on the latest news regarding COVID-19 at www.cdc.gov and <http://www.publichealth.va.gov/n-coronavirus>

Mental Health Resources

- **The National Alliance on Mental Illness** has provided a resource guide which includes information about COVID-19 and mental health
<https://www.nami.org/getattachment/About-NAMI/NAMI-News/2020/NAMI-Updates-on-the-Coronavirus/COVID-19-Updated-Guide-1.pdf>
- **NAMI HelpLine** is available Monday through Friday, 10 a.m. to 6 p.m. EST at (800) 950-6264 or text 'NAMI' to 741741
- **CDC Guidance on Managing Anxiety and Stress:**
<https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html>
- **UN Guidance on Mental Health in the Age of Coronavirus:**
<https://news.un.org/en/story/2020/03/1059542>



Resources for Individuals and Families

The Arizona Department of Economic Security

The Arizona Department of Economic Security (DES) and its community partners will continue to provide services to help individuals and families meet their basic needs, including:

- **Unemployment Insurance** for individuals who are involuntarily unemployed as a result of COVID-19: <https://des.az.gov/services/employment/unemployment-individual>
 - Apply or file a claim for unemployment insurance (UI) online here: <https://uiclaims.azdes.gov/>
- **Short Term Crisis Services Program (STCS)** provides temporary assistance to low-income families experiencing an emergency need, including rental and utility assistance: <https://des.az.gov/services/basic-needs/shelter-housing/short-term-crisis-services>
- **Mortgage Assistance** for homeowners who have been directly or indirectly affected by coronavirus and are struggling to make mortgage payments: <https://des.az.gov/services/basic-needs/shelter-and-housing/mortgage-assistance>
- **Child Care Assistance** to eligible families in need so they can continue education or employment while ensuring a safe environment <https://des.az.gov/child-care> or <https://www.azccrr.com/>
- **Cash, Medical and Nutritional Assistance:**
 - The Cash Assistance Program provides temporary cash benefits and supportive services to the neediest of Arizona's children and their families. For more information: <https://des.az.gov/services/child-and-family/cash-assistance>
 - The Supplemental Nutrition Assistance Program provides eligible households with monthly benefits.
 - For more information on SNAP: <https://des.az.gov/services/basic-needs/food/nutrition-assistance-formerly-food-stamp-program>
 - To apply for benefits: <https://www.healtharizonaplus.gov/Default/Default.aspx?TokenID=0.5735604441657909#>
 - The DES Coordinated Hunger Relief Program partners with regional food banks to provide food to individuals in need. <http://www.azfoodbanks.org/>.
 - The [Congregate and Home Delivered Meals](#) programs provide nutritious meals to eligible older adults. Currently, although schools are closed statewide, several districts are providing free meal delivery and

pickup for students. Check with your local school district to learn what options are available for you.

Financial Assistance for Military Families

Military Assistance Mission (MAM) is providing financial assistance to families effected by the COVID-19 virus. They are relieving military families during this time of crisis but providing them with an E-card to purchase essential for them and their families.

Additional information and eligibility requirements can be found here:

<https://www.azmam.org/financial-assistance-coronavirus/> (602) 246-6421

ARIZONA@WORK

Statewide workforce development network that compiles resources and job opportunities.

Find more information at: <https://arizonaatwork.com>.



Food Assistance

SNAP Nutrition assistance: <https://des.az.gov/services/basic-needs/food/nutrition-assistance-formerly-food-stamp-program>

Arizona Emergency Food Assistance Program: <https://des.az.gov/services/basic-needs/food-assistance/emergency-food-assistance>

Arizona Commodity Senior Food Program: <https://des.az.gov/services/basic-needs/food-assistance/az-commodity-senior-food-program>

Arizona Supplemental Nutrition Program for Women, Infants, and Children (WIC): <https://azdhs.gov/prevention/azwic/>

Grocery Stores offering “Senior Hours”

AJ’s Fine Foods

- AJ’s Fine Foods will open from 5 a.m. to 6 a.m. on Wednesdays for senior shoppers, aged 65 and older, who must present government identification at the store entrance. A single caretaker is allowed to shop on behalf of the individual for whom he/she cares.
 - To find your nearest AJ’s: <https://www.ajsfinefoods.com/locations/>

Albertsons

- Albertsons will open from 7 a.m. to 9 a.m. on Tuesdays and Thursdays for senior shoppers and shoppers with “underlying health concerns.”
 - To find your nearest Albertsons: <https://local.albertsons.com/search.html>

Bashas’

- Bashas’ will open from 5 a.m. to 6 a.m. on Wednesdays for senior shoppers, aged 65 and older, who must present government identification at the store entrance. A single caretaker is allowed to shop on behalf of the individual for whom he/she cares.
 - To find your nearest Bashas’: <https://www.bashas.com/locations/>

Food City

- Food City will open from 5 a.m. to 6 a.m. on Wednesdays for senior shoppers, aged 65 and older, who must present government identification at the store entrance. A single caretaker is allowed to shop on behalf of the individual for whom he/she cares.

- To find your nearest Food City:
<http://www.myfoodcity.com/index.php?Section=locations>

Safeway

- Safeway will open from 7 a.m. to 9 a.m. on Tuesdays and Thursdays for senior shoppers and shoppers with “underlying health concerns.”
 - To find your nearest Safeway: <https://local.safeway.com/search.html>

Target

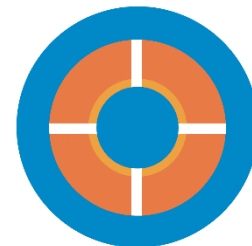
- Target will reserve the first shopping hour from 8 a.m. to 9 a.m. on Wednesdays for senior shoppers and shoppers with “underlying health concerns.”
 - To find your nearest Target: <https://www.target.com/store-locator/find-stores>

Walmart

- Walmart will open an hour early on Tuesdays for senior shoppers 60 years old or older. This senior hour will last from 6 a.m. to 7 a.m. each Tuesday.
 - To find your nearest Walmart: <https://www.walmart.com/store/finder>

Whole Foods Market

- Whole Foods Market will open an hour early every day for senior shoppers 60 years old or older. This senior hour will vary based on each location’s normal hours.
 - To find your nearest Whole Foods Market:
<https://www.wholefoodsmarket.com/stores>



Safety and Wellbeing

- **Arizona Coalition to End Sexual & Domestic Violence**
 - Service: Survivors are often more vulnerable in times of crisis and need our support more than ever in these times. ACESDV is here for you. ACESDV’s Sexual and Domestic Violence Services Helpline is still open and operating the regular hours of 8:30 a.m. to 5 p.m., Monday through Friday with Victim Services Specialists available to assist in Spanish.
 - Website: <https://www.acesdv.org/>
 - Phone Number: (602) 279-2900
- **National Domestic Violence Hotline**
 - Call (800) 799-7233 and TTY (800) 787-3224
 - <https://www.thehotline.org/>

Education



ASU for You

Online learning platform with curated education resources.

Website: <https://asuforyou.asu.edu/>

University of Arizona Cooperative Extension

Free daily educational resource websites for families with young children.

Website: <https://extension.arizona.edu/coronavirus-free-educational-resources-kids>

PHXTV Classroom Block

PHXTV is providing a block of free programming for educational television with subjects such as history and science. Schedule, program descriptions, and more can be found at: <https://www.phoenix.gov/newsroom/classroom>

Scholastic Learning at Home

Free, open access digital hub for remote learning that provides education materials for children in Pre-K to grades 6-9. More information:

<https://www.scholastic.com/teachers/teaching-tools/articles/resources/scholastic-learn-at-home--free-resources-for-school-closures.html#>

CONTACT: (800) 631-1586, learnathome@scholastic.com

Live chat: http://scholasticchat.custhelp.com/app/chat/chat_launch/

Balsz School District

Balsz School District has a [dedicated website](#) for Coronavirus information, including a family resource guide and tutorials for families on Google Classroom and Google Meet. To access: <https://www.balsz.org/Page/2306>

CONTACT: (602) 629-6400

Chandler Unified School District

During the school closure, the students of Chandler Unified School District will be provided the opportunity to continue their educational experience through enrichment resources. To access resources: <https://www.cusd80.com/Page/106877>

CONTACT: (480) 812-7240

Creighton School District

The district is working to develop a plan for remote learning opportunities. For more information:

<https://sites.google.com/creightonschools.org/remoteteachingcreightonfamilyr/home>

CONTACT: (602) 381-6000

Kyrene School District

The Kyrene School District has compiled at home learning resources for students in district while school closures are in effect. To access resources:

<https://www.kyrene.org/Page/52031>

CONTACT: 480-541-1660

Glendale Union High School District

Glendale Union has a dedicated website for Coronavirus information, including online learning resources. To access:

https://www.guhsdaz.org/news/what_s_new/c_o_v_i_d-19_information

CONTACT: (623) 435-6000

Madison School District

Madison School District is considering online options while meeting the needs of families who do not have the ability to connect online. For more information:

<https://madisonaz.org/covid-19-information/>

CONTACT: (602) 664-7900

Mesa Public Schools

Mesa Public Schools is offering home learning resources and activities for students and parents to provide ongoing learning during school closure. To access:

<http://www.mpsaz.org/tl/hlr/>

CONTACT: (480) 472-0000

Osborn School District

Osborn School District has created a guide to Home Learning Resources. To access:

<https://docs.google.com/document/d/17NeefHPLZ05zwBD3Hf2tTkQ5dCbqm04ZvmQd07Xg-3A/edit?ts=5e70ddec>

CONTACT: (602) 707-2000

Phoenix Union High School District

Phoenix Union has a dedicated web site for Coronavirus information, including family resources, online learning, and school meals. To access:

<https://www.phoenixunion.org/coronavirusinfo>

CONTACT: (602) 764-1100

Scottsdale Unified School District

SUSD has launched online learning, with resources and support available to help students. The Help Desk is available at (948) 484-HELP (4357), and students may visit www.susd.org/eLearning any time of day or night for additional resources available in both English and Spanish. Visit www.susd.org/COVID19 for more updates.

CONTACT: (480) 484-6234

Tempe Union High School District

Tempe Union High School District Teaching & Learning Department is working to put together resources for students. To access Schoology:

<https://tempeunion.schoology.com/>. Use your Tempe Union login and password to login to Schoology.

The district will also be issuing laptops to any current TUHSD students at two locations on Thursday, March 26, 2020: McClintock High School & Mountain Pointe High School. Those who would like to check out a laptop must fill out an online RSVP ahead of picking up their laptop.

McClintock RSVP: <https://www.signupgenius.com/go/904084BABAD28A1F49-tuhsd>
Mountain Pointe RSVP: <https://www.signupgenius.com/go/904084BABAD28A1F49-tuhsd2>

CONTACT: (480) 839-0292

Tempe Elementary School District

Tempe Elementary has created an Online Resource Guide designed for online learning from home while their schools are closed. Click this link to access this guide: <http://bit.ly/OnlineResourcesTESD>

CONTACT: (480) 730-7100

Washington Elementary School District

Washington Elementary has a [dedicated web site](#) Coronavirus information, including a collection of online educational resources and printable activities. To access: <https://www.wesdschools.org/students>

CONTACT: (602) 347-2600



Small Business Resources

Small Business Administration (SBA)

Arizona businesses impacted by COVID-19 can apply for a loan through the Small Business Administration (SBA) here: <https://www.sba.gov/funding-programs/disaster-assistance>

SBA may also be able to assist with export challenges by helping identify alternative markets or providing STEP vouchers to defray costs:

<https://disasterloan.sba.gov/ela/Information/EIDLLoans>

For additional information, contact the SBA disaster assistance customer service center: (800) 659-2955 (TTY: (800) 877-8339); or e-mail disastercustomerservice@sba.gov.

Maricopa County

Maricopa Small Business Development Center Fact Sheet:

<https://static1.squarespace.com/static/53ee4885e4b05292018bbd1f/t/5e76684096c2552a3b559c25/1584818242745/COVID-19+Loans+Fact+Sheet.pdf>

U.S. Chamber of Commerce

For the questions you may be asking and what you need to know in regards to eligibility, qualifications, loan amount restrictions and loan forgiveness, Coronavirus Emergency Loans Small Business Guide and Checklist:

https://static1.squarespace.com/static/53ee4885e4b05292018bbd1f/t/5e8223e5350fee1e588d10c2/1585587174001/023595_comm_corona_virus_smallbiz_loan_final+%281%29.pdf

Local First Arizona

Local First Arizona is a nonprofit organization that helps and supports independent and locally owned businesses. During the COVID-19 outbreak, Local First Arizona has a variety of resources to help small businesses during this time, which can be found here: <https://www.localfirstaz.com/covid19>

English: (602) 956-0909, or info@localfirstaz.com

Spanish: (602) 956-090 ext. 9, or fuerzalocal@localfirstaz.com

SBA Direct Assistance: Local First Arizona has recruited a group of local CPA's to help our members with the Small Business Administration's Economic Injury Disaster Loan process: <https://www.localfirstaz.com/sba-loan-help-form>

Arizona Department of Economic Security

File an unemployment claim to apply for UI Benefits:

<https://des.az.gov/services/employment/unemployment-individual/apply-ui-benefits>

Arizona Small Business Development Center Network

The AZSBDC Network works to help launch, grow, and sustain small businesses. It is Arizona's most comprehensive and accessible statewide resource source of assistance for small businesses in every stage of development.

For more information: <https://www.azsbdcenter.net/>

Contact: azsbdcenter@domail.maricopa.edu

Other Non-governmental Resources

Another Round, Another Rally

Arizona-based nonprofit that provides "reimbursement grants and immersive educational scholarships" for individuals in the hospitality industry. The organization is inviting hospitality workers in Arizona who have either lost their jobs or faced significant hour cuts since the outbreak began to apply for a \$500 relief grant.

Contact: Amanda Gunderson (818) 510-0900 or

amanda@AnotherRoundAnotherRally.org

Contact: Travis Nass (480) 239-8708 or travis@AnotherRoundAnotherRally.org

Link to apply: https://docs.google.com/forms/d/e/1FAIpQLSeVux3kSHcwms1h-qCotlq1sVqvdxaf_gdrcoHttAKEw0MAgg/viewform

National Restaurant Association

To ensure that the restaurants it represents stay informed on the current public health emergency, the National Restaurant Association has compiled a list of resources, as well as general information on COVID-19 as it relates to restaurant practices.

Contact: (602) 307-9134, online: <https://restaurant.org/Covid19>

Restaurant Workers' Community Foundation

The Restaurant Workers' Community Foundation is an advocacy and action nonprofit created by and for restaurant workers that help address issues that restaurant workers experience. They have been collecting information and links to resources that will help both restaurants and workers deal with the COVID-19 emergency. You can access their resource page here:

<https://www.restaurantworkerscf.org/news/2020/3/15/resources-for-restaurants-and-workers-coping-with-the-covid-19-emergency>

USBG National Charity Foundation

Focuses on advancing the lifelong stability and wellbeing of service industry professionals through education and charitable activities

CONTACT: (855) 655-8724; foundation@usb.org; or online at <https://www.usbgfoundation.org/covid-19-response>

USBG Bartender Emergency Assistance Program

The Bartender Emergency Assistance Program offers grants to bartenders who have been impacted by catastrophic events. USBG defines a “Bartender” as an individual employed in serving beverages or otherwise engaged in the production, promotion or distribution of alcoholic beverages. Eligibility information and the grant application can be found here: <https://www.usbgfoundation.org/beap>