



Wednesday, March 18, 2020

Dear PACE Member,

Community Care wants to ensure the health and safety of our members in the wake of the coronavirus, also called COVID-19. We understand that as a PACE member you are at an increased risk during this outbreak.

With guidance from state and federal health officials, we have made the following changes:

- Community Care will suspend PACE day center attendance until further notice. Health officials recommend this to reduce any potential exposure.
- PACE staff will only conduct in-person visits that are essential or critical.
- PACE staff will conduct all assessments by phone until further notice.
- The PACE pharmacy will expand options to deliver medications. This could include delivery by mail or in person.
- PACE clinics will be open only to members with urgent medical issues. We will postpone all non-urgent visits at this time.
- We will continue to staff our PACE centers to assist with coordinating needed medical care.
- The PACE dental clinic located at our Vliet Street site will postpone routine dental check-ups until further notice. Staff will provide urgent dental care, as needed.
- If you live in a convent site, please contact the on-duty nurse with any medical concerns.

We want you to know that we will continue to provide the care you have come to expect and help prevent the spread of the virus.

As a PACE member, you can call Community Care's Nurse Triage Line at (414) 231-4180 if you have medical concerns that are not life threatening.

If you have questions or concerns, contact your care team directly or call (866) 992-6600.

Community Care is committed to protecting the health and safety of all our members and staff. Visit [www.communitycareinc.org](http://www.communitycareinc.org) for more information.

Sincerely,

Kenneth Munson,  
Chief Executive Officer