Compiled Disaster Response Information

October 5, 2018

**NC Specific Resources**

**NCDHHS resources:** The NC Dept. of Health and Human Services has compiled a great list of resources with everything from what to do after a storm (aimed at families), to ways to volunteer, to making sure people can access benefits and services such as mental health services, Medicaid and SNAP (formerly known as Food Stamps): [https://www.ncdhhs.gov/hurricane-florence](https://www.ncdhhs.gov/hurricane-florence)

**NCDHHS Fact Sheet for Providers:** There is a link to this on the main DHHS website. It talks about provider enrollment, prior authorization, EMTALA, prescriptions and more: [https://www.ncpeds.org/resource/resmgr/delete/HFR-Medicaid-Providers-FactS.pdf](https://www.ncpeds.org/resource/resmgr/delete/HFR-Medicaid-Providers-FactS.pdf)

**Volunteer Opportunities:** The Governor is pushing for a massive volunteer clean-up next week October 7-13. We want as many companies, faith organizations, civic clubs and state employees to volunteer that week either weekday or weekend to make a dent in the cleaning out so rebuilding can start sooner. Local organizers are listed here and on our website at the link below. Note that they take volunteers of all faith backgrounds.  [https://www.nc.gov/volunteer/volunteer-opportunities](https://www.nc.gov/volunteer/volunteer-opportunities)

**New Housing Initiative:** Back@Home North Carolina, a $12 million initiative to help families still in Hurricane Florence disaster shelters or staying in unsafe or unstable arrangements quickly transition to safe and sustainable longer-term housing. More: [www.backathome.org](http://www.backathome.org).

**Hurricane Preparedness memo from the Immunization Branch:** This 2018 memo includes what to do if you’ve had a power outage or need guidance on storage and handling: [https://www.immunize.nc.gov/memos/6.1.2018hurricane_memo.pdf](https://www.immunize.nc.gov/memos/6.1.2018hurricane_memo.pdf)

**Info from HIEA:** ... NC HealthConnex team built emergent connections to neighboring and regional HIEs via the eHealth Exchange for the care of patients displaced by the storm. The NC HealthConnex team opened the gateway for bidirectional query and exchange of patient records via the national eHealth Exchange to Wilmington, East TN, GA, Richmond VA, SC and the Veteran’s Administration. With the storm forcing patients to seek care outside of their communities, health care providers in their organization may have a need to utilize the **clinical portal** to look up patient health information. Existing participants can direct questions regarding portal access to the NC HealthConnex SAS Support Desk at **HIESupport@sas.com**. New participants may direct questions to our outreach team at **hiea@nc.gov** or
Easier for doctors outside NC to come volunteer: From the NC Medical Board - This process temporarily authorizes a medical professional not licensed in the state of North Carolina to practice medicine during a declared state of emergency. There is no fee to submit this license application. 
https://www.ncmedboard.org/licensure/licensing/emergency-disaster-license-application

Easier for families to get and use SNAP: The NC Department of Health and Human Services announced two new flexibilities for people and families in the Food and Nutrition Services (FNS) program to help those affected by Hurricane Florence. These temporary flexibilities will apply to all 100 counties and the more than 600,000 households enrolled in the FNS program. North Carolinians in the FNS program will be able to purchase hot food, including food prepared for immediate consumption, from authorized Electronic Benefits Transfer (EBT) retailers using their EBT card...effective until Oct. 31. More: https://www.ncdhhs.gov/news/press-releases/north-carolinians-enrolled-food-and-nutrition-services-program-can-use-benefits.

WIC Fact Sheet: Covered material includes how to replace a lost WIC card and that beneficiaries can go to any open WIC clinic in the state. https://www.ncpeds.org/resource/resmgr/delete/HFR-DHHS-FactSheet_WIC_09191.pdf

Hurricane Florence Special bulletin – includes medically necessary services and PA 

NC Small Business & Technology Development Center: Recovery Resources

Carolina Small Business Development Fund’s Hurricane Florence Recovery Loan Program

The Hurricane Florence Recovery Loan Program is specifically designed to assist small business owners whose operations were impacted by the storm in September 2018.

U.S. Chamber Foundation: Small Business Recovery Guide
The U.S. Chamber of Commerce Foundation has put together a step-by-step small business recovery guide, which includes numerous links and suggestions for a variety of scenarios. Call 1-888-MY-BIZ-HELP (1-888-692-4943) for more assistance.

Apply for Federal Disaster Assistance
This federal website allows you to apply for more than 70 forms of disaster assistance from 17 federal agencies.

Small Business Association (SBA) Disaster Loans
FEMA Public Assistance Fact Sheet
National Flood Insurance Program (NFIP) “What To Do After The Flood”
DHHS Will Seek Flexibility for People in Medicaid to Avoid Disruptions in Care Due to Hurricane Florence  Sep 13, 2018

Today, the North Carolina Department of Health and Human Services announced broad efforts to work with federal and county partners to provide additional flexibility to people enrolled in the Medicaid program and their health care providers during and after Hurricane Florence.

"Our highest priority is keeping people safe and healthy," said DHHS Secretary Mandy Cohen, M.D. “We are doing everything possible to help those impacted by Hurricane Florence to continue to get the care and services they need without disruption.”

“We are immediately exercising existing authority and seeking additional authority to help minimize the impact of this disaster on people in Medicaid,” said Deputy Secretary for Medicaid Dave Richard. “We want to make it easier for people to access care, easier for doctors to provide that care, and to give our beneficiaries as much support as possible.”

To help make sure that people who are eligible for Medicaid continue to be able to enroll in the program and access services quickly, DHHS will temporarily allow self-attestation for most eligibility criteria for those impacted by the hurricane if documentation is not available. DHHS will also temporarily extend redetermination timelines for current enrollees to help prevent lapses in coverage due to the hurricane.

To help ensure a sufficient number of providers are available to serve Medicaid enrollees, DHHS is seeking temporary authority to waive some provider enrollment requirements, to waiver revalidation of providers who are impacted by the disaster, and to allow physicians and other health care professionals with out-of-state licenses to enroll and provide services. DHHS will also be seeking authority to make it easier to redirect individuals to alternative care locations when needed.

NC Medicaid will also support beneficiaries if they need additional units of service, medical supplies, specialized equipment or oral supplements to remain safe during the hurricane. DHHS is working with the Centers for Medicare and Medicaid Services to ensure that providers will be reimbursed for the services that they have provided even if it exceeds the beneficiary’s current authorization. DHHS is also working with CMS to retain additional flexibility as needed to support these beneficiaries in the most impacted areas of our state.

For more information regarding Hurricane Florence, please visit https://www.ncdps.gov/florence. Those with non-emergency questions or concerns related to the hurricane should call 2-1-1 or visit https://www.nc211.org/.

ReadyNC
Resources to plan and prepare, stay informed, and recover and rebuild

North Carolina 2-1-1
Community health and human services resources and services, and real-time support and communications during emergencies and disasters

Duke Energy
Power outages and outage status updates
Volunteer Info compiled by NC Medical Society: You may … want to consider volunteering your skills to help affected areas by signing up with the American Red Cross. Clinicians may also want to contact their local hospital to inquire about opportunities to support the hurricane response and recovery. For doctors and PAs from other states who are interested in volunteering, the NC Medical Board just passed an emergency policy to process temporary licenses during a disaster or State of Emergency. The new policy will allow volunteers to either use the existing hospital credentialing process, or apply for a limited emergency license. These measures will expand the response capabilities in our state. Learn more.

National Resources

Keep kids out of potentially contaminated water and other recommendations around returning to areas impacted by flooding: From Pediatric Environmental Health Specialty Units of AAP: Children are especially vulnerable to environmental hazards. Despite being smaller than adults, their metabolic rates are higher relative to their size….Common exploratory behaviors often place them in direct contact with materials that adults would avoid. There may be direct and indirect health consequences of floods.More: https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/Children-and-Disasters/Pages/Recommendations-Regarding-Return-Of-Children-To-Areas-Impacted-By-Flooding.aspx

Upcoming AAP events on disaster preparedness and response: Please note, there are many sessions at NCE on disaster issues, including disaster preparedness, disaster recovery and more. Improving Pediatric Office Preparedness and Addressing Children’s Needs in the Context of Infectious Disease Outbreaks and Disasters features NC’s own Dr. Graham Barden. https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/Children-and-Disasters/Pages/Upcoming-Events.aspx

Info from AAP, including on flooding: This includes information on floods, which looks like it will be one of the major problems.

- Promoting Adjustment and Helping Children Cope After Disaster and Crisis
- Flash Floods/Flood Recovery
- HealthyChildren.org - Flash Flood Recovery Information for Families

What to do before, during and after a hurricane: https://www.healthychildren.org/English/safety-prevention/at-home/Pages/Hurricane-Disaster-Fact-Sheet.aspx

Talking with children about tough topics: Disturbing News from AAP: https://www.healthychildren.org/English/family-life/Media/Pages/Talking-To-Children-About-Tragedies-and-Other-News-Events.aspx

From Sesame Street: There are resources for both providers and caregivers (hurricane specific and includes videos for kids): https://sesamestreetincommunities.org/topics/emergency-preparedness/

Family Readiness: There are additional resources for Individuals with Disabilities and Access and Functional needs at this link as well https://www.ready.gov/individuals-access-functional-needs.
Multilingual Information on Emergency Preparedness

English:

- Be prepared for a hurricane - https://www.fema.gov/media-library-data/1527015736946-1f1f8b5f3989072327dd54d5007c06cf/HurricaneV2.pdf
- How to prepare for a hurricane - https://www.fema.gov/media-library-data/1494007144395-b0e215ae1ba6ac1b556f084e190e5862/FEMA_2017_Hurricane_HTP_FINAL.pdf

Spanish:

- Scroll Down for Link to Video in Spanish on NCEM FB page: https://www.facebook.com/NCEmergency/?hc_ref=ARQ4SvOW7QIXw12U-xWzPv20FYGlmtw3BAB95zhcvfR0RSth1UoOcq-TdHdHEeYOfg&fref=nf&__xts__[0]=68.ARAIBTs66T58M0zjo3lzQ5HaAHDu2Yon_QXXmLHODKL-h8QNn11NZmUJS0dyPg5u6zKxmU9tRvuns9xvhlqHZpkgXRIhQVkgMpFJ9bMFfrAMGjQnX5r0d a4R6C84ihHFOfgPsBm4WtPtjtTEu0BfhXyPuDS5AmrXhznAHW38e6myZMAMg&__tn__=kC-R
- ReadyNC en español: https://readync.org/SP/index.html
- Ready.gov en español: https://www.listo.gov/es
- CDC Post Hurricane Info: https://www.cdc.gov/es/disasters/hurricanes/diaspora_toolkit.html

Additional Languages:

- https://www.cdc.gov/disasters/hurricanes/other-languages.html