

Good Afternoon SC ACT Users,

As of 8:30am tomorrow morning, March 13, 2020, a new field will be added to SC ACT in response to COVID-19. This field will be viewable to all SC ACT users (I&R/A, Assessors, SCDOA Receptionist, etc.). This field will be used to track any calls relating to COVID-19 and its potential impact on SC. Please share this information with any appropriate staff.

The new field is called COVID-19 – Aging.

The options associated with this field include:

1. Resources/Referrals – Any incoming calls that are requesting resources or assistance in direct response or need pertaining to COVID-19. (MUSC Telehealth, PRISMA Health Virtual Visit, DHEC Care Line, etc.)
2. Facility Concerns/Complaints – Any calls from family members or caregivers who are concerned about their loved one in a facility. DO NOT ENTER any specific data that should be protected by the Ombudsman program. ONLY document that the family is concerned or has a complaint.
3. Medicare – Any calls relating to Medicare and COVID-19. These can be beneficiaries asking what Medicare may cover or pay for, etc.
4. Scams/Fraud – Any calls reporting scams and fraud in their community. Be sure to make an appropriate referral for this complaint.
5. General Information – Any calls that may be asking for general information relating to COVID-19. (Symptoms, how to protect themselves, etc.) BE SURE to ONLY use credible sources for this information. STICK TO FACTS.
6. Other – Help track other topics where calls relate to COVID-19. An “Other” description field should populate for you to document.

Please use this field to document any calls received that relate to COVID-19. We are hoping for the best, but preparing for response!

If you need any clarification or additional information regarding these options, or if you would like to request an addition, please email me.