

*Coronavirus Update: Last updated November 4, 2020*

At BHG, our patients' health has always been our top priority.

We are continuing to put the safety of our patients and staff first and can assure you that we are proactively complying with every CDC-issued recommendation, from disinfection methods to procedures that dramatically limit the number of individuals going into our centers.

The measures we have put in place are as follows:

- Counseling is now done via in-person and tele-counseling (where physical distancing guidelines can be met and as states permit). Please contact your local BHG center for details.
- Parameters for take-home privileges may be temporarily expanded. For some patients, this could mean additional take-home medications for those that they are currently receiving. The specific amount of medication we can send home with patients varies under state laws and regulations and is dependent on each patient's individual treatment plan and stage of recovery.
- Anyone who has a known exposure to COVID-19, or is experiencing symptoms, or who has tested positive for COVID-19, are asked to phone the treatment center before arrival, and then stay in their vehicle to receive their medications. Staff are stationed at the door of each center to help screen all individuals entering the facility.
- We're requiring all persons (patients, staff, and visitors) entering BHG facilities to practice physical distancing and wear personal protective equipment like masks and gloves. Additionally, we're thoroughly disinfecting our centers throughout the day.

We continue to find ourselves in an unprecedented time as we come together to fight two public health crises simultaneously — an opioid epidemic and the global coronavirus pandemic — and we will continue to ensure that every effort we make is done to strengthen and improve the lives and communities of those we serve.

To our patients and their families: we encourage you to join us in these efforts by speaking with your counselor or calling your local center before stopping in. We will continue to share updates on our website and [social media](#) as the situation evolves. Please also see below for responses to some of the most frequently asked questions we've received.

Our centers are still open and providing care, including new admissions. If you are ready to begin your recovery journey, or if you have state- or center-specific questions, [contact your local BHG center](#) to get the most up-to-date information, and we

ask that you call before going in for a physical visit. Please reach out to us if you need help as we navigate these challenging times together.

## Frequently asked questions

### **Will my treatment center stay open?**

All BHG centers are remaining open at this time to provide care to existing patients as well as admit new patients. However, hours may have been modified at some centers. Please call your center for its updated hours. To find the center nearest you, visit our [locations directory](#).

### **Do I need to come in for treatment?**

You will need to come in to pick up your medication. However, we have expanded take-home doses at all our centers depending on each patient's treatment plan and state regulations to reduce the frequency of patient visits to our centers. And although in-person counseling is available at most locations, speak to your counselor about extending tele-counseling as an alternative.

### **What do I do if I have COVID-19 symptoms on the day I come to BHG?**

If you are experiencing symptoms or tested positive for COVID-19, please call the treatment center before your arrival, and we will handle your individual case on an as-needed basis.

### **How can I get additional take-home doses?**

While all our centers have expanded take-home privileges in response to COVID-19, the specific amount of medication you can take home will depend on your stage of recovery, and state laws and regulations. Your care team will work with you to determine the number of take-home doses allowed. Please [call your center](#) if you have any questions regarding your medication.

### **What if BHG runs out of medication?**

Medication-assisted treatment for opioid use disorder is deemed by the Department of Health and Human Services as an essential service. As such, the Department has stated that the medications will not be in short supply due to COVID-19. BHG has worked diligently to ensure appropriate medication inventory across all our locations.

### **Do I have to get counseling since I'm not coming into the center?**

Yes, you will still need to continue your counseling sessions as part of your treatment plan determined by your care team. In-person counseling is available at most locations, and we are extending tele-counseling as an alternative. Please [call your center](#) regarding your counseling schedule should you have questions or wish to change how you connect with your counselor. It is common these days to feel more anxiety and deal with additional stressors and your counselor is available to help. Please reach out.

### **I lost my job and have concerns about paying for treatment. Are there options?**

Depending on the state you live in, you may be eligible for federal insurance, such as Medicaid or Medicare, or a financial grant. The staff at your center can help you determine what your options are for coverage of your treatment. Please [call your center](#) if your financial situation has changed and our counselors will help identify possible payment options.