

## **Introduction:**

This overview organizes various business and employment related information, considerations, tips and resources. Published 3/21/20. Feel free to contact Julia Goldman, Esq. at [jgoldman@goldmanlawfirm.net](mailto:jgoldman@goldmanlawfirm.net) to check for updates.

### **A. Governor's State-Wide Shelter Order:**

#### **Explanation of Order/Healthcare Practice Exception to Shelter Order**

1. The order requires all Californians to *shelter in place in their residences*. The order can be accessed at: <https://covid19.ca.gov/img/Executive-Order-N-33-20.pdf>
2. Everyone is required to stay home except to get food, care for a relative or friend, get necessary health care, or go to an essential job. If you go out, keep at least 6 feet of distance.
3. **Healthcare Practices are Excluded from Mandatory Shelter Order and may continue operating:** Healthcare Practices are defined as “Health care providers and caregivers (e.g., physicians, dentists, psychologists, mid-level practitioners, nurses and assistants, ...).” <https://covid19.ca.gov/img/EssentialCriticalInfrastructureWorkers.pdf>
  - a. Based on the information available, it appears that dentists, optometrist, veterinarians, physicians, and other health care offices can remain in operation under the State-Wide Shelter Order.
    - i. **\*\*\*IMPORTANT NOTE:** Some California counties, (like San Francisco), have enacted *local orders* which adopt even stricter guidelines, such as preventing practitioners from operating except to treat patients on an emergency basis. Although the California State Order allows for operation, practitioners must abide by the stricter rule, if applicable. **Check your county department of health websites periodically for guidance.**

#### **What can I do (per the ordinance)? What's open?**

1. Essential services will remain open, such as:
  - a. Gas stations
  - b. Pharmacies
  - c. Food: Grocery stores, farmers markets, food banks, convenience stores, take-out and delivery restaurants
  - d. Banks
  - e. Laundromats/laundry services
  - f. Essential state and local government functions will also remain open, including law enforcement and offices that provide government programs and services.

#### **What's closed (per the ordinance)?**

1. Dine-in restaurants
2. Bars and nightclubs
3. Entertainment venues
4. Gyms and fitness studios
5. Public events and gatherings
6. Convention Centers
7. Hair and nail salons

#### **Do I need to pay my taxes?**

1. Yes, state and federal deadlines have been extended. All state taxes are now due on **July 15**. <https://www.ftb.ca.gov/about-ftb/newsroom/news-releases/2020-3-state-postpones-tax-deadlines-until-july-15-due-to-the-covid-19-pandemic.html>

**Can I walk my dog? Take my pet to the vet?**

2. Here is a little good news: You can walk your dog. You can go to the vet or pet hospital if your pet is sick. Remember to distance yourself at least six feet from other pets and owners.

**B. California Dental Board Guidance:**

1. Licensing: The Board states they do not have the authorization to postpone CE requirements or waive fees at this time. <https://www.dbc.ca.gov/licensees/covid19.shtml>

**C. Benefits Paid By the State:**

*Benefits that the state will pay if an individual qualifies for coverage.*

**Unemployment Insurance Benefits (UIB):**

1. If staff are ready, willing and able to work and there is no work available for them, they may qualify for unemployment insurance benefits under the following circumstances:
  - a. Reduced Work Hours;
  - b. Practice Closure;
  - c. Lay Off;
  - d. Providing childcare during school closure.\*\*Expect the types of ‘qualifying’ events that allow employees to receive unemployment insurance benefits to continue expanding over the next few weeks.  
[https://www.edd.ca.gov/Unemployment/Filing\\_a\\_Claim.htm](https://www.edd.ca.gov/Unemployment/Filing_a_Claim.htm)
2. Business Owner Receiving W2 from Practice:
  - a. As a business owner, you may qualify for unemployment insurance benefits if you pay yourself a salary or wages (W2 employee). If you draw a regular paycheck along with the business’s other employees, you must withhold income taxes, Social Security, Medicare and unemployment insurance tax from your earnings.
3. Waiting Period Waiver
  - a. Based on Governor Newsome’s executive order, the one week waiting period to receive unemployment insurance benefits has been waived.

**State Disability Insurance (SDI):**

1. If an employee receives a positive Corona diagnosis certified by a medical professional, the employee may qualify for state disability benefits.  
[https://www.edd.ca.gov/Disability/How\\_to\\_File\\_a\\_DI\\_Claim\\_in\\_SDI\\_Online.htm](https://www.edd.ca.gov/Disability/How_to_File_a_DI_Claim_in_SDI_Online.htm)
2. Benefit amounts are approximately 60-70 percent of wages (depending on income) and range from \$50-\$1,300 a week.
3. The Governor’s Executive Order waives the one-week unpaid waiting period, so an employee can collect DI benefits for the first week he/she are out of work.

**Paid Family Leave (PFL):**

1. If an employee is unable to work because the employee is caring for an ill or quarantined family member with COVID-19 (certified by a medical professional), the employee may qualify for Paid Family Leave (PFL). PFL provides up to six weeks of benefit payments to eligible workers who have a full or partial loss of wages because they need time off work to care for a seriously ill family

member or to bond with a new child. Benefit amounts are approximately 60-70 percent of wages (depending on income) and range from \$50-\$1,300 a week.  
[https://www.edd.ca.gov/Disability/How to File a PFL Claim in SDI Online.htm](https://www.edd.ca.gov/Disability/How%20to%20File%20a%20PFL%20Claim%20in%20SDI%20Online.htm)

**Self Employed Disability Insurance Elective Coverage (DIEC):**

1. The EDD offers an optional Disability Insurance Elective Coverage (DIEC) program for employers and self-employed individuals who are not required to pay into State Disability Insurance (SDI) but want to be covered by Disability Insurance (DI) and Paid Family Leave (PFL). DIEC is funded through quarterly premiums and can protect you against partial loss of income when you are unable to work.
2. DI provides benefits to eligible DIEC participants when they are unable to work and lose wages due to their own non-work-related illness, injury, pregnancy, or childbirth.  
[https://www.edd.ca.gov/disability/Self-Employed How to Apply for DI Elective Coverage.htm](https://www.edd.ca.gov/disability/Self-Employed%20How%20to%20Apply%20for%20DI%20Elective%20Coverage.htm)

**State Payroll Tax Assistance:**

1. Employers facing a hardship related to COVID19 can request a 60-day extension to file with the EDD their state payroll reports and/or deposit state payroll taxes without penalty or interest.
2. For questions, employers may call the EDD Taxpayer Assistance Center.
  - a. Toll-free from the U.S. or Canada: 1-888-745-3886

**D. Benefits Paid By The Employer:**

*Benefits that the employer will pay if an individual qualifies for coverage.*

**Vacation Benefit:**

1. If an employer offers a vacation policy, then the eligible employees can use accrued, unused vacation in accordance with the policy requirements.
  - a. For example, the policy requires 30 days prior notice before using of vacation benefits, and the employee must receive approval from the employer before using vacation, then an employer can still require that the employees abide by this protocol moving forward.
2. If an employer does not offer vacation benefits, then the employer is not required to adopt a policy or pay employees vacation benefits.
3. **\*\*\*IMPORTANT NOTE:** If an employer relaxes his/her vacation rules, ie, if shortening the 30-day prior notice period to 5 days, make sure that this policy is applied equally to all eligible and/or similarly situated employees!

**Paid Sick Leave (CA State Sick Leave or Local Ordinances):**

1. Employees can use accrued, unused sick leave to cover absences from work.
  - a. Sick leave may either be:
    - i. State mandated, OR
    - ii. A voluntary benefit that employees are offered.
2. Be sure to abide by the rules/laws governing state and local sick leave policies, if applicable.
3. Employers *cannot* force employees to use PSL. If an employee is absent for a covered sick leave purpose, the employer also *cannot* deny sick leave pay to the employee.
4. Sick Leave can be used for:
  - a. absences due to illness, the diagnosis, care or treatment of an existing health condition or preventative care for the employee or the employee's family member. Preventative care may include self-quarantine as a result of potential exposure to COVID-19 if quarantine is recommended by civil authorities. In addition, there may be other situations where an

employee may exercise their right to take paid sick leave, or an employer may allow paid sick leave for preventative care. <https://www.dir.ca.gov/dlse/2019-Novel-Coronavirus.htm> (sick leave can also be used to provide leave for a victim of domestic violence or stalking).

### **Federal HR 6201 Paid Sick Leave:**

1. Beginning 4/2/20, employees are able to use 2 weeks of federal paid sick leave *in addition* to any state/local sick leave policies that an employer offers. The federal and state sick leave requirements cannot be combined or used to offset each other.
2. For the specific rules to implement leave pursuant to this policy, please review the “[\*HR 6201 Sick Leave and FMLA Overview\*](#)” Handout, a separate handout that was issued contemporaneously with this handout.
3. If an employer pays these benefits to an employee and subsequently lays off the employee, if the employer rehires the employee at any time before December 31, 2020, then the employee is likely able to reapply and receive this benefit.

### **Federal HR 6201 FMLA Leave:**

1. Beginning 4/2/20, employees are able to use 12 weeks of Family Medical Leave Act (FMLA) leave if an employee cannot otherwise work due to a child’s school closure, or because a child’s caregiver is unavailable. The first two weeks of leave are unpaid, and the final ten weeks of leave are paid by the employer.
2. For the specific rules to implement leave pursuant to this policy, please review the “[\*HR 6201 Sick Leave and FMLA Overview\*](#)” Handout, a separate handout that was issued contemporaneously with this handout.
3. If an employer pays these benefits to an employee and subsequently lays off the employee, if the employer rehires the employee at any time before December 31, 2020, then the employee is likely able to reapply and receive this benefit.

### **Healthcare Options and Considerations:**

1. Employer-Sponsored Plan: If an employer offers a group health plan to full time employees, and the Practice closes for a period, the employer should make arrangements with the employees to either (1) require the employee to issue a check to the practice to cover the employee’s portion of the monthly premium on a monthly basis , or (2) enter into a written agreement in which the practice will front the cost with a repayment plan for the employee to pay the practice back on a later date, or (3) to cancel the plan if the employee is unable to make monthly premium payments.
2. COVID Testing: Check with your local [community health center](#) or hospital to see if fees for testing can be waived.
3. Medi-Cal: See if you’re eligible for [Medi-Cal](#) .
4. Covered California: See if you’re eligible for [Covered California](#) .
5. Health Care Coverage Options Factsheet to share with employees:  
<https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/CoverageOptionsFactSheet3-11-20Accessible.pdf>

### **Unpaid Leave:**

1. An employer can grant an unpaid leave to employees at your complete discretion. There are no laws that require an employer to grant unpaid leave to employees.
2. If an employer grants unpaid leave, make sure that the practice offers leave on the same conditions to all eligible, similarly situated employees, otherwise the employer can create a situation where an employee claims discrimination.

- a. IE if an employer grants one employee with a child unpaid time off, but denies the same request from another employee who is similarly situated.
3. Be careful with granting discretionary *paid* leave as practices should focus on conserving resources since there is no definite pandemic end date in sight.

**SF Paid Sick Leave – NEW ORDINANCE – RESPONSE TO COVID19 - LOCAL ORDINANCE FOR SAN FRANCISCO ONLY**

**Mandatory Changes:**

- a. Employers may not require a doctor note or other documentation for use of SF paid sick leave taken during the duration of the Local Health Emergency regarding the Novel Coronavirus Disease 2019.
- b. Sick leave *use* has been *expanded* to include ‘vulnerable populations’ which are defined as a person who is 60 years old or older or a person with a health condition such as heart disease, lung disease, diabetes, kidney disease, or weakened immune system (2) to isolate or self-quarantine based on a public official or healthcare provider requirement, (3) because the employee’s business is shut down, (4) to care for a family member who is not sick but who public health officials or health care providers recommend or require to quarantine or self-isolated, or (4) to take time off work to care for a family member whose school, child care provider, senior care or work temporary ceases in operation.

**Voluntary New SF Sick Leave Entitlement:**

- a. SF established a voluntary new program to provide employees with additional sick leave that is partially subsidized through the city. This additional sick leave will only be available if an employee has used their accrued sick leave, has exhausted or is not eligible for federal or state sick leave, *and* the employer agrees to extend sick leave beyond current benefits.
- b. The City of SF will contribute *up to one week of sick leave*, (40 hours) at \$15.59 per hour, or \$623 per week per employee. The employer will pay the difference between the subsidized wage and the employee’s regular rate of pay. <https://sfmayor.org/article/mayor-breed-announces-plan-provide-paid-sick-leave-workers-impacted-coronavirus>
- c. Contact the office of labor standards enforcement for more details: <https://sfgov.org/olse/contact-us>

**Local Ordinances:**

1. Employers are encouraged to check county websites to determine whether orders are adopted that effect paid or unpaid employee benefits, social programs, small business relief, restrictions on business operations, etc.

**E. Associate Dentist Considerations**

1. Associate Agreements
  - a. Look at associate agreements, specifically the “term” provision. Plan accordingly as many “terms” are for a one-year period and there is a 30-90 day prior written notice termination provision.
2. Employment Agreements
  - a. Associates can apply for unemployment benefits, SDI, PFL, Federal Paid Sick Leave, state sick leave (if applicable).
  - b. Associates can be excluded from Federal FMLA.
3. Independent Contractors
  - a. No benefits available.

**F. CDC Guidance and Resources for When Practices Reopen:**

1. Develop an Infectious Disease Preparedness and Response Plan

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

- a. Implement Basic Infection Prevention Measures
  - b. Develop Policies and Procedures for Prompt Identification and Isolation of Sick People, if Appropriate
  - c. Develop, Implement, and Communicate about Workplace Flexibilities and Protections
  - d. Make sure PPE is readily available for employees to use
  - e. Follow Existing OSHA Standards
2. An OSHA Employer Guide is available at: <https://www.osha.gov/Publications/OSHA3990.pdf>
  3. Cleaning and disinfecting procedures: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/disinfecting-building-facility.html>
  4. Travel Guidance: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
  5. Strategies for Optimizing PPE: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/index.html>
  6. Healthcare worker Infection Control Recommendations: <https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html>
  7. Tracking COVID cases and updates: <https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/index.html>

### **G. Cal-OSHA:**

1. Cal-OSHA guidance on Requirements to Protect Workers from Coronavirus <https://www.dir.ca.gov/dosh/coronavirus/Health-Care-General-Industry.html>
2. Cal-OSHA interim Guidance on Coronavirus for health care facilities; Efficient Use of Respirator Supplies <https://www.dir.ca.gov/dosh/Use-of-Respirator-Supplies.html>

### **H. Small Business Relief:**

1. *Bank of America Program*
  - a. BOA has launched a program for employers. Review the program details using the following link: [https://www.cda.org/Portals/0/pdfs/COVID-19\\_Pdfs/Bank%20of%20America%20COVID-19%20Announcement.pdf](https://www.cda.org/Portals/0/pdfs/COVID-19_Pdfs/Bank%20of%20America%20COVID-19%20Announcement.pdf)
2. *Federal Coronavirus Small Business Assistance; SBA Economic Injury Disaster Loan Program*
  - a. These loans usually carry an interest rate of 3.75% for small businesses. Loan repayment terms vary by applicant, up to a maximum of 30 years. <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>
  - b. Application: <https://disasterloan.sba.gov/ela/Account/Login>
3. *California IBank*
  - a. California IBank has a Small Business Loan Guarantee Program for guarantees currently up to \$1 million and a micro lending program for loans up to \$10,000 with accommodations for disasters. The program is run through local mission based lenders, the Financial Development Corporations <https://www.ibank.ca.gov/small-business-finance-center/>
4. *California Treasurer's Office*
  - a. The Treasurer's Office has a small business loan program with special disaster assistance that can be accessed at: <https://www.treasurer.ca.gov/cpcfca/calcap/collateral/index.asp>
5. Governor's Office Small Business Economic Development Website:
  - a. Check this site for updates. <https://business.ca.gov/coronavirus-2019/>

### **Local Relief Programs:**

1. FIND YOUR COUNTY WEBSITE: <https://www.counties.org/county-websites-profile-information> or <https://www.ceaccounties.org/california-counties-websites/>
2. San Diego Relief: <https://www.sandiego.gov/economic-development/resources/relief>
3. Sacramento Relief: <https://www.cityofsacramento.org/Economic-Development/Economic-Relief>
4. San Francisco COVID-19 Small Business Resiliency Fund
  - a. Businesses with between one and five employees can apply for up to \$10,000 in emergency funding to help cover rent and employee salaries.
  - b. Who's eligible: You must show that you lost 25% or more of your revenue, that you have less than \$2.5 million in gross receipts and that you're properly licensed to operate in San Francisco.
  - c. Application: <https://oewd.org/file/17350>
5. City of Los Angeles Small Business Emergency Microloan Program
  - a. Businesses and microenterprises in Los Angeles that are responsible for providing low-income jobs can get an emergency microloan of \$5,000 to \$20,000. Loans with repayment terms of six months to one year carry an interest rate of 0% and five-year loans have interest rates of 3% to 5%.
  - b. Who's eligible: To get a loan, you must meet requirements including having "reasonable and responsible" credit history, committing to use the loan for working capital only and ensuring your business is located within the City of Los Angeles. If you own 20% or more of the business, you must guarantee the loan.
  - c. Application: <https://ewddlacity.com/index.php/microloan-program>
6. Will be updating as more information is available!!

## I. Running Your Practice:

### 1. CDA/ADA Recommendation:

- a. The CDA and ADA issued recommendations that dental offices remain available on an emergency basis only. This is a **recommendation** and not an order. If an office decides to remain open, check with applicable county ordinances to make sure the practice can continue to remain open, or whether the practice can reopen after a closure.
- b. There may be options to perform teledentistry, see the ADA section below.

### 2. Mandating An Employee To Quarantine:

- a. We are cautioning employers with regard to the potential legal implications of demanding that an employee self-quarantine.
  - i. Under the federal and state definitions of "compensable time," (time that an employee is considered as working for the employer and therefore is due compensation), if an employer suffers or permits an employee to work, which includes exercising control over the employee, (any form of control), the employee has an argument he/she must be compensated for that time.
  - ii. If an employer tells an employee to *self-quarantine*, (stay home), the employer is exercising control over the employee, and as such, the employee could argue that the total time they are in quarantine must be compensable, (paid). 24 hours x 14 days = 288 hours, plus you get into issues of overtime, double time, etc.
  - iii. **Recommended approach:** Inform the employee to *stay away from work* for two weeks upon return, and allow the employee to apply for unemployment during that time period. By staying away from work, the employer is exercising no control over the employee's actual activities outside of work, therefore eliminating the possibility that the employee could demand compensation during this time period.

### 3. Reporting Time Pay

- a. Reporting time pay is designed to discourage employers from requiring employees to report to a job unless there is work to be done. An employer must pay reporting time pay in a number of circumstances.
- b. Reporting Time Pay is due when an employee reports for work as scheduled or at the employer's request but is not put to work or is given less than half of the hours that the employee was scheduled for or usually worked. The employer must pay the employee for at least half of the hours the employee was scheduled for or usually worked, but never less than two hours pay and never more than four hours pay. Reporting time pay must be paid at the employee's regular rate of pay, which can never be less than the minimum wage.

Scheduled Hours	Hours of Reporting Time Pay Owed
8-10	4
7	3.5
6	3
5	2.5
1-4	2

4. **Asking Employees to undergo Corona testing:**

- a. Due to the shortage in available testing, it sounds like an individual needs an order from a physician to get tested for COVID19 and if a physician does not believe that the individual is symptomatic, the physician will probably not order the test. If tests are not available, then employee testing is not a viable option upon return from a trip. Also, undergoing the testing and results must be kept confidential from other employees.
- b. **Recommended approach:** If the employee can get tested, keep the testing and test results confidential. If the employer requires that the employee get tested, compensate the employee for the time related to obtaining the test and for the test itself, since the employer is exercising control over the employee by requiring the test.
- c. If the employee is negative, the employee can return to work. If the employee is positive, then the employee can likely take advantage of the state disability insurance benefits available to employees.

5. **Shutting Practice Down/Reduce Hours/Days of Operation:**

- a. If an employer chooses to shut down the practice OR if there is mandated shutdown, employees may be entitled to receive unemployment compensation during the closure.
- b. Employers are not required to compensate employees during closures unless the employee is using paid leave.
- c. If an employer shuts the practice down, or temporarily reduces hours of operations, consider placing a banner on the practice website that states when the practice will be available and how to contact the owner!
- d. If the employer has a text or email notification service to communicate with patients, consider sending out information about closures, reductions in hours, being available for emergencies, how patients should contact the practice, etc.
  - i. If the practice begins actively seeing patients after a closure, consider having a patient reminder message that informs the patient that if he/she is experiencing

COVID symptoms, to reschedule the appointment. Also, consider reserving the right to reschedule a patient if the patient presents at the practice with symptoms consistent with COVID.

- ii. Consider waiving late fees for last minute rescheduling of patient appointments.
  - e. If the practice begins actively seeing patients after a closure, consider adopting a COVID health history confirmation form to require the patient to disclose whether the patient is experiencing COVID symptoms, to disclose where the patient recently traveled to or from, and whether the patient has had exposure to individuals recently infected with COVID or is displaying symptoms of COVID.
- 6. Staff who do not want to come in and work:**
- a. Employers can give employees the option of taking time off from the practice.
  - b. The employee would probably be ineligible for unemployment insurance benefits if they are healthy, but stay home merely for preventive measures without a physician order.
- 7. Office Operating Standards:**
- a. When the office opens to see patients, we/OSHA recommend:
    - i. Federal OSHA – employer has obligation to provide a safe and healthy work environment.
    - ii. 6 feet away from other individuals.
    - iii. No physical contact, unless necessary.
    - iv. Posters to encourage hand washing, staff should go home if they have symptoms, review proper sneeze/cough etiquette (Can be obtained through CDC website).
    - v. Provide tissues.
    - vi. No-touch trash cans.
    - vii. Sanitizer, sanitize after each patient touches a surface.
      1. Sanitizer should be alcohol based and contain at least 60-95% alcohol.
    - viii. Wash hands with soap and water 20 seconds.
    - ix. Don't let staff share equipment, if possible.
    - x. Ensure rooms are adequately stocked with disinfectant products.
    - xi. Routinely clean counter tops, door knobs, computers, phones.
    - xii. Develop a plan if there is a quarantine, staff shortage, or patient decline.
    - xiii. Reschedule patients who appear with symptoms.
      1. Develop policies for screening patients that are applied equally to all patients.
    - xiv. Provide flexibility with patient rescheduling if they are symptomatic.
    - xv. Confirm with patients before appointment that they are not symptomatic, and inform them if they appear with symptoms, the practice reserves the right to send the patient home.
    - xvi. Ask patients to sanitize hands before undergoing exams.
    - xvii. Share plans with employees, write it up and post in office.
    - xviii. Look at CDC website, state labor relations websites for guidance and updates.

**J. ADA Guidance:**

1. What constitutes a dental emergency?  
[https://success.ada.org/~media/CPS/Files/Open%20Files/ADA\\_COVID19\\_Dental\\_Emergency\\_DDS.pdf?utm\\_source=adaorg&utm\\_medium=covid-resources-lp&utm\\_content=cv-pm-emerg-](https://success.ada.org/~media/CPS/Files/Open%20Files/ADA_COVID19_Dental_Emergency_DDS.pdf?utm_source=adaorg&utm_medium=covid-resources-lp&utm_content=cv-pm-emerg-)

[def&utm\\_campaign=covid-19& ga=2.185371689.1224915171.1584832878-218818758.1584832878](https://www.ada.org/~media/CPS/Files/COVID/ADA_COVID_Coding_and_Billing_Guidance.pdf?utm_source=adaorg&utm_medium=covid-resources-lp&utm_content=cv-coding-and-billing-guidance&utm_campaign=covid-19&ga=2.178684196.1224915171.1584832878-218818758.1584832878)

2. For Patients – What is a dental emergency?  
[https://www.ada.org/~media/CPS/Files/COVID/ADA\\_DentalEmerg\\_Patient\\_Flyer.pdf?utm\\_source=adaorg&utm\\_medium=covid-resources-lp&utm\\_content=cv-pm-emerg-def-patients&utm\\_campaign=covid-19](https://www.ada.org/~media/CPS/Files/COVID/ADA_DentalEmerg_Patient_Flyer.pdf?utm_source=adaorg&utm_medium=covid-resources-lp&utm_content=cv-pm-emerg-def-patients&utm_campaign=covid-19)
3. Billing Guidance: (including teledentistry and billing)  
[https://success.ada.org/~media/CPS/Files/COVID/ADA\\_COVID\\_Coding\\_and\\_Billing\\_Guidance.pdf?utm\\_source=adaorg&utm\\_medium=covid-resources-lp&utm\\_content=cv-coding-and-billing-guidance&utm\\_campaign=covid-19& ga=2.178684196.1224915171.1584832878-218818758.1584832878](https://success.ada.org/~media/CPS/Files/COVID/ADA_COVID_Coding_and_Billing_Guidance.pdf?utm_source=adaorg&utm_medium=covid-resources-lp&utm_content=cv-coding-and-billing-guidance&utm_campaign=covid-19& ga=2.178684196.1224915171.1584832878-218818758.1584832878)
4. OSHA Guidance to prepare practices for COVID19:  
[https://success.ada.org/~media/CPS/Files/COVID/OSHA\\_Guidance\\_on\\_Preparing\\_Workplaces\\_for\\_COVID-19.pdf?utm\\_source=adaorg&utm\\_medium=covid-resources-lp&utm\\_content=cv-safety-osh&utm\\_campaign=covid-19& ga=2.140395955.1224915171.1584832878-218818758.1584832878](https://success.ada.org/~media/CPS/Files/COVID/OSHA_Guidance_on_Preparing_Workplaces_for_COVID-19.pdf?utm_source=adaorg&utm_medium=covid-resources-lp&utm_content=cv-safety-osh&utm_campaign=covid-19& ga=2.140395955.1224915171.1584832878-218818758.1584832878)
5. ADA Webinars:  
[https://www.ada.org/en/member-center/coronavirus-resource-toolkit-for-ada-members/covid-19-infection-control-protocols-and-procedures-webinar?utm\\_source=adaorg&utm\\_medium=homepagealert&utm\\_content=cv-safety-osap-webinar&utm\\_campaign=covid-19](https://www.ada.org/en/member-center/coronavirus-resource-toolkit-for-ada-members/covid-19-infection-control-protocols-and-procedures-webinar?utm_source=adaorg&utm_medium=homepagealert&utm_content=cv-safety-osap-webinar&utm_campaign=covid-19)
  - a. Webinar Content:
    - i. Safety controls and procedures
    - ii. PPE
    - iii. Sanitizing Operatory Rooms and Equipment
    - iv. Aerosol
    - v. Pre-Treatment Mouth Rinses and Daily Hygiene
    - vi. Protecting Patients and Dental Staff

### **K. CDA Guidance:**

1. CDA COVID Screening Procedure Flowchart [https://www.cda.org/Portals/0/pdfs/COVID-19\\_Pdfs/cda-covid19-pt-screening-flowchart.pdf](https://www.cda.org/Portals/0/pdfs/COVID-19_Pdfs/cda-covid19-pt-screening-flowchart.pdf)
2. CDA General COVID Website: <https://www.cda.org/Home/News-and-Events/COVID-19-coronavirus-Updates#endorsed>

### **L. Symptoms, Testing, Mental Health and State Welfare Benefits:**

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

**I want to get screened or tested for COVID-19. I have insurance, but what will this cost me out-of-pocket?**

It should be free. The state agencies that regulate health care in California have mandated that all full-service insurance plans (including Medi-Cal) waive copayments, coinsurance, and deductibles for medically necessary screening and testing for COVID-19. This includes emergency room, urgent care, or provider office visits when the purpose of the visit is to be screened and tested for COVID-19.

**I have mild COVID-19 symptoms. How long do I have to isolate at home?**

Follow the Centers for Disease Control and Prevention (CDC) guidance on [ending self-isolation](#).

**I am nervous or scared. What can I do?**

You're not alone. Strategies for managing stress include:

- Limit your intake of information from news sources about the virus
- Maintain social contact with friends and family by phone, text, or internet.
- Treat your body kindly: eat healthy foods and move your body.
- Call your health care provider if your anxiety prevents you from being able to continue with your daily activities.

Here are some articles with helpful advice about managing stress and anxiety about coronavirus:

- Centers for Disease Control and Prevention (CDC): [Mental health and coping during COVID-19](#)
- County of Los Angeles Public Health: [Coping with stress during infectious disease outbreaks \(pdf\)](#)

If you have Medi-Cal and are in need of non-crisis mental health services, contact your [County Mental Health Plan](#).

**If you are feeling overwhelmed with sadness, depression, or anxiety, or feel like you want to harm yourself or others**, call 911 or the Disaster Distress Helpline (1-800-985-5990) or text TalkWithUs to 66746. (TTY 1-800-846-8517)

**My safety net eligibility (like CalFresh, Medi-Cal) is expiring and I am under the statewide shelter in place order for COVID-19. Do I need to renew my eligibility now?**

**No, you will not need to renew for 90 days.** Governor Gavin Newsom issued an [executive order](#) to ensure that health care, food assistance, and in-home supportive services continue during the COVID-19 outbreak.

The order waives eligibility re-determinations for 90 days for participants in:

- Medi-Cal health coverage
- CalFresh food assistance
- CalWORKS
- Cash Assistance for Immigrants
- In-Home Supportive Services