



Eric Holcomb, Governor  
State of Indiana

*Division of Aging*

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To: Division of Aging Providers for Aged & Disabled Waiver and Traumatic Brain Injury Waiver  
From: Darcy Tower, MSW, provider relations director  
Date: April 1, 2020  
RE: Reporting provider concerns

We know you are monitoring the evolving news as it relates to developments around the novel coronavirus in Indiana, across the country and around the world. The health and safety of waiver providers and our ability to offer and support patient care remain the Division of Aging's priorities. The DA will work to offer guidance and information to providers as it is available to us; however, it is also important for provider agencies to communicate with the division on support needed during this time.

The DA is committed to staying connected with providers and clients about resources needed to support clients as well as agency staffing needs as we all navigate these unprecedented times.

Please reach out to Darcy Tower, provider relations director at 317-234-2944 or [darcy.tower@fssa.in.gov](mailto:darcy.tower@fssa.in.gov) and/or Jesse Wyatt, deputy director, at 317-232-0604 or [jesse.wyatt@fssa.in.gov](mailto:jesse.wyatt@fssa.in.gov) if you are experiencing any of the following as a result of COVID-19:

- 1) Substantial staffing reduction causing loss of services to participants;
- 2) Substantial number of participants electing to forgo provider services;
- 3) Significant shift in financial resources that may result in agency closure.

The situation continues to evolve, and it is imperative providers continue updating the Division of Aging with supports needed to best care for clients. Thank you for your continued commitment to bring home care to the people who need it most.

