

Governor's Office Daily COVID-19 Q & A

April 7, 2020

Helplines and Webpages

General Resources: visit coronavirus.illinois.gov

PPE Equipment:

- Donations: PPE.donations@Illinois.gov
- To Manufacture PPE in Illinois: ima@ima-net.org

Business Assistance:

- Essential Business inquiries: contact 1-800-252-2923 or CEO.support@illinois.gov
- IL Small Business Assistance: email [CEO.support@illinois.gov \(DCEO\)](mailto:CEO.support@illinois.gov) or [click here](#).
- Federal Small Business loans visit: <https://disasterloan.sba.gov>.
- Business insurance coverage: <https://mc.insurance.illinois.gov/messagecenter.nsf>.

Individual Assistance:

- Employee workplace rights complaints: contact the Attorney General's Office at (844) 740-5076 or submit a complaint [online](#).
- Unemployment insurance inquiries: call Claimant Services at (800) 244-5631.
- Resources for people with disabilities: visit www.DDD.Illinois.gov.
- Consumer guidance on debts due and regulated financial sectors: [click here](#).
- Airbnb Housing opportunities for first responders and medical professionals: [click here](#).
- For insurance coverage guidance from the Department of Insurance, [click here](#).
- Medication Affordability Assistance: visit: <https://abe.illinois.gov/abe/access/>
- Illinois taxpayer information: visit DOR's [resource page here](#).

Other Resources:

- List of Executive Orders related to COVID-19: [click here](#).
- Federal Stimulus Package Unemployment Benefits Q&A: [click here](#).
- IDFP list of licensees and consumers impacted by COVID-19: [click here](#).
- School related inquiries: visit <https://www.isbe.net/covid19>
- COVID19 cases by county: visit dph.illinois.gov
- To volunteer: visit serve.illinois.gov or email dph.serveillinois@illinois.gov
- COVID-19 Symptom guidelines: visit DPH website, [click here](#).
- Emergency Day Care Provider Search: visit <https://emergencycare.inccrra.org>
- To report price gouging: submit a complaint [online](#).

Medical Professional Licensure

Q: Will Advanced Practice Registered Nurses (APRN) and Certified Registered Nurse Anesthetists (CRNAs) be allowed to practice in Illinois?

A: The Illinois Department of Financial and Professional Regulation (IDFPR) released the following variances to allow for APRNs and CRNAs to practice in the state, under the following:

[Guidance to Advanced Practice Registered Nurses Regarding COVID-19.](#)

Q: Will IDFPR relax the rules for students pursuing Speech-Language Pathology or Audiology Licenses?

A: The department has granted a variance, which allows students to provide services while their supervisor is on-site (but not necessarily in the same room as the student). For more information visit: **[Guidance for Students Pursuing Speech-Language Pathology or Audiology Licenses.](#)** This variance expires July 31, 2020.

Q: Can out-of-state licensed dietitian nutritionists, clinical professional counselors, and psychologist practice in Illinois?

A: IDFPR issued a **[Proclamation to Modify Professional License and Certification Statutes for Certain Out-of-State Professions.](#)**

Q: Are there guidelines for authorized prescribers?

A: IDFPR released the following: **[Prescriber Guidelines During COVID-19 Emergency Declaration.](#)**

Q: What guidance is available for Licensed Physician Assistants?

A: IDFPR issued the following: **[Guidance to Illinois-Licensed Physician Assistants Regarding COVID-19.](#)**

Q: Are there guidelines to protect pharmacists?

A: IDFPR recommends that in order to limit contact, pharmacies can offer delivery services to deliver the prescription drug order to a patient. IDFPR also recommends pharmacy technicians and student pharmacists may process prescriptions from a remote location under the supervision of a pharmacist provided that the pharmacy establishes controls to protect the privacy and security of confidential records.

Department of Human Services

Q: When will Illinois SNAP recipients receive their maximum benefits?

A: The Illinois Department of Human Services (DHS) announced today that more than 450,000 Illinois households will receive additional Supplemental Nutrition Assistance Program (SNAP) benefits beginning this Wednesday, April 8th. Eligible individuals and families do not need to take any action. The benefits will automatically be added to their Link cards. All who are eligible for the additional benefits should receive them by April 20th. The additional funds are intended to help Illinoisans obtain food and support for their families during the COVID-19 pandemic. The maximum SNAP benefit amounts will be implemented for April and May.

Q: How does an Early intervention provider get signed up with Telehealth?

A: Any Early Intervention Provider can find guidance on delivering pre-authorized direct services via Live Video Visit (teletherapy) on the EI Provider Connections website at http://www.wiu.edu/coehs/provider_connections/pdf/20200406livevideovisits.pdf. There is a brief, required training to ensure the EI Principles and Coaching Model can be fulfilled via Live Video Visits as well as the guidance on how to properly gain consent, choose the appropriate platform and submit claims.

Q: Will the Early Intervention program continue to receive federal funds during COVID19?

A: Claiming and reimbursement of federal funds continues through this time period until the federal funds are exhausted for the current fiscal year.

Q: How can I reach the Division of Rehabilitation Services (DRS)?

A: DRS' customers can reach local offices through [regular office phone numbers](#) or online at www.DRS.illinois.gov. DRS also has a toll-free line, 1-877-581-3690.

Childcare

Q: How do I report suspected child abuse or neglect?

A: If you suspect a child is being abused or neglected, you should report it to the Department of Children and Family Services (DCFS) hotline immediately. DCFS will continue to operate its hotline and carry out investigations. You can contact the DCFS hotline by phone at 1-800-25-ABUSE (1-800-252-2873 or TTY 1-800-358-5117) or [make an online report](#).

DCFS, and its partners that make up the entire child welfare system, continue to monitor the safety of youth in care and conduct investigations when allegations of abuse and neglect are reported. When appropriate, staff are using technology to visit youth in care. This will help keep youth safe, keep the families looking after them safe, and reduce exposure for child welfare staff across the State.

Essential Businesses

Q: Can the RV Park/Campground industry be reconsidered an essential business to ensure individuals living in their RV's have a place for their RV to be stationary? Many RV parks and campgrounds provide critical propane gas, electrical, and essential business services, like grocery and laundry, for this community. In addition, more than 90% of RV parks and

campgrounds pay lodging tax, providing state and local economies with much needed financial support.

A: Generally, campgrounds and RV parks (Campgrounds of America) are considered recreational activities and are not essential. However, if a campground or RV park is your primary residence, then the campground or RV park can remain open. Specific questions on essential businesses can contact DCEO at 1-800-252-2923 or CEO.support@illinois.gov.

Illinois Liquor Control Commission

Q: Is there guidance for the Maintenance of Dram Shop Liability Insurance Coverage?

A: If the Illinois Liquor Control Commission receives a notice from an insurance carrier that the insurance carrier has cancelled liquor liability/dram shop insurance coverage of the license holder, the Commission will not issue a citation against the licensee for the cancellation of insurance. For more information, [click here](#).

Q: Has the ILCC released more information for retailers?

A: The ILCC will continue to release and update their FAQ, [click here to view](#).

Corrections

Q: What is being done regarding the medically vulnerable offenders in DOC?

A: The Illinois Department of Corrections (IDOC) currently has a population of more than 36,000 male and female inmates in 28 facilities, the vast majority of whom, because of their close proximity and contact with each other in housing units and dining halls, are especially vulnerable to contracting and spreading COVID-19. Under executive Order 21, medically vulnerable inmates can temporarily leave IDOC facilities when necessary and appropriate for the safety of the inmate.