

COVID-19 UPDATES AND FAQ

At BHG, your health is always our top priority. Since the start of COVID-19, we have been closely following recommendations by federal and local officials and implementing protocols to ensure your safety, while minimizing disruptions to your treatment. This includes providing additional take-home doses based on your treatment plan and state regulations and conducting all counseling via telehealth to significantly reduce the number of people in the center at any given time. We have also put procedures in place to ensure your safety when you do come into our centers, such as requiring all staff to practice social distancing and wear personal protective equipment like masks and gloves, thorough disinfection of our centers throughout the day, and screening at the door to ensure symptomatic patients don't come into the center. If a patient is symptomatic, or has recently been exposed to the virus, medications are brought out to their car.

During these uncertain times, we understand that you may have many questions and concerns related to how COVID-19 will impact your treatment at our centers. To help shed light on these concerns, we've provided responses to some of the most frequently asked questions we've received. For the latest updates and information specific to your center, please [contact your center](#) or visit www.bhgrecovery.com.

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 at www.bhgrecovery.com/locations.

Where can I find information about changes and updates at my treatment center?

Please call your center directly for the latest updates. You can find the number for your center at the bottom of this page, or by searching for it on the locations directory on our website: www.bhgrecovery.com/locations.

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 of our centers depending on each patient's treatment plan and state regulations to reduce the frequency of patient visits to our centers. You do not have to come in for counseling, as all counseling is taking place via telephone or video conferencing.

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

If you are experiencing symptoms or you tested positive for COVID-19, please call the treatment center before your arrival, and then stay in your vehicle to receive your medication. Staff are stationed at the door of each center to help screen all individuals entering the facility.

How can I get additional take-home doses?

While all of our centers have expanded take-home privileges in response to COVID-19, the specific amount of medications 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. However, all counseling will take place via telehealth (telephone or video conferencing). Please [call your center](#) regarding your counseling schedule.

I lost my job and am experiencing financial distress; how do I pay for treatment?

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](#) to discuss your options.

Why do I need to social distance? Do I have to social distance if I'm wearing a mask?

Social or physical distancing is achieved by maintaining a distance of at least 6 feet between you and another person, ideally avoiding being around people at all, and is an infection control measure enacted to slow down or stop the spread of a contagious disease. All major health organizations [report distancing as effective](#) in dramatically reducing the number of disease cases, as well as preventing further strain on our health care system.

You should still physically distance yourself from others even if you are wearing a mask. A cloth face covering is not intended to protect the wearer, but it may prevent the spread of virus from the wearer to others. For more information on how to protect yourself and others, visit www.cdc.gov/coronavirus.