



A Public Entity

Inland Empire Health Plan



**To:** All IPAs, PCPs, Specialists, and BH Providers  
**From:** IEHP – Provider Relations  
**Date:** May 1, 2020  
**Subject:** **Mitigating Health Impacts of Secondary Stress Due to the COVID-19 Emergency**

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The COVID-19 public health emergency has far reaching impacts, including short- and long-term physical and mental health consequences, including increased cardiovascular, metabolic, immunologic and neuropsychiatric risk.

Inland Empire Health Plan (IEHP) would like to share resources from the Adverse Childhood Experiences (ACEs) Aware website <https://www.acesaware.org/heal/covid19/> to support Providers as you address the needs of patients who are dealing with the trauma and stress caused by the COVID-19 pandemic and the resulting negative health outcomes.

On the ACEs Aware page specific to COVID -19 & Stress (<https://www.acesaware.org/heal/covid19/>) you will find:

- ACEs Aware Information for Providers and Health Plans
- Resources on Supporting Vulnerable Populations
- Resources for Health Care Workforce and Clinics
- Resources for Adult Patients
- Resources for Families

Additionally, IEHP would like to recommend that you reference the following resources as well for support:

#### **Resources for Providers on Mental Health and Psychosocial Support Considerations**

- [Helping Older Adults Cope with Stress During the COVID-19 Outbreak](https://www.acesaware.org/wp-content/uploads/2020/03/MHPSS-Helping-Older-Adults-with-Stress-During-the-COVID-19-Outbreak-v1.1.pdf)  
<https://www.acesaware.org/wp-content/uploads/2020/03/MHPSS-Helping-Older-Adults-with-Stress-During-the-COVID-19-Outbreak-v1.1.pdf>
- [Supporting the Needs of People with Disabilities During a COVID-19 Outbreak](https://www.acesaware.org/wp-content/uploads/2020/03/MHPSS-Supporting-the-Needs-of-People-with-Disabilities-During-a-COVID-19-Outbreak-v1.1.pdf)  
<https://www.acesaware.org/wp-content/uploads/2020/03/MHPSS-Supporting-the-Needs-of-People-with-Disabilities-During-a-COVID-19-Outbreak-v1.1.pdf>
- [Messages and Activities for Helping Children Deal with Stress During the COVID-19 Outbreak](https://www.acesaware.org/wp-content/uploads/2020/03/MHPSS-Messages-and-Activities-for-Helping-Children-Deal-with-Stress-During-the-COVID-19-Outbreak-v1.1.pdf)  
<https://www.acesaware.org/wp-content/uploads/2020/03/MHPSS-Messages-and-Activities-for-Helping-Children-Deal-with-Stress-During-the-COVID-19-Outbreak-v1.1.pdf>

- [Activities for Adults in Isolation/Quarantine](https://www.acesaware.org/wp-content/uploads/2020/03/MHPSS-Activities-for-Adults-in-Isolation-Quarantine-v.1.1.pdf)  
<https://www.acesaware.org/wp-content/uploads/2020/03/MHPSS-Activities-for-Adults-in-Isolation-Quarantine-v.1.1.pdf>
- [Supporting People Working in the COVID-19 Response](https://www.acesaware.org/wp-content/uploads/2020/03/MHPSS-Supporting-People-Working-in-the-COVID-19-Response-v1.1.pdf)  
<https://www.acesaware.org/wp-content/uploads/2020/03/MHPSS-Supporting-People-Working-in-the-COVID-19-Response-v1.1.pdf>
- [Mental Health America:](https://www.mhanational.org/covid19)  
<https://www.mhanational.org/covid19>

### Resources for Workforce and Organization Resilience

- [COVID-19 Considerations for a Trauma Informed Response for Work Settings](https://traumainformedoregon.org/wp-content/uploads/2020/03/Considerations-for-COVID-19-Trauma-Informed-Response.pdf)  
<https://traumainformedoregon.org/wp-content/uploads/2020/03/Considerations-for-COVID-19-Trauma-Informed-Response.pdf>
- [Building Organizational Resilience in the Face of a Ubiquitous Challenge:](https://www.linkedin.com/pulse/building-organizational-resilience-face-ubiquitous-karen-johnson/?trackingId=2fCloAhRe70lAp%2FOyyCPjQ%3D%3D)  
<https://www.linkedin.com/pulse/building-organizational-resilience-face-ubiquitous-karen-johnson/?trackingId=2fCloAhRe70lAp%2FOyyCPjQ%3D%3D>

### Resources for Providers to Share with Patients

- [CA Surgeon General’s Playbook: Stress Relief for Caregivers and Kids during COVID-19](https://www.covid19.ca.gov/pdf/caregivers_and_kids_california_surgeon_general_stress_busting_playbook_draft_v2_clean_ada_04072020v2.pdf)  
[https://www.covid19.ca.gov/pdf/caregivers\\_and\\_kids\\_california\\_surgeon\\_general\\_stress\\_busting\\_playbook\\_draft\\_v2\\_clean\\_ada\\_04072020v2.pdf](https://www.covid19.ca.gov/pdf/caregivers_and_kids_california_surgeon_general_stress_busting_playbook_draft_v2_clean_ada_04072020v2.pdf)
- [CA Surgeon General’s Playbook: Stress Relief During COVID-19](https://covid19.ca.gov/img/wp/california-surgeon-general_stress-busting-playbook_draft-v2clean_ada-04072020.pdf)  
[https://covid19.ca.gov/img/wp/california-surgeon-general\\_stress-busting-playbook\\_draft-v2clean\\_ada-04072020.pdf](https://covid19.ca.gov/img/wp/california-surgeon-general_stress-busting-playbook_draft-v2clean_ada-04072020.pdf)
- [Helping Children Cope with Stress During the COVID-19 Outbreak](https://www.who.int/docs/default-source/coronaviruse/helping-children-cope-with-stress-print.pdf?sfvrsn=f3a063ff_2)  
[https://www.who.int/docs/default-source/coronaviruse/helping-children-cope-with-stress-print.pdf?sfvrsn=f3a063ff\\_2](https://www.who.int/docs/default-source/coronaviruse/helping-children-cope-with-stress-print.pdf?sfvrsn=f3a063ff_2)
- [COVID-19 Information for Domestic & Sexual Violence Survivors, Communities & Programs](https://www.futureswithoutviolence.org/get-updates-information-covid-19/)  
<https://www.futureswithoutviolence.org/get-updates-information-covid-19/>
- [COVID-19 Emotional Health Resources](https://covid19.ca.gov/resources-for-emotional-support-and-well-being/#top)  
<https://covid19.ca.gov/resources-for-emotional-support-and-well-being/#top>

### Crisis Lines

<b>National Suicide Prevention Hotline</b> (24/7)	1-800-273- TALK (8255); click here for <a href="https://suicidepreventionlifeline.org/chat/">Online chat support</a> or follow link: <a href="https://suicidepreventionlifeline.org/chat/">https://suicidepreventionlifeline.org/chat/</a>
<b>California Suicide &amp; Crisis Hotlines</b>	1-800-784-2433
<b>California Peer-Run Warm Line</b> (24/7)	1-855-845-7415 for non-emergency support
<b>National Domestic Violence Hotline</b> (24/7)	1-800-799-SAFE (7233)

<b>Disaster Distress Helpline</b> (24/7)	1-800-985-5990 (TTY 800-846-8517) or text TalkWithUs to 66746 for support
<b>National Alliance on Mental Illness Crisis Text Line</b> (24/7)	Text NAMI to 741-741
<b>National Sexual Assault Hotline</b> (24/7)	1-800-656-HOPE (4673)
<b>National Parent Helpline</b> (Monday through Friday 10:00 am – 7:00 pm PDT)	1-855-2736 for emotional support and advocacy for parents

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Correspondence **or** [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Coronavirus (COVID-19) Advisory.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.