Hurricane Sandy Crisis Response

CareFirst’s Mental Health partner, Magellan* Health Services, has mobilized behavioral health services teams to provide the following services at no charge for CareFirst members:

- Up to 4 hours of Critical Incident Stress Management (CISM)
- Information Resource line
- Tip Sheets

Attached you’ll also find Federal and State Hurricane Sandy Resources.

Should you have any questions, please contact your Broker Sales Representative.

Shekar Subramaniam
Associate Vice President, Broker Sales

*Magellan is an independent company that provides mental and behavioral services to CareFirst members.
Hurricane Sandy Crisis Response

Subject: Support in the Aftermath of Hurricane Sandy

Hurricane Sandy has had a devastating impact on the East Coast, placing millions of people in varying degrees of stress and peril as they assess the damage to their communities and begin to rebuild.

We want you to know we’re here for you during this period of recovery. Magellan is mobilizing its behavioral health services team to provide the following services at no charge for Magellan customers and their customers:

Up to 4 hours of Critical Incident Stress Management (CISM): To arrange for a CISD for your site, please call your Broker Sales Representative with the following information. The Broker Sales Representative will work with the Magellan representative on arranging the CISD and they will follow up with the contact person you provide. CISM helps workers impacted by a trauma such as Hurricane Sandy, giving them the tools to cope with immediate and long-term effects of a traumatic incident. The intervention itself—commonly called a Critical Incident Stress Debriefing (CISD)—is a systematic procedure, delivered with compassion by professional counselors specially trained in CISM best practice protocols. Through an on-site CISD, employees can have a sense of closure, and help them renew their focus on the job.

- When you call your Broker Sales Representative, please have the following information ready for our team:
  - Organization name
  - Address where the CISD will take place
  - Onsite contact name, phone number and email address
  - Brief description of the local conditions/situation (e.g., flooding, loss of shelter, loss of life)

Information Resource Line: The toll-free Information Resource Line is 1 (800) 327-7451 and can be reached 24 hours a day, 7 days a week. The resource line offers telephonic support that includes educational materials, information about support agencies and additional community resources to help callers cope and maintain good mental health during the recovery. This service is being offered free of charge to CareFirst members.
Tip Sheets: Additional resources and tip sheets are available at http://www.magellanhealth.com/our-company/magellan-cares/hurricane-sandy-tips.aspx. Information posted here includes a hurricane guide, how to file insurance claims, health and safety precautions after a flood, helping children cope and more. Attached you’ll also find a list of FEMA and state resources that you can use with your employees and customers.
# Hurricane Sandy Resources

## Federal/National Resources

<table>
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<tr>
<th>Agency</th>
<th>Website</th>
<th>Telephone</th>
<th>Mobile/Other</th>
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<tr>
<td>FirstGov</td>
<td><a href="http://www.usa.gov">www.usa.gov</a></td>
<td>1-800-FED-INFO (1-800-333-0636)</td>
<td><a href="http://m.usa.gov/?locale=en&amp;m=true">Mobile Website -</a> [<a href="http://m.usa.gov/?locale=en&amp;m=true">http://m.usa.gov/?locale=en&amp;m=true</a>]</td>
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<tr>
<td>National Hurricane Center</td>
<td><a href="http://www.nhc.noaa.gov/">http://www.nhc.noaa.gov/</a></td>
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| Disaster Assistance           | [www.disasterassistance.gov](http://www.disasterassistance.gov) |                            | Find disaster assistance that meets your personal needs  
  - Locate over 70 forms of assistance from 17 Federal agencies  
  - Apply for disaster assistance  
  - Check the progress of your applications |

## Connecticut State Resources

**United Way of Connecticut:** [www.ctunitedway.org](http://www.ctunitedway.org)  
Phone: 860-571-7500
Governor of Connecticut: [www.governor.ct.gov](http://www.governor.ct.gov)
Access updates including emergency services, state parks and forests, insurance department, department of public health, light and power.

Hurricane Sandy latest updates: [www.ct.gov/sandy](http://www.ct.gov/sandy)

Shelters: For information on available shelters throughout Connecticut, call 2-1-1 or visit [www.211ct.org](http://www.211ct.org)

Electric Utility Information:

CL&P
- [CL&P Website](http://www.211ct.org)
- [Town-by-Town Power Outage List](http://www.211ct.org)
- [Town-by-Town Power Outage Interactive Map](http://www.211ct.org)

United Illuminating
- Customer Service Number: 1-800-7-CALL-UI (1-800-722-5584)
- [United Illuminating Website](http://www.211ct.org)
- [Town-by-Town Power Outage List](http://www.211ct.org)
- [Town-by-Town Power Outage Interactive Map](http://www.211ct.org)

Facebook: [http://www.facebook.com/ctdph](http://www.facebook.com/ctdph)

[Delaware State Resources](http://www.de.state.de.us)
Access current conditions, power outages.

Prepare Delaware: [www.prepareDE.org](http://www.prepareDE.org)
Hurricane Sandy Hotline - (800) 464-4357
Access resources on shelters, evacuations, restrictions.
Facebook - [https://www.facebook.com/PrepareDE](https://www.facebook.com/PrepareDE)

[Maryland State Resources](http://www.mda.state.md.us)
Maryland Emergency Management Agency: [www.mema.state.md.us](http://www.mema.state.md.us)
Facebook: [https://www.facebook.com/MDMEMA](https://www.facebook.com/MDMEMA)
Local emergency center contacts and hotlines: [http://mema.maryland.gov/Pages/LocalEOC.aspx](http://mema.maryland.gov/Pages/LocalEOC.aspx)

Access news updates, disaster supply kit information, resources for communities, schools, special needs, homeowners, pets and livestocks, and businesses.

State of Maryland: [www.maryland.gov](http://www.maryland.gov)
Go to Advisories on the home page to access updated advisory information. Locate evacuation routes, road closures, and shelters.
**Massachusetts State Resources**

Commonwealth of Massachusetts: [www.mass.gov](http://www.mass.gov)
Access power outage, utility companies, emergency and non-emergency services, flight status out of Worcester Regional Airport.

**Mobile app** Ping4Alerts!

**Shelter Information:**
Resident in need of shelter should call 2-1-1 for the latest information on shelter locations. Below are some resources that you might find helpful:
- Search for current storm updates on Twitter using the hashtag [#MASandy](http://www.twitter.com/search?q=%23MASandy)
- Receive [weather alerts and messages](http://www.mass.gov/mema) with MEMA’s smartphone app for Android and iPhone users.
- If you need non-emergency assistance, call 2-1-1 or [www.mass211.org](http://www.mass211.org).
- Visit [www.mbta.com](http://www.mbta.com) or follow [@mbtaGM](http://twitter.com/mbtaGM) on Twitter for bus, subway and commuter rail service alerts.
- Additional hurricane preparedness tips are available at [www.mass.gov/mema](http://www.mass.gov/mema).

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**Maine State Resources**

Access latest updates, current safety information, shelter updates, power outages.

Maine State Government: [www.maine.gov](http://www.maine.gov)
Go to Latest News for information on shelter updates, damage assessments, and power outages.

**Facebook:** [http://www.facebook.com/MaineEMA](http://www.facebook.com/MaineEMA)

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**New Hampshire State Resources**

New Hampshire State Website: [www.nh.gov/readynh/resources](http://www.nh.gov/readynh/resources)
Access power outages, road closures, updates.

County emergency management agencies:

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**New Jersey State Resources**

Call 2-1-1 for assistance
Access for resources on power outages, shelter information, flood updates, travel information, NJ Counties emergency management contacts, Department of Health and Senior Services, disaster public assistance.

**NJ DOT:** [http://www.511nj.org/](http://www.511nj.org/)
**NJ Transit:** [http://www.njtransit.com](http://www.njtransit.com)
**Turnpike Authority:** [http://www.state.nj.us/turnpike/index.html](http://www.state.nj.us/turnpike/index.html)
**Shelters:** Find a mass care shelter - live shelter availability: [http://app.redcross.org/nss-app/](http://app.redcross.org/nss-app/)
New York State Resources
New York State: www.governor.ny.gov/
Access resources on:
- Closures and Service Suspensions
- Power Outage Information
- NYS Insurance Department
- Shelter Information
- Tips for After the Storm
- NYS Department of Conservation Storm Debris and Disposal Guidelines
- General Resources

Twitter: @NYGovCuomo

Facebook: http://www.facebook.com/GovernorAndrewCuomo

Power Outage Information
- Central Hudson
- ConEdison
- Long Island Power Authority
- National Grid
- NYSEG
- Orange and Rockland
- RG&E

Shelters: This link is for finding the nearest shelter in the 5 Burroughs. It prompts residents to type in their house # and links them to the nearest emergency shelter. http://gis.nyc.gov/oem/he/index.html

North Carolina State Resources
North Carolina Emergency Management Division: www.nccrimecontrol.org
1- 800-858-0368
- N.C. Citizen Corps
- 100 county emergency management agencies
- The Dept. of Crime Control & Public Safety

Recovery questions 888-835-9966

Pennsylvania State Resources
Pennsylvania Emergency Management Agency: www.pema.state.pa.us
Access alerts and advisories. Go to General Information for disaster assistance and contact information. Go to Disaster Assistance for resources on reporting your damages, public assistance, and individual assistance.

Ready PA: www.readypa.org
Access resources on flood emergencies, after an emergency information.

Travel Information: http://www.511pa.com/
Facebook: https://www.facebook.com/CommonwealthofPennsylvania
Hurricane Sandy Resources

**Text:** shelter+ZIP to 43362 for a shelter near you

**Twitter:** Follow @GovernorCorbett

**Rhode Island**

**Rhode Island Government:** [http://www.ri.gov/](http://www.ri.gov/)

For regularly updated information on Hurricane Sandy, visit www.riema.ri.gov or call 211.

**Shelters:**
- Barrington; Primrose High School; opens at 7 p.m., Sunday
- Coventry; Coventry High School; opens a 4 p.m., Sunday
- Cumberland; Cumberland High School; opens at 7 p.m., Sunday • Jamestown; Melrose Elementary School; opens at 7 p.m., Sunday
- Middletown; Gaudet Middle School; opens at 7 p.m., Sunday
- Tiverton; Tiverton Middle School; opens at 7 p.m., Sunday
- Wakefield; South Kingstown High School; opens at 7 p.m., Sunday
- Warwick; Veteran's Memorial High School; opens at 7 p.m., Sunday
- Warwick; (pets only); Thayer Ice Arena; opens at 7 p.m., Sunday
- Wood River Junction; Chariho High & Middle School; opens at 7 p.m., Sunday

**Hurricane Evacuation Maps for Coastal Communities**

**South Carolina State Resources**

**South Carolina Emergency Management Division:** [http://www.scemd.org/index.html](http://www.scemd.org/index.html)

1-803-737-8500

**South Carolina State Site:** [sc.gov](http://sc.gov).
Locate hurricane shelters, SC Safe Home Resources, and more.

**Facebook:** [https://www.facebook.com/SCEMD](https://www.facebook.com/SCEMD)

**Vermont State Resources**


1-800-347-0488 or 802-244-8721 or 888-545-8721 (TTY)

Call 2-1-1 to get flood information and report property damage.

**Vermont Emergency Community Resources:** [www.phe.gov/emergency/connect/Pages/vt.aspx](http://www.phe.gov/emergency/connect/Pages/vt.aspx)


**Virginia State Resources**


1-804- 897-6500

**Facebook:** [https://www.facebook.com/VAemergency](https://www.facebook.com/VAemergency)

**Google map for shelters:** View our updated Google Map for shelter locations

By providing links to other sites, Magellan Behavioral Health does not guarantee, approve or endorse the information or products on these sites.