# Managing Programs through COVID-19 Work Group

*Updated: September 8, 2020*

The Administration for Community Living’s (ACL) Office of Healthcare Information and Counseling (OHIC) convened a work group to provide successful practices and for managing programs through the COVID-19 pandemic. State Health Insurance Assistance Programs (SHIPs), Senior Medicare Patrol programs (SMPs), Medicare Improvements for Patients and Providers ACT (MIPPA) programs, and Duals Demonstration Ombudsman programs are participating.

The workgroup is focusing on a variety of topics related to managing a program during the pandemic, such as preparing for remote Medicare Open Enrollment, managing your program and team remotely, and compiling preparedness plans for future emergencies.

**Workgroup Members**

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