

COVID-19 & the BHPN

Your health is important to us

We have always valued the health and safety of our clients, their families and caregivers, as well as our staff, and continue to do so during these unprecedented times. We are committed to providing the safest in-person services possible by following the guidelines issued by the Centers for Disease Control and Prevention (CDC), as well as local and state requirements. The COVID-19 safety practices at the BHPN have been implemented to keep you, our valued client, and your Care Team in good health.

In partnership with our insurance providers, the BHPN is committed to ensuring the guidelines below are followed to reduce the risk associated with COVID-19 for in-person services, including:

- All BHPN practitioners are required to wear masks when visiting any clients receiving in-person care as part of their treatment plan.
- All family members, house guests or others in the home must either wear a mask when in the same room as your BHPN practitioner or move to a separate, closed-door room prior to the practitioner's arrival.
- All clients receiving in-person care must wear a mask during sessions. For individuals who have challenges wearing masks, we ask that they be worn as long as possible during sessions and that mask-wearing continues to be part of their treatment plan.

All clients and caregivers receiving in-person care, as well as their BHPN practitioners, can cancel sessions if it is determined that COVID-19 guidelines are not being followed.

We understand that these challenging times can cause disruption to your family's routine and treatment plan, and the BHPN is committed to your family and the services we deliver, as well as your health and safety during this pandemic. The continuation of in-person services is dependent on everyone involved following these guidelines. Please reach out to your Clinical Case Manager or Customer Service at (855) 843-2476 with any concerns or questions.



BHPN Tip

If your child is anxious from COVID-19, check out our COVID-19 Social Story in the BHPN's Telehealth Toolkit for Parents & Caregivers, or one of our many articles on the myBrightlink app. Ask your Care Team for more information!