



COVID-19 Community Resources and Telehealth Tip Sheet

We understand that this may be a challenging and stressful time for you and your family. As the COVID-19 global pandemic continues to evolve, we remain committed to providing information that may help to ease the burden. Below is a list of programs and resources that offer assistance, support, and education that may benefit you and your family. These helpful links are provided as a public service and are for informational purposes only. No endorsement is made or implied.

And as always, PTC Cares™ is here to help. Our dedicated Case Managers are available to answer questions Monday through Friday from 8 AM - 6 PM EST at **1-844-4PTC-CARES (1-844-478-2227)**.

NORD® COVID-19 Relief Programs

- Two programs that offer eligible individuals assistance with medical and non-medical related expenses, including utility costs, communication expenses, support for adaptive learning, medical visits, medical supplies, and more
- The organization's website does not include grant limits. To find out more about these programs, you can contact the organization directly via the contact information listed below

COVID-19 Critical Relief and Premium & Medical Relief Programs

Contact: 203-242-0497 | **Email:** COVID19assistance@rarediseases.org

Please visit [rarediseases.org/for-patients-and-families/help-access-medications/patient-assistance-programs-2](https://www.rarediseases.org/for-patients-and-families/help-access-medications/patient-assistance-programs-2) for more information.

Duchenne Family Assistance Program

- Pooled assistance from 11 Duchenne muscular dystrophy (DMD) organizations, including Team Joseph, 4 Jake's Sake, Hope for Gus, JB's Keys to DMD, Joaquin's Warriors, Cure Duchenne, Kindness Over Muscular Dystrophy, Little Hercules Foundation, Michael's Cause, Pietro's Fight, and Walking Strong
- DMD families can apply for grants of \$200 or \$500

To apply for this free assistance, please visit apply.duchennefap.org.

Internet Essentials from Comcast

- Provides affordable high-speed internet to qualifying applicants for the cost of \$9.95 per month (plus tax)
- No term contract or credit check required
- You must live in an area where Comcast Internet Service is available and have been without Comcast Internet for the last 90 days
- Households who owe money to Comcast may still qualify if approved by 6/30/21

Please visit internetessentials.com/apply for more information.

Lifeline

- Lifeline is a federal benefits program* that lowers the monthly cost of phone and internet services
- Provides a discount of up to \$9.25 per month for eligible low-income subscribers and up to \$34.25 for those on Tribal lands
- While some individuals and families may have been previously ineligible for Lifeline, several temporary waivers have been implemented during the COVID-19 pandemic that may make eligibility possible

For more information about the program, please visit fcc.gov/lifeline-consumers.



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Emergency Broadband Benefit

- A federal benefits program* that provides internet service discounts during the pandemic as a way of connecting eligible households to jobs, critical healthcare services, and virtual classrooms
- Provides discounts of up to \$50 per month toward broadband service for eligible households and up to \$75 per month for households on Tribal lands
- Households may also be eligible to receive a discount of up to \$100 on a computer or tablet from participating providers if they contribute \$10-\$50 toward the purchase price

The start date for this program has not yet been established. For updates and information, please visit fcc.gov/broadbandbenefit.

Making the most of Telehealth access and preparing for your virtual visits

During the ongoing pandemic, it may be safer and easier to conduct doctor's appointments via telehealth. These virtual appointments allow for visual examinations and meaningful conversations, all from the comfort of your home. The resources below will help you get a better understanding of the benefits of telehealth, and how to make the most of these virtual visits.

- The first step to using telehealth is understanding the basics. The Department of Health and Human Services provides helpful information on what telehealth is, how to access it, and the best ways to prepare for a telehealth appointment

For more information, visit telehealth.hhs.gov/patients.

- Preparing a child for a telehealth visit can represent its own unique challenges. Luckily, the Child Neurology Foundation has developed tips and guidance for overcoming some of these challenges, to help ensure that you get the most out of each visit

For access to their Telehealth Tip Sheet, please visit childneurologyfoundation.org/wp-content/uploads/2020/04/CNF-Telehealth-Tip-Sheet.pdf.

To watch a presentation about best practices for children with behavior challenges, please visit youtube.com/watch?v=HmaS1X86kJA.

- It can also be helpful to understand how your child's provider is preparing for the visit. The Child Neurology Society has provided a guide that offers tips to providers as they prepare for virtual examinations of infants, toddlers, and young children

To find out more, visit childneurologysociety.org/resources/resources-detail-view/pediatric-neurological-examination-via-telemedicine-posted.

*In addition to Federal Benefit Programs, many states offer additional resources and support for families who may be struggling during the pandemic.

