Massachusetts Department of Public Health Bureau of infectious Disease and Laboratory Sciences Division of Global Populations and Infectious Disease: Tuberculosis Program

2023 Shortcuts for Tuberculosis Education Materials and Information ~ Spring 2023~

Tuberculosis Program - https://www.mass.gov/tuberculosis

TB Video - A video that helps you understand TB Infection and TB Disease on our website and on youtube - https://youtu.be/rJYkDjhumbM



- <u>Report</u> a Case of Tuberculosis (TB) or Latent TB Infection https://www.mass.gov/how-to/report-a-case-of-tuberculosis-disease-or-latent-tb-infection https://madss.casetivity.com/pages/CaseReportForms#TB-crf
- > <u>TB Risk Assessment</u> https://www.mass.gov/lists/tuberculosis-information-for-health-care-providers-and-public-health#tb-risk-assessment-
 - Massachusetts Risk Assessment
 - Massachusetts Risk Assessment User Guide
 - Massachusetts Risk Assessments: Pediatrics
 - Massachusetts Pediactric Risk Assessment User Guide
- TB information for the Public https://www.mass.gov/service-details/tuberculosis
 - Factsheets What is TB? English
 <u>Also available in</u> Amharic, Arabic, Cape Verdean Creole, Chinese, French,
 Gujarati, Haitian Creole, Hindi, Khmer, Nepali, Portuguese, Russian, Somali,
 Spanish, Swahili, Tagalog, and Vietnamese

➤ TB Information for Health Care and Public Health Professionals https://www.mass.gov/lists/tuberculosis-educational-resources-and-materials

- Report TB
- TB Risk Assessment
- Nuclear Acid amplification testing/early diagnosis for TB and Identification Of Rifampin resistance
- Screening and Testing for TB Infection

- Information for Hospitals
- Information for Longterm care
- Information for your patients
- TB Outpatient Services (clinics)
- Online Resources
- Massachusetts Regulations
- <u>Tuberculosis Data and Statistics</u> 2022 stats now available (updated March, 2023) https://www.mass.gov/lists/tuberculosis-data-and-statistics
 - Annual summary statistics
 - Five Year Data: Cities and towns
- Annual data by Massachusetts county
- National and global data
- > Tuberculosis Advisories and Alerts (updated)

https://www.mass.gov/lists/tuberculosis-advisories-and-alerts#2020-

2022

- Update: Four-month regimen for the treatment of pulmonary tuberculosis 2020
 - Announcement: Nitrosamine impurities dectected in samples of rifampin and rifapentine, September 22, 2020

2019

- Advisory: Recommendations For TB Screening, Testing, and Treatment Of U.S. Health Care Personnel ~ August 15, 2019
- Advisory: Nationwide Shortage of TB Skin Test Anigents ~ August 15, 2019
 2018
 - Clinical Advisory: Latent TB Infection Testing &Treatment for High-Risk Populations ~ July 1, 2018
 Key Recommendations for screening for LTBI:

 - 1. Use a TB Risk Assessment to identify patients at increased risk for infection.
 - 2. Choose a diagnostic test for TB infection that is appropriate for your patient.
 - 3. Provide patients who test positive for TB infection with medical evaluation to rule out active TB disease or refer such patients for such evaluation.
 - 4. Report cases of latent TB infection or active TB disease to MDPH.
 - 5. Review treatment options and focus on shorter regimens.
 - 6. Provide education and adherence support to assist patients in completing treatment for latent TB infection.
 - 7. Current Procedure Terminology (CPI) & ICD Codes for LTBI Infection.

➤ TB Educational Resources and Materials
https://www.mass.gov/lists/tuberculosis-educational-resources-and-materials

Latent Tuberculosis Infection Treatment At A Glance, 2022

The Latent Tuberculosis Infection Treatment at a Glance tool provides an overview of the coverage of key latent TB infection services in Massachusetts. The at-a-glance summarizes coverage for silver-level Qualified Health Plans (QHPs), ConnectorCare plans, and Medicaid (MassHealth) plans.

- ➤ CDC's The Think. Test. Treat TB Toolkit

 https://www.mass.gov/lists/tuberculosis-educational-resources-and-materials

 The CDC has launched the Think. Test. Treat TB campaign with a wide variety of resources to inform and guide patients and providers. The online Think. Test. Treat TB resource hub is a tool to easily find resources and materials.
- ➤ <u>TB Outpatient Services</u> A list of facilities in Massachusetts that provide state-supported TB diagnostic and treatment services for individuals who have or are suspected of having TB disease or latent TB infection <u>Downloadable listing</u> <u>updated March</u>, 2023 https://www.mass.gov/service-details/massachusetts-tb-outpatient-services
- > Treatment Regimens for Latent Tuberculosis Infection in Massachusetts

There are three recommended regimens for the treatment of patients diagnosed with latent TB infection. Before starting any treatment for latent TB infection, active tuberculosis (TB) disease must be ruled out https://www.mass.gov/info-details/treatment-regimens-for-latent-tuberculosis-infection-in-massachusetts

Policy for distribution of DPH-purchased PPD

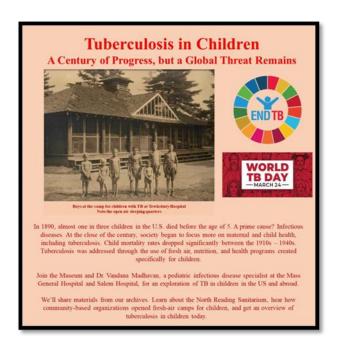
Information about the Department of Public Health (DPH) purified protein derivative (PPD) distribution policy https://www.mass.gov/service-details/policy-for-distribution-of-dph-purchased-ppd

- Booster or Recall Effect and Two-Stage Tuberculin Skin Testing Information for health care providers https://www.mass.gov/service-details/booster-or-recall-effect-and-two-stage-tuberculin-skin-testing
- Related Services Search Fact Sheets on all Infectious Diseases A-Z https://www.mass.gov/fact-sheets-on-infectious-diseases

2023 World TB Day Webinars and Events:

2023 - March 23, 2023

In honor of World TB Day .. The Public Health Museum's is presenting a Virtual World TB Day Event: TB in Children - A Century in Progress, But a Global Threat remains. https://www.youtube.com/watch?v=vLNb-z23kdY



2023, March 24th - World TB Day Event



Light up for TB" is a global campaign hosted by Stop TB Partnership that invites cities across the world to light up landmarks or buildings in RED on World TB day. https://www.stoptb.org/light-tb

At the prompting of MACET, the Division submitted a request to light up bridges around Massachusetts in **red** to celebrate and bring attention to World TB Day on 3/24/23. MASSDOT approved our request, and will be lighting up some bridges on 3/24/2023!

To accompany the bridge lightings, *Highlighting the bridges, localizing, and making TB relevant to Massachusetts:* Bridges in Massachusetts including in Cambridge, Boston, Worcester, Shrewsbury, Quincy, and Weymouth are to be lit up in **RED** to honor of #WorldTBDay and everyone affected by tuberculosis. #LightUpforTB

See below for some amazing pictures:

Fore River Bridge



Zakim Bridge



Burns Bridge, Worcester



Longfellow Bridge



2023 - March 29, 2023

Inaugural Thomas Q. Garvey Public Health Lecture
Keynote Presentation:
TB, Policy, Economics, and Equity: Using Multiple Lenses to
Strengthen Pandemic Response

url: https://globaltb.njms.rutgers.edu/educationalmaterials/aa/audioarchives.php



Acknowledgement: Our very own ...



Pat Iyer has over 20 years of experience working in TB as a public health nurse and was the Director of Disease Investigation and Case Management at the Massachusetts Department of Public Health. She has been a strong advocate for community health and has taken several initiatives to educate the public about the impact of TB. Throughout her career, Pat has contributed to several community TB efforts, including collaboration with the Lynn Community Health Center to expand latent TB infection testing and treatment in partnership with community agencies, providers, community leaders, and TB survivors.

2023 TB Trainings/Webinars 2023 - April 11, 2023



Tuberculosis Disease Investigation and Follow-Up for LBOHs Overview of Tuberculosis in MA

- Trends and rates
- Summary of TB regulations and laws
- > Approach to TB in MA
- Overview of TB case management
- Outreach support
- > TB related stigma

Tuberculosis and MAVEN

- > Immediate disease notifications
- ➤ Administrative QP follow-up steps
- ➤ TB workflows

Slides: http://www.maven-

help.maventrainingsite.com/pdf/April%2011%20TB Final DSAI%20Team%20Slides Final.pdf

Recording: https://register.gotowebinar.com/recording/7850073648107423490

2022 TB Trainings/ Webinars:

2022 – January 24

Tuberculosis Evaluation of Persons with Class A/B TB Conditions

Recording Link: https://attendee.gotowebinar.com/recording/1273513062049230595

- > New documents in MAVEN help section in the DGP folder in Class A/B subfolder.
- Includes written guidance documents (more info that what covered in webinar)
- Optional Checklist to use to communicate with patients
- (If you do not see the updated documents in your MAVEN help please <u>clear your web</u> <u>browser cache</u>.)
- All documents have been added to **MAVEN Help**.

PowerPoint Presentation Slides

- Describe overseas tuberculosis screening requirements for immigrants and refugees
- Explain next steps for tuberculosis evaluation in Massachusetts
- > Discuss roles and responsibilities of local board of health nurses and TB program staff

2022 - March 16

Welcoming refugee students: An introduction to refugee student health for MA school nurses - https://cme.bu.edu/shield.bu.edu/content/audit-enduring-refugee-health

Note: User will need to create BU SHIELD log-in and account. You don't have to be in the school system, and the non CME/CEU course is free.

2022 - May 12

Revisiting DOT: Best Practices in Direct Observation Therapy and Community Engagement - All slides are included in the MAVEN Help.



The past two years has brought several challenges to public health colleagues in the treatment and adherence monitoring for those on treatment for suspected active tuberculosis. This webinar training with a focus on:

- Discuss landscape of care during pandemic
- Define Direct Observation Therapy (DOT)
- Review criteria for DOT
- · Identify best practices for DOT
- Slides: http://www.maven-help.maventrainingsite.com/pdf/Revisiting%20DOT%20MAVEN%20Copy%2009%2006%202022.pdf
- Recording: https://register.gotowebinar.com/recording/7898849078721329665

2022 October 13

Welcoming new arrivals from Ukraine



Meeting TB screening requirements. Ukrainians seeking safety are coming to Massachusetts through the Uniting for Ukraine (U4U) program. As part of the program, people are required to complete TB IGRA testing after arrival. The Division of Global Populations is expanding access to TB IGRA testing to support people arriving through the U4U program. The Division would like to invite you to a webinar to learn more about opportunities for local board of health to partner with us in these efforts. The objectives of the webinar are:

- Introduce the Uniting for Ukraine (U4U) program for Ukrainians to come to the U.S.
- Present the USCIS U4U vaccine and TB IGRA testing attestation requirements
- Describe processes for linking Ukrainian arrivals to IGRA testing, and other Refugee services and benefits
- Describe opportunities for Local Boards of Health participation
- Slides: http://www.maven-help.maventrainingsite.com/pdf/U4U%20orientation%20LBOH%20PPT for%20distribution_October%202022.pdf
- Recording: http://www.maven-help.maventrainingsite.com/United%20For%20Ukraine%20Webinar October%202022
 .mp4

Note: Other Ukraine information (General Information/Tipsheets/Intake Forms) are in the maven help section for Global Populations and Refugee Health.

2022 October 26 & November 2 - Massachusetts TB Update 2022

Pediatric Tuberculosis: Prevention and Treatment Strategies – Part 1 (Oct 26)

https://globaltb.njms.rutgers.edu/educationalmaterials/aa/MA2022.php



Working with individuals diagnosed with presumptive or confirmed tuberculosis (TB) can provide a variety of challenges and opportunities. The added complexities working with children present additional education and skills for this specific vulnerable population. The Division of Global Populations and Infectious Disease Prevention in collaboration with the Global TB Institute hosted this two part webinar:

Pediatric Tuberculosis: Prevention and Treatment Strategies – Part 2 (Nov 2)

https://globaltb.njms.rutgers.edu/educationalmaterials/aa/MA2022.php

Note: Continuing Education (CE) credits are not provided for viewing these archives.

2021 Trainings/Webinars:

Overview for TB for LBOHs TB CASE INVESTIGATION AND CASE MANAGEMENT PARTNERSHIP IN CARE

- Session 1 https://register.gotowebinar.com/recording/5696650423320068097 June 3, 2021
- Session 2 https://register.gotowebinar.com/recording/7574659164785816067 June 17, 2021
- Session 3 https://register.gotowebinar.com/recording/5763356694861601283 July 1, 2021

All Presentation documents for each session are included in the MAVEN Help

Rutgers Global TB Institute – New Jersey Medical School TB 101:

https://globaltb.njms.rutgers.edu/educationalmaterials/aa/TB%20101%20Archive.php

This 14-part webinar series will provide an introduction to the fundamentals of TB. Topics include TB transmission, epidemiology, testing and treatment of LTBI, diagnosis and treatment of TB disease, pediatrics, contact investigations, case management, infection control, and managing adverse drug reactions.

2021 Updates

> APHL TB Diagnostic Updates: Implementation of IGRAs

https://www.aphl.org/programs/infectious_disease/tuberculosis/Documents/2021_07_06_TB_DiagnosticUpdated_IGRA.pdf

2020 - Trainings/Webinars

New England Civil Surgeons Webinars Seminars

http://globaltb.njms.rutgers.edu/educationalmaterials/aa/trainingarchives.php

Session 1 - CDC, USCIS, Tuberculosis *

Session 2 - Gonnorhea, Syphilis, Immunizations*

Session 3 - Mental Health, Panel Q&A*

* Webinars are on the website are viewable but are no longer available for credit.

Ending Stigma as Part of Patient-Centered Tuberculosis Care:

https://globaltb.njms.rutgers.edu/educationalmaterials/aa/2020b.php

2022 - March 24 World TB Day

<u>Thomas Q. Garvey Public Health Lecture</u> - recorded lecture now available https://globaltb.njms.rutgers.edu/educationalmaterials/aa/2022a.php

2021 - World TB Day Webinars

- ➤ <u>The White Plague: Here Today? Here Tomorrow</u>" in honor of World TB Day 2021. https://www.youtube.com/watch?v=kB9JBInXSeU
- Inaugural Thomas Q. Garvey Public Health Lecture
 http://globaltb.njms.rutgers.edu/educationalmaterials/aa/2021d.php
 Note: Due to an audio error, video starts 20 seconds into this recording.
 Release Date: March 24, 2021

Additional Organizations and Resources

World Health Organization - https://www.who.int/health-topics/tuberculosis#tab=tab_1
CDC, Division of Tuberculosis Elimination - https://www.cdc.gov/tb/
Rutgers Global TB Institute - http://globaltb.njms.rutgers.edu/
Stop TB USA - https://www.stoptbusa.org/

CDC - Tuberculosis (TB) - https://www.cdc.gov/tb/

TB is a disease caused by a bacterium called Mycobacterium tuberculosis. The bacteria usually attack the lungs, but TB bacteria can attack any part of the body such as the kidney, spine, and brain. If not treated properly, TB disease can be fatal. TB disease was once the leading cause of death in the United States

<u>TB Topics</u> The new site is organized by topics. It will be easier to access information from the homepage about basic TB facts, treatment, testing, infection control, drug-resistant TB, laboratory information, and research.

<u>Publication and Products</u>: This page displays wide range of publications that can be downloaded, shared and printed out. **To order CDC TB publications, it is now called CDC-INFO on Demand.** Please use the online **CDC-INFO on Demand – Publications** https://wwwn.cdc.gov/pubs/CDCInfoOnDemand.aspx?Pubid=221235 https://wwwn.cdc.gov/pubs/CDCInfoOnDemand.aspx?Pubid=221235 https://www.cdc.gov/pubs/CDCInfoOnDemand-Publications Tutorial

- > TB Basic Facts https://www.cdc.gov/tb/topic/basics/default.htm (English and Spanish)
 Tuberculosis (TB) is caused by a bacterium called Mycobacterium tuberculosis. The bacteria usually attack the lungs, but TB bacteria can attack any part of the body such as the kidney, spine, and brain. Not everyone infected with TB bacteria becomes sick. As a result, two TB-related conditions exist: latent TB infection (LTBI) and TB disease. If not treated properly, TB disease can be fatal.
- TB Personal Stories https://www.cdc.gov/tb/topic/basics/personalstories.htm
 (English and Spanish and other languages Updated: February, 2021

 TB is still a life-threatening problem in this country. TB knows no borders, and people here in the United States are suffering from TB. Anyone can get TB. These stories highlight the personal experiences of people who were diagnosed and treated for latent TB infection and TB disease, as well as the work of TB control professionals.
- ➤ Testing & Diagnosis https://www.cdc.gov/tb/topic/testing/default.htm (English/Spanish) (updated May, 2022)

There are two kinds of tests used to detect TB bacteria in the body: the TB skin test (TST) and TB blood tests. A positive TB skin test or TB blood test only tells that a person has been infected with TB bacteria. It does not tell whether the person has <u>latent TB infection</u> (LTBI) or has progressed to <u>TB disease</u>. Other tests, such as a chest x- ray and a sample of sputum, are needed to see whether the person has TB disease.

Diagnosis

If a person is infected with TB bacteria, other tests are needed to see if the person has latent TB infection or TB disease.

- ➤ TB Screening & Testing for HC Personnel
 https://www.cdc.gov/tb/topic/testing/healthcareworkers.htm (Updated August, 2022)
- > Treatment https://www.cdc.gov/tb/topic/treatment/default.htm (English/Spanish) (Reviewed March 2023)
- Drug Resistant TB https://www.cdc.gov/tb/topic/drtb/default.htm (English/Spanish) (Reviewed October, 2022)

- **Research** https://www.cdc.gov/tb/topic/research/default.htm
- ➤ Health Care Settings https://www.cdc.gov/tb/topic/infectioncontrol/default.htm
 Health care settings should have a TB infection control plan. This plan should include

 TB screening and testing of health care personnel. (updated August 2022) (English/Spanish)
- ➤ TB Infection in Health Care Settings
 https://www.cdc.gov/tb/topic/infectioncontrol/TBhealthCareSettings.htm
 (English/Spanish)
- ➤ TB in Specific Populations https://www.cdc.gov/tb/topic/populations/default.htm
 (English/Spanish reviewed November, 2022

 Tuberculosis (TB) is a challenging disease to diagnose, treat, and prevent. Although anyone can get TB, certain groups are at increased risk for TB. Clinicians, health care agencies, and community organizations, especially those serving populations at higher risk for TB, have a critical role in TB elimination.
- Laboratory https://www.cdc.gov/tb/topic/laboratory/default.htm (reviewed December 2022)

 CDC is providing updates on the current status of national TB laboratory services during the ongoing

 COVID-19 response efforts. Visit TB in Public Health Emergencies for more information.
- Data & Statistics https://www.cdc.gov/tb/statistics/default.htm (Updated March,2023)
- TB Incidence in US 1953 2021 https://www.cdc.gov/tb/statistics/tbcases.htm
- Reported TB in US 2020 https://www.cdc.gov/tb/statistics/reports/2020/default.htm
- > Trends in TB 2021 (https://www.cdc.gov/tb/publications/factsheets/statistics/tbtrends.htm (Reviewed November, 2022)
- TB in US 2021 slide set https://www.cdc.gov/tb/statistics/surv/surv2021/default.htm (Reviewed November, 2022)
- Social Media Graphics https://www.cdc.gov/tb/publications/infographic/webresources.htm?ACSTrackingID=USCDC 18 1-DM94384&ACSTrackingLabel=CDC%20Release
- ➤ Professional Resources & Tools https://www.cdc.gov/tb/education/professionaltools.htm
 - <u>Tools for Health Care Providers</u> https://www.cdc.gov/tb/education/provider_edmaterials.htm
 - Resources for TB Programs
 There is a special section for TB programs. The Resources for TB Programs section features items specific to TB control programs such as Education and Training, Contact Investigations, Data and Statistics, Emergencies and Disasters, and Program Evaluation, surveillance and Support along with other related links.
 https://www.cdc.gov/tb/education/professional-resources.htm
 (Updated July 2022)
 - Publications and Products Page: https://www.cdc.gov/tb/publications/default.htm
 The Publication and Products page also has Publications by Format for those who prefer look for information by format rather than by topic. This section contains Fact Sheets, Guidelines, Guide

Look what's new from CDC!

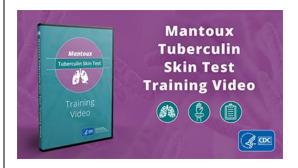
To order: https://wwwn.cdc.gov/pubs/CDCInfoOnDemand.aspx?Pubid=221235

CDC's Division of TB Elimination is proud to share the new Mantoux Tuberculin Skin Test Training Video, which is now available online. This video is part of a set of resources, including a wall chart and a ruler, that can help health care professionals administer and read the Mantoux tuberculin skin test.

The Mantoux Tuberculin Skin Test video is a 27-minute training that provides step-by-step instructions for health care professionals on how to correctly administer the test and read the results.



The video is posted on <u>CDC's website</u>, with a low resolution version available for download, as well as CDC's YouTube <u>channel</u>.



The Mantoux DVD

The Mantoux Tuberculin Skin Test training video was previously released in 2005. This updated version includes the most current guidelines, graphics, and animation. State-of-the art film production was used to create the new video resulting in a high-quality video resolution. Health care professionals in the United Sates and globally can use the video to enhance their skills on TB skin testing.







TB INFECTION

Online Resource Hub Your one-stop-shop for information, guidance & education



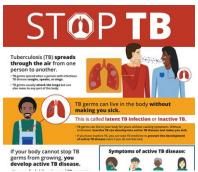
➤ <u>LTBI Resources</u> - <u>https://www.cdc.gov/tb/publications/ltbi/ltbiresources.htm</u> (*Updated April, 2023*)

The online latent TB infection (LTBI) resource hub is a one-stop shop for resources related to:

- Education and training
- Guidelines
- Testing and diagnosis
- Infection control and prevention
- Treatment

Also provides resources for Providers, Patients and includes Social Media Graphics, Web Buttons and Infographics section

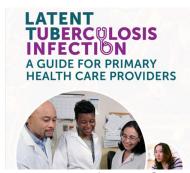
> Featured Resources:



Stop TB Poster



Think, Test, Treat TB Campaign Providers



Latent TB Infection Guide For Primary Health Care

Partner With Us - Partner Toolkit – new page

THINK TEST TEST TREAT

The *Think. Test. Treat TB* website has a new page especially for healthcare providers, and new digital resources to help share the *Think. Test. Treat TB* message. You can also access free resources in multiple languages, including TB messages, digital and print resources, social media content, patient and provider education materials, and a partner toolkit.

https://www.cdc.gov/thinktesttreattb/partnerToolkit.html

- Guidelines by Topic https://www.cdc.gov/tb/publications/guidelines/default.htm
 - **Current TB Guidelines**
 - Archived TB Guidelines by date
 - Additional Resources and guidance documents (Correctional and Detention settings, STD, HIV, Viral Hepatitis, School Health, CDC stacks)
- TB and Public Health Emergencies https://www.cdc.gov/tb/education/public-health-emergencies.htm (Reviewed March, 2023)
- LTBI in the US Published Estimates https://www.cdc.gov/tb/statistics/ltbi.htm (English/Spanish) (Reviewed January, 2022)
- Resources and information for TB programs on the <u>Uniting for Ukraine</u> program. https://www.dhs.gov/ukraine and can be found on the CDC TB website. https://www.cdc.gov/tb/programs/unitingforukraine.htm The webpage will continue to be updated as more information becomes available. **Updated: February 2023**
- Find TB Resources https://findtbresources.cdc.gov/ (reviewed in February, 2022)
- > TB Education & Training Network http://www.cdc.gov/tb/education/tbetn/default.htm Connecting TB Education and Training Professionals (reviewed February, 2022)
- > TB Notes Newsletters https://www.cdc.gov/tb/publications/newsletters/default.htm
- TB Notes 4, 2022 https://www.cdc.gov/tb/publications/newsletters/notes/tbn 22/tbnotes-4.htm
- TB Notes 3, 2022 https://www.cdc.gov/tb/publications/newsletters/notes/tbn 22/tbnotes-3.htm
- TB Notes 2, 2022 https://www.cdc.gov/tb/publications/newsletters/notes/tbn 22/tbnotes-2.htm
- TB Notes 1, 2023 https://www.cdc.gov/tb/publications/newsletters/notes/tbn_23/tbnotes-1.htm
- > TB Wire https://www.stoptbusa.org/newsletters.html

Subscriptions to the electronic Mailing lists: TB Notes, Find TB Resources and The TB Wire https://www.cdc.gov/tb/publications/elec_listserves.htm

> TB Regional Training and Medical Consultation Centers- Updated Nov. 18, 2022 https://www.cdc.gov/tb/education/rtmc/default.htm

The CDC's Division of Tuberculosis Elimination funds four TB Centers of Excellence for Training, Education, and Medical Consultation (TB COEs) for the project period 2023-2027. The TB COEs are regionally assigned to cover all 50 states and the U.S. territories. The four TB COEs are:

- Curry International TB Center
- Rutgers Global TB Institute
- Mayo Clinic Center for TB (as of January, 2023)
- Southeastern National TB Center
- National TB Controllers Association http://www.tbcontrollers.org/

NEW !!!

The Division has a new email address for general TB program inquiries:



Please note this is **not** a confidential or secure email address.

Please **do not** send any patient information or identifiers to this email mailbox.

We will do our best to respond to all inquiries within 24 hours.

If you have an urgent inquiry, please call the main Division phone line at 617-983-6970.