The COVID-19 Pandemic and its Impact on SNHP Staff, Members, Providers, and Activities

ACAP Leadership Academy Webinar #1

May 13, 2020

3:30-5:00 pm ET/12:30-2:00 pm PT

ACAP
Leadership Academy

Leadership Academy Resources and Slides

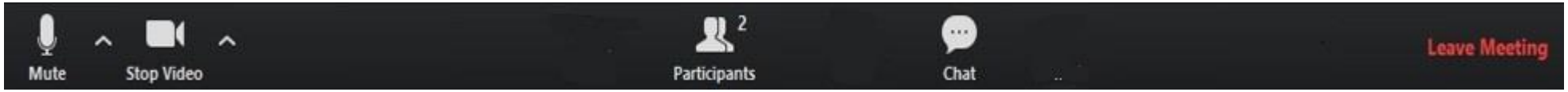
You can access the slides from today's webinar on the ACAP website!

- URL: **https://www.communityplans.net/event/leadership-academy-resources/**
- Password: **academy**

Also includes materials from February Kick-off Meeting

Participant Instructions for Zoom

You'll see this control panel at the bottom of your screen



- **Mute** / **Unmute yourself:** Touching/clicking on the icon mutes and unmutes yourself. Please mute yourself during presentations, but feel free to unmute yourself if you have a comment or question to share.
  - Audio Controls (click the **^** arrow next to **Mute** / **Unmute**): Allows you to change the microphone and speaker that Zoom is currently using on your computer.
- **Start Video** / **Stop Video**: Touching/clicking on the icon turns your camera on or off.
  - Video Controls (click the ^ arrow next to **Start Video** / **Stop Video**): Change cameras if you have multiple cameras, select a virtual background (if enabled).
- **Participants**: You can click on this icon to view a list of all call participants
- **Chat**: Use this to ask the group a question.

About ACAP

- **Our mission** is to strengthen not-for-profit Safety Net Health Plans in their work to improve the health and well-being of lower-income people and/or people with significant health needs.

- **Our vision** is a country with accessible, affordable, high-quality care, regardless of income, provided through coordinated care entities.

ACAP Staff

Margaret A. Murray
Chief Executive Officer

Enrique Martinez-Vidal
Vice President for Quality and Operations

Jennifer McGuigan Babcock
Senior Vice President for Medicaid Policy

Ezra Dulit-Greenberg
Program Associate

Asfiya Mariam
Program Associate

Academy Advisors

Gretchen Brown, MSPH
gretchen.brown3@verizon.net
310-351-9464

Kathryn Kuhmerker, MBA
kathy.kuhmerker@gmail.com
518-496-8764

Christine Nye, MSSW
christinehelennye@gmail.com
850-597-0916

ACAP Leadership Academy

ACAP Resources on COVID-19 (Coronavirus)

- Visit our homepage: **https://www.communityplans.net/**

  - **Public resources:** Info from CDC, WHO, CMS; 1135 waiver roundup; statements from ACAP plans; ACAP comment letters.
  - **Resources for members:**
    - COVID-19 calls: Schedule of upcoming calls, slides/recordings of past calls.
      - Past calls: HR/Customer Service, Medicare/MLTSS, CMO/Quality, Marketplace, Medicaid, Washington Update, COO, CFO, Communications
    - COVID-19 Bulletin Board
    - Plan Resources related to COVID

ACAP Resources on COVID-19 (Coronavirus)

- Some of the things we have on hand:
  - **Brief Advice from Plan Leaders**
  - Notices to Staff / Providers
  - COVID-19 Myth Fact Sheet
  - Telehealth Guidance
  - Talking Points
  - Public Charge Fact Sheets
  - HR documents

- Please **send any resources you are willing to share with your colleagues** to Caroline Rourke: crourke@communityplans.net

ACAP Resources on COVID-19 (Coronavirus)

- The ACAP Preferred Vendor Program provides streamlined access to vendors in areas of interest to ACAP plans.
  - Each Preferred Vendor is endorsed by an ACAP plan, approved by all ACAP Board members, and understands the unique needs of Safety Net Health Plans serving Medicaid, Medicare, CHIP and Marketplace populations.
  - Preferred Vendor COVID-19 Support Services

- New category: Preferred Vendors offering **telehealth** services.

ACAP Plan Responses to COVID–19: Highlights

ACAP 20
Strengthening the Safety Net since 2000

- **Waive co-payments, relax prior authorization requirements and refill limits.** 54 Safety Net Health Plans have committed to do so for Medicare, Medicaid populations in an ACAP-led pledge.
- **Support for providers**: Plans have provided direct financial support, secured personal protective equipment, provided accelerated payments and helped transition providers to capitation payments.
- **Ease of access to care:** ACAP Plans have expanded telemedicine offerings, installed 24/7 hotlines to connect patients to medical professionals for advice, and provided basic information to help consumers make informed decisions.
- **Support for the community.** ACAP-member plans have, to date, donated millions to area food banks, charities and others to support the fight against COVID.

ACAP Leadership Academy

ACAP COVID-19 Accomplishments

ACAP 20 Strengthening the Safety Net since 2000

- **Privacy Part 2**: The COVID-19 CARES Act included the Protecting Jessica Grubb's Legacy Act, aligning 42 CFR part 2 with HIPAA plus initial consent as part of COVID-19
- **Continuous Eligibility:** The COVID-19 Families First Act included a provision requiring states to keep Medicaid enrollees continuously enrolled through the emergency as a condition of receiving a 6.2% FMAP increase
- **Telehealth:** CMS will allow Medicare telehealth encounters to be eligible for risk-adjusted payments & issued guidance on to what extent telehealth can be eligible for individual market risk adjustment.
- **Medicare SEP:** CMS is allowing a Medicare Special Enrollment Period for beneficiaries affected by COVID-19. ACAP joined a sign-on letter requesting this change.
- **Interoperability Rules:** On April 21, CMS announced that enforcement of implementation of the interoperability regulations would be delayed for 6 months (July 1, 2021). Includes:
  - **90 Day Grace Period:** CMS issued guidance at ACAP's request, allowing issuers to delay consumers' grace periods in order to prevent coverage terminations.

ACAP COVID-19 Accomplishments

ACAP 20 Strengthening the Safety Net since 2000

- **CMS is suspending current RADV audits**, not initiating new audits, not requiring plans to submit HEDIS or CAHPS, and delaying MA data validation
- **LTSS Regulatory Relief for COVID**: CMS to allow states to provide regulatory relief on in person encounters on the LTSS side due to the COVID emergency
- **Support for STLDI Lawsuit**: STLDI appeal oral arguments & significant Congressional engagement on STLDI, including call by Senate Minority Leader to eliminate STLDI rule & elimination of the rule in House draft COVID stimulus
- **COVID-19 Roundtable Calls:** Almost 900 ACAP plan staff on 13 COVID-19 calls related to Human Resources/Customer Relations; CMOs/Quality Staff; Rx/Telehealth; CFOs, COOs (Enrollment Surge), Communications; Medicaid Policy (x2); Medicare/MLTSS Policy (x2); Marketplace Policy (x2); and a Washington Update

ACAP Forthcoming Workplan to Address COVID

1. Support for Enrollment into Public Programs
2. Operational Support for Plans
3. Support for Financial Viability of our Providers and Plans

ACAP Responses to COVID –
1. Support for Enrollment into Public Programs

- Advocate for federal SEP for Marketplaces
- Protect FMAP Maintenance of Effort
- Advocate for permanent continuous eligibility
- Advocate to apply the FMAP continuous eligibility MOE to CHIP
- Advocate for withdrawal of Texas v Azar (now California v Texas) lawsuit
- Advocate for enhanced FMAP for states
- Delay CHIP funding cliff by one year
- Suspend the implementation of the Public Charge Regulation
- Rollout an advertising campaign to promote knowledge of and enrollment into Medicaid/Marketplace

ACAP Responses to COVID –

2. Support for Financial Viability of our Providers and Plans

- Oppose waivers of actuarial soundness
- Advocate for risk mitigation strategies across 3 LOB
- Advocate for risk corridors for Medicare Advantage plans
- Support further FMAP increase
- Request rescission or delay of MFAR
- Request delay in transparency rule for QHPs
- Raise Medicaid payments to at least Medicare Rates
- ACAP for part of the $175 B in CARES Act funding to Medicaid providers

ACAP Responses to COVID –
3. Operational Support for Plans

- Highlight plans' extraordinary efforts to address COVID, including donations and provider support
- Continue to host roundtable calls for plans to share experiences
- Request CMS to host "office hours" for health plans
- Advocate for PCA and home health aide access to PPE
- Request temporary relief from quality and financial reporting requirements
- ACAP to donate $10,000 to foodbank
- ACAP has requested donation from Amazon for Amazon Prime Membership to be given to high risk beneficiaries
- Develop a webinar series with Faegre on "Operating a D-SNP During a Pandemic."

Webinar Learning Objectives

- Provide an opportunity for participants to reconnect after a long break and one filled with uncertainty/change by sharing experiences on the COVID-19 impacts through small discussion groups.
- Learn how a plan leader mobilized her plan to meet the challenges of the pandemic and her thoughts on the future.
- Focus on the challenges created by the pandemic, provide an opportunity for selected participants to present what they have learned from their plan about how their plan responded to the pandemic: operational, clinical, and financial challenges and solutions; future considerations.

Today's Agenda

- **Reconnecting After an Unexpected Break**
  - Breakout Groups
  - Report Out
- **Leading a Plan Through the COVID-19 Pandemic…So Far**
  - Presented by Leanne Berge, Esq, CEO, Community Health Plan of Washington
- **Q&A with Plan Leader**
- **Three Case Studies**
  - Examination of clinical, communications, and financial COVID-related issues specific to a plan's approach to addressing COVID-19

Breakout Groups

Break-out #1

- Kiesha Smith –*Discussion Leader*
- Amy Turnipseed –*Notes/Report Out*
- Felecia Garner
- Deborah Reif
- Cortney Ware

Break-out #2

- Juan Ortega –*Discussion Leader*
- Katie-Elyse Turner – *Notes/Report Out*
- Elliot Clark
- Sarah Spiekermeier
- Derek Wilson

Break-out #3

- Julie Antholine –*Discussion Leader*
- Edward Curis –*Notes/Report Out*
- Davina Green
- Victoria Hurtado
- Ryan Thomsen
- Johanna Vidal-Phelan

Break-out #4

- Katie Domalakes –*Discussion Leader*
- Toni Jones –*Notes/Report Out*
- Tricia Grayson
- Mallory Hee
- Tracey Saucier

ACAP Leadership Academy

Questions to Discuss

- What have been your biggest personal or professional challenges as a result of the COVID- 19 pandemic?
- What important lessons have you learned about yourself, your family and/or your organization as a result of the pandemic and your response(s) to it?
- What examples of good leadership have you seen in your plan in response to the pandemic?

Leading a Plan Through the COVID-19 Pandemic…So Far

Leanne Berge, Esq.

Chief Executive Officer

Community Health Plan of Washington

ACAP
Leadership Academy

Case Studies

- Felecia Garner, Behavioral Health Medical Director, Community Health Choice
- Tricia Grayson, Director of Communications and Marketing, AmeriHealth Caritas Louisiana
- Cortney Ware, Sr. Finance Director, Banner University Health Plans

ACAP Leadership Academy

May 13, 2020

ACAP
Leadership Academy

2020-2021 ACAP LEADERSHIP ACADEMY WEBINAR #1

THE COVID-19 PANDEMIC AND ITS IMPACT ON SNHP STAFF, PROVIDERS AND ACTIVITIES

Felecia Garner, MD
Board Certified Child, Adolescent and Adult Psychiatry
Behavioral Health Medical Director
Department of Medical Affairs
Community Health Choice

COMMUNITY HEALTH CHOICE

Clinical Perspective

- Utilization Management
- Case Management
- Provider Relations
- Member Services

CHALLENGES AND SOLUTION-FOCUSED PLANS IN THE MIDST OF COVID-19

COMMUNITY HEALTH CHOICE

UTILIZATION MANAGEMENT

- **CHALLENGES**
  - AN OVERALL DECREASE IN UM, BUT THERE HAS BEEN AN INCREASE IN RAPID READMISSIONS (BH/SUDS)
  - INCREASE IN HIGH UTILIZATION OF HIGHER LEVELS OF CARE(BH/SUDS)
  - CONTINUE NORMAL CARE UNRELATED TO COVID-19(PREVENTATIVE CARE)
  - COLLECTING AND REPORTING HEDIS MEASURES AND STATE QUALITY REPORTING

- **SOLUTION-FOCUSED PLAN**
  - CLOSE MONITORING OF MEMBERS WITH COMPLEX PHYSICAL HEALTH AND/OR BH NEEDS→FREQUENT OUTREACH TO THESE MEMBERS TO CHECK ON THEIR STATUS AND CONTINUITY OF CARE
  - UM AND CM TEAM COLLABORATON REGARDING HIGH-NEEDS MEMBERS
  - SUPPORT OF ONGOING PREVENTATIVE CARE→TELEMEDICINE SERVICES FOR APPROPRIATE PORTIONS OF THE EXAM WITH HOPES OF AT LEAST A 6 MONTH FOLLOW-UP APPT TO COMPLETE THE REMAINDER OF THE EXAM COMPONENTS(Ex: vaccinations)
  - ONGOING COLLECTION AND REPORTING OF HEDIS AND QUALITY MEASURES TO THE STATE→CASE BY CASE EXTENSIONS FOR STATE DELIVERABLES

CASE MANAGEMENT

- **CHALLENGES**
  - INCREASE IN STAFFING NEEDS TO PROVIDE ADDITIONAL SUPPORT TO MEMBERS
  - INFLUX OF MEMBERS WITH CASE MANAGEMENT NEEDS DUE TO THE NEGATIVE IMPACT OF COVID-19
  - CONNECTION WITH THE MEMBER PRIOR TO MEMBER GOING FOR HIGH LEVEL OF CARE

- **SOLUTION-FOCUSED PLAN**
  - RE-PURPOSING STAFF AS NEEDED TO SUPPORT MEMBERS
  - EARLY IDENTIFICATION OF MEMBERS WITH PSYCHOSOCIAL BARRIERS DUE TO COVID-19
  - REMEMBER AND CONTINOUSLY IMPLEMENT CULTURAL SENSITIVITY

PROVIDER RELATIONS

- **CHALLENGES**
  - TRANSITION TO TELEMEDICINE AND TELEMEDICINE PLATFORMS
  - FINANCIAL VIABILITY FOR PROVIDERS→DECREASE IN PATIENT VOLUME AND DECREASE IN REVENUE
  - BILLING FOR TELEPHONE AND/OR AUDIOVISUAL SERVICES

- **SOLUTION-FOCUSED PLAN**
  - CHC SUPPORT OF TELEMEDICINE SERVICES VIA AUDIOVISUAL CONNECTION FOR HOME HEALTH, SPEECH, OCCUPATIONAL AND PHYSICAL THERAPY FOR MEMBERS ALREADY RECEIVING THOSE SERVICES
  - CHC SUPPORT OF TELEMEDICINE SERVICES VIA AUDIOVISUAL CONNECTION FOR BEHAVIORAL HEALTH/SUD SERVICES→INITIAL PSYCH EVAL, PSYCHOTHERAPY, PEER SPECIALIST SERVICES, MH/SUD REHAB, SCREENING, BRIEF INTERVENTION AND REFERRAL TO TREATMENT(SBIRT)
  - BILLING SUPPORT VIA EDUCATION TO PROVIDERS
  - IT CONFIGURATION-ADJUSTMENT FOR TELEMEDICINE SERVICES AS WELL AS COVID-19 RELATED SERVICES

MEMBER SERVICES/RESOURCES

- **CHALLENGES**
  - PRESCRIPTION NEEDS
  - EDUCATION TO MEMBERS
  - ACCESS TO CARE
  - TELEMEDICINE
  - ENROLLMENT

- **SOLUTION-FOCUSED PLAN**

  -CHC IDENTIFICATION OF DRUG SHORTAGES

  -PRIOR AUTHORIZATION FOR PRESCRIPTION MEDS→EXTENSIONS THROUGH MAY 31, 2020

  -TX HAS TAKEN STEPS TO EXPEDITE DRUGS TO BE ADDED TO THE STATE FORMULARY(WORKING TOWARDS ADDITION OF ADDING OTC MEDS DUE TO DRUG SHORTAGE)

  -ALLOWING PHARMACIES TO BYPASS PDL→MEMBERS OBTAIN ACCESS TO MEDS WITHOUT NEEDING PRIOR AUTHORIZATION

  -OUTREACH TO MEMBERS REGARDING RESOURCES IN THE COMMUNITY

  -MEMBER EDUCATION REGARDING TELEMEDICINE; IDENTIFICATION OF MEMBERS WITH LACK OF ACCESS TO TECHNOLOGY; ADDRESSING LIMITATIONS OF INTERNET CONNECTIONS IN RURAL AREAS

  -ENROLLMENT EXTENSIONS(MONTH-TO-MONTH) ENROLLMENT RE-OPENED EFFECTIVE 4/1/2020 IF BENEFITS EXHAUSTED IN MARCH OR APRIL 2020

QUESTIONS?

THANK YOU!

COMMUNITY HEALTH CHOICE

Communications During COVID-19

ACAP Leadership Academy

Tricia Grayson, APR
Director of Communications & Marketing
AmeriHealth Caritas Louisiana
May 13, 2020

AmeriHealth Caritas™
Louisiana

Delivering the Next
Generation
of Health Care

Communication Strategy

AmeriHealth Caritas Louisiana

Members

Temporarily limit to only COVID-related communications

Incorporate multiple communications channels

- Text – message to all members with links to resources, info.
- Phone – call blast, 1:1 member outreach
- Social media – sharing state, CDC guidelines
- Website – centralized COVID landing page

Ensure consistency

- Align with enterprise, state and provider messaging

Cross-train associates to support other departments, such as member outreach.

Providers

Centralized web page for updates, plan and state communications

Guidelines for provisional credentialing

Weekly TeleECHO virtual training and Q&A for providers

Telehealth billing updates and reminders

Centralized Messaging

AmeriHealth Caritas Louisiana

AmeriHealth Caritas Louisiana

Search website

Members | Miembros | Providers | Pharmacy | Community | Preventive Care Center

Take care with coronavirus

Keep yourself, your family, and your community healthy. Find out more about the coronavirus and how you can help prevent it.

- Learn more about COVID-19
- Infórmese más sobre el COVID-19

Coronavirus Disease (COVID-19)

Stay up to date about COVID-19 and AmeriHealth Caritas Louisiana's response to the pandemic.

Visit the Centers for Disease Control and Prevention's website to learn more about the illness and how to help stop its spread.

Members

- Frequently asked questions about COVID-19
- Cancellations and postponements due to COVID-19

Providers

- Provisional Credentialing
- Provider notices and alerts
- Access to Care - Closures and Telehealth
- Preventing unnecessary denials during the COVID-19 crisis (PDF)
- Medical monitoring station and personal housing units (PDF)

CDC COVID-19 Self-Checker

Do you have a fever, cough, shortness of breath, or other symptoms that could be caused by COVID-19? Follow these steps to use the **CDC COVID-19 Self-Checker**. It can help you make decisions and find the right care.

1. Visit the CDC's symptoms webpage.
2. Click the **Self-Check** button in the **Self-Checker** box.

Providers

- **Newsletters and updates**
- **Self-service tools**
  - NaviNet
  - Find a provider
  - Find a pharmacy
  - Louisiana Medicaid Single PDL (PDF)
  - Sign up for emails
- **Prior authorization**
- **Billing and claims**
- **Forms**
- **Training**
- **Resources**
- **Behavioral health**
- **Pharmacy**
- **Non-contracted providers**

Newsletters and Updates

Sign up for email alerts

COVID-19 News and Updates

May 5, 2020	LDH IB 20-9 Early and periodic screening, diagnosis and treatment (EPSDT) personal care services (updated 5/5/2020) (PDF)
May 1, 2020	LDH IB 20-13 infection control guidance for home health agencies (PDF)
May 1, 2020	IB 20-5 COVID-19 provider update (revised April 30, 2020) (PDF)
April 30, 2020	COVID-19 positive persons with mental illness and/or substance use disorders (PDF)
April 30, 2020	LDH IB 20-12 COVID-19 update for pediatric day health care (PDHC) facilities (PDF)
April 29, 2020	IB 20-8 CARES Act provider relief funding (updated 04/29/20) (PDF)
April 24, 2020	LDH Allowable medical, surgical, and dental procedures (updated 04/24/2020) (PDF)

Addressing Member Needs

AmeriHealth Caritas Louisiana

What needs are members voicing that haven't been addressed before that require new approaches?

- Frustration with using technology, confusion over how to get care
  - Utilizing social media, texting, call outs to explain telehealth and encourage members to call us for help.
- Staying connected, accessing Community Wellness Center resources
  - Created virtual opportunities
- Social Determinants of Health
  - Care Managers seeing increased need for basic items such as cleaning supplies and toilet tissue.
    - Dedicated funding and added option to Care Card member rewards program to allow care managers to request one-time funding for members to shop online for OTC items.

Are members asking for more assistance, or are most touches the result of the plan reaching out?

- Calls to Member Services are actually down. Most touchpoints are the result of increased plan engagement.

Employee Communication

AmeriHealth Caritas Louisiana

- Telework education & support
- Virtual town hall
- Everyone Makes an Impact virtual training module with departmental updates
- Weekly Care Connection newsletter
- Self-care, expanding virtual exercise and stress management opportunities
- Talk About It Tuesdays
- EAP resources
- Encouraging video usage for connection to colleagues
- Care Crew – virtual volunteerism
- Department leaders using fun team building exercises

COVID Financial Impact
Banner University Health Plans

Cortney Ware
Sr. Finance Director
Banner University Health Plans

Providers

- Cash Flow to Providers – Timeliness of Claims Payments
- AHCCCS Retention Program
- State Issued Pass Through Payments

Finance Operations

- Increased Revenue
  - State Disenrollment
- Reduced Administrative Expenses
  - Travel Expenses
  - Office Supplies
  - Conferences
  - On Site Audits
- Reduced Medical Expenses
  - Elective Procedures
  - Transportation
  - Home Health Visits

IBNR (Incurred But Not Reported/Received)

- Partnering with Delivery System
- Inpatient
  - Reduced Number of Admits
  - Increased Cost Per Admit
- Med Comp (Physician)
  - Reduced visits
- Other Ancillary Expenses
  - Reductions to :
    - Transportation
    - ER Visits
    - Urgent Care Clinics
    - Outpatient Services

Questions??

ACAP
Leadership Academy

Take our Evaluation Survey!

Tell us how we did! You can take the survey at the link below or scan the QR code:

https://www.surveymonkey.com/r/acapleadershipacademy513

ACAP
Leadership Academy

Looking Ahead

Social Determinants of Health

- **DATE**: Wednesday, June 17, 2020
- **TIME**: 3:30-5:00pm ET/12:30-2:00 PT

We'll be looking for case study volunteers!

ACAP
Leadership Academy

1155 15th St. NW, Suite 600
Washington, DC 20005
202.204.7508

Fax: 202.204.7517
www.communityplans.net

@safetynetplans

ACAP
Leadership Academy