

Medicaid MCO Response to COVID

Member Support

- Encouraging and promoting use of telehealth visits through provider networks and 24/7 virtual services
- Providing smartphones with unlimited minutes and extra data allowances to promote the use of telehealth
- Increased proactive outreach to members to remind them of free home delivery of prescriptions, early medication refill options, and access to symptom checkers. Connecting members to nutritional food programs and community-based services
- Expanded support for socially isolated members by coordinating access to medications, supplies, food, and support programs
- Distributing gift cards and other donations to help pay for basic needs, including groceries, toiletries, and hygiene products

Provider Support

- Accelerating claims payments and other financial support to providers
- Working with targeted financially fragile Behavioral Health Providers and FQHCs to offer and implement reimbursement stabilization options, including advance payments and capitation agreements
- Reduced prior authorization requirements for Home Health, DME, and SNF to expedite discharge and expanded staff capacity to support timely responses to PA requests
- Extend authorizations for elective procedures
- Donating PPE to providers, clinics, and community partners
- Supporting providers in their telehealth use and adoption

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Community Support

- Accelerating and increasing donations to tribal partners, nonprofit organizations, and community agencies on the front line of the crisis, including housing shelters, food banks, and others
- Providing access to emotional support line to anyone needing mental health support during the COVID-19 pandemic
- Providing gift cards and other financial donations to organizations that serve our members to help pay for basic needs (toiletries, groceries, hygiene products, gas)
- Supporting health care workforce who are on the front lines and providing a virtual support system to promote mental well-being and resilience

Employee Support

- Providing employees with additional compensation to assist with COVID-19-related expenses
- Implementing additional paid leave for employees for COVID-19 related matters
- Supporting clinical employees who want to volunteer in the medical reserve force by allowing paid leave
- Encouraging employees to prioritize self-care and wellness to support their mental health throughout this pandemic period

Lessons Learned during COVID-19

COVID-19 has fundamentally changed how we operate. As we recover, we will collectively need to rebuild and rethink approaches and solutions.

- 1) Collaboration across providers, MCOs, and HCA is critical for rapid response and action
 - *Remain creative and nimble will be needed*
- 2) Increase focus on addressing social need gaps and inequities that have been exacerbated by COVID dynamics
 - *Prioritize social determinants of health impacting vulnerable populations*
- 3) Telehealth use significantly increased during this time
 - *Continue flexibilities and adapt processes to enable widespread telehealth use*
 - *In rural areas and homes suffering technology inequality, limited access to broadband and fewer support capabilities have hindered use of telehealth*