

Catalyst

Care Alert

CATALYST COVID-19 STRATEGY

This is an evolving health alert and protocols will be continually updated

Updated: 3/30/2020

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NATIONAL DOCTOR'S DAY

Happy National Doctor's Day!

[Listen to Dr. Bullard's message to the Catalyst Network, linked here.](#)

In this time of crisis, we at Catalyst want to recognize our PCPs and healthcare workers that are on the front lines. Your combined actions over the past few weeks have proven our purpose of helping communities thrive. We recognize this is a hard time to be a doctor and that you are doing everything in your power to support your patients.

Catalyst is working overtime to expedite delivery of the **Aetna Shared Savings Distribution**. Tune in to tomorrow's webinar to learn more.

We couldn't be prouder of how you've all responded during this crisis.

As Santana Moss said,

"Big time players make big time plays in big time games."

Catalyst Health Network is here to support our PCPs and we want to enable you to continue doing what you do best—taking care of patients!

Here are a few resources from organizations across the country who are giving thanks and supporting our **Healthcare Heroes!**

Krispy Kreme Doughnuts: Giving healthcare workers **free dozens of their iconic Original Glazed® Doughnuts** through May 11th. "Go to a Krispy Kreme drive-thru, tell us what you need and show us your employer badge. That's it. Pick up some free dozens on the way to work for you and your colleagues, or maybe a free dozen on your way home to family after a long shift."

Crocs: Donating a **free pair of shoes** (with free shipping) to healthcare workers on the frontlines of COVID-19. "If you're a healthcare professional in need of our easy-to-clean, comfortable Crocs shoes, we've got you taken care of."

Starbucks: Front-line responders to the COVID-19 outbreak will receive a **tall brewed coffee (hot or iced)** at no charge through May 3rd.

Local Dallas Restaurants: A variety of Dallas restaurants, including **Savor** and **Ascension**, are offering free meals or discounts to medical professionals during the COVID-19 crisis. Read more in [The Dallas Morning News](#).

NETWORK SHOUTOUTS

Working together and staying strong during the COVID-19 Pandemic It's what we do!!!

A huge thank you goes out to **Structure One, Inc.** and **Fellowship Church** for their recent donations of N95 masks and other needed PPE!

CDC/HHS UPDATES

MESSAGE FROM THE ADMINISTRATION – UPDATED 3/28/2020

Notes from Dr. Bullard's call with **CMS Administrator Seema Verma**, **Ambassador Dr. Deborah Birx** and **FDA Commissioner Dr. Stephen Hahn**

Ambassador Birx shared:

- The trend in the U.S. is toward a **younger** mix of **patients requiring hospital and ICU** admission compared to data out of China and Italy. The average age of patients requiring hospitalization in those countries was >62. The average age of COVID-19-related mortality was in the mid 80s. Data is still being collected in the U.S., but the current reports show serious cases are occurring at a younger age.

Administrator Verma highlighted:

- The **CMS Accelerated Payment Program**. The advanced payment to practices from CMS will be based on historical reimbursements.
- There are many manufactures of **N95 or comparable masks**. To determine if a mask is comparable, look for the CE certification (these are comparable), go to the CDC website or call **888-info-FDA**

Commissioner Hahn along with other members of the FDA reported:

- Currently **there are no FDA-approved therapeutics** for the treatment of COVID-19
- **Convalescent plasma** as well as a variety of anti-viral medications are being used
- **Chloroquine and Hydroxychloroquine supplies are in jeopardy** due to overuse; FDA is working to increase supply by securing access to ingredients for production in the U.S.
- **Abbott's POC rapid COVID-19 test, ID NOW**, received approval under the **Emergency Use Approval** process late **Friday, March 27th**. The supply will initially be for testing healthcare workers before it makes its way to urgent cares and PCP offices. We should expect to have testing available at the PCP offices in a few weeks. The new test delivers a **positive result in 5 minutes** and a negative result in 13 minutes.

RECOMMENDATIONS FOR TRAVELERS - UPDATED 3/30/2020

The CDC has updated the recommendations for precautions for those returning from travel

- Travel from a country with **widespread ongoing transmission** or **travel on a cruise ship or river boat**
 - 14 days home isolation
 - Self-monitor
 - Check temperature two times a day, watch for cough or SOB
 - Avoid contact with people at higher risk for severe illness (unless in same house with same exposure)
- Travel from a country with **ongoing community transmission**
 - Practicing social distancing
 - Self-monitor
 - Check temperature two times a day, watch for cough or SOB

For a view of the world map with widespread ongoing transmission visit the CDC's Travel Recommendations by Country page, [HERE](#).

CLINIC IMPACT

BUSINESS CONTINUITY PLANNING

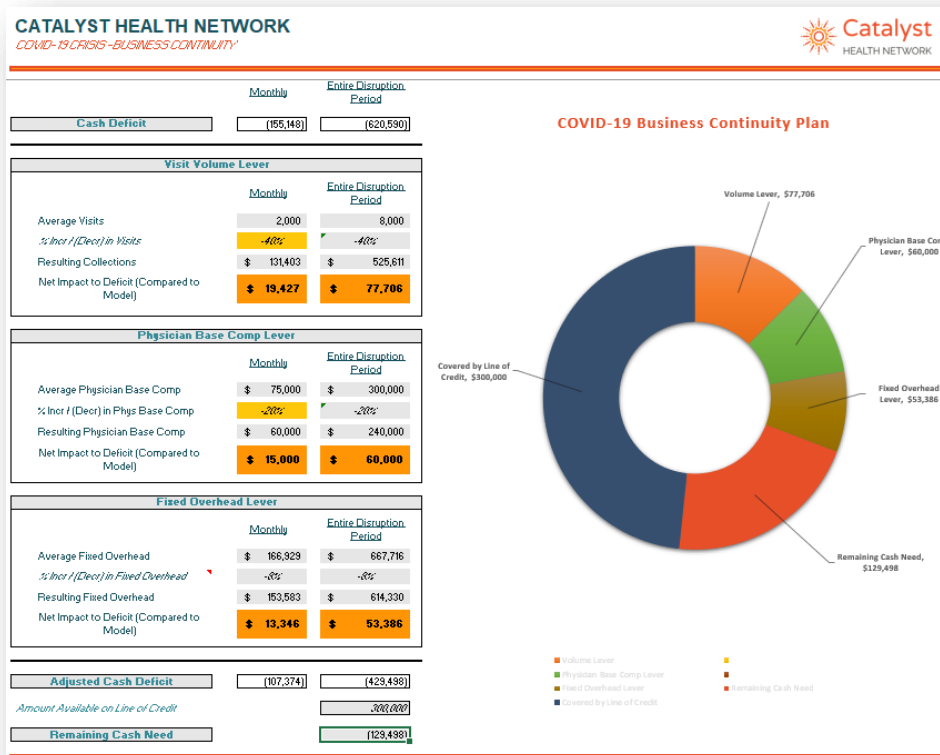
Catalyst's next Webinar 9 on Tuesday, 3/31/2020, will focus on understanding the operational issues that need to be addressed to maximize financial stability during the COVID-19 pandemic. Find Webinar details below in our [Zoom Corner](#).

REMINDER: Schedule a FREE consultation with the FINANCE TEAM today!

At **no additional cost for Catalyst Members**, schedule a **30-minute consultation** with one of our Financial Professionals. For more information, contact your Performance Advocate or info@catalysthealthnetwork.com today!

Existing StratiFi Health Clients will be able to work through their SFH Advisor.

NEW FINANCIAL RESOURCE! The financial team has designed an interactive tool to help your clinic with Business Continuity Planning. Download the Excel file found [HERE](#) to “plug and chug” your financial assumptions and better predict where your clinic could be tightening its belt for the largest financial impact.



For more information on using this tool, please refer to the Business Continuity Planning Webinar 8 held on 3/27/2020. The recording and [slide deck](#) from the webinar can be found on the [Catalyst Health Network Resource Page](#).

Small Business Association (SBA) Lending Comparisons

REMINDER: [The Small Business Association \(SBA\)](#) is offering low interest COVID-19 disaster relief loans that can be used to finance your organization. You can start your application, [HERE](#), to ensure you get help before it is needed.

Follow this [link](#) for a detailed overview and comparison of the type of loans your clinic may qualify for through the SBA.

Catalyst CMS Relief: Accelerated & Advance Payment Program

Find information surrounding expedited payments provided by the Center for Medicare & Medicaid Services (CMS) to increase cashflow to providers financially impacted by the COVID-19 pandemic [here](#).

PAYER UPDATE

We are communicating with the payers daily to get the most up-to-date information surrounding Telehealth and COVID-19-related impacts. Reference this [Payer Grid](#) for updates. This grid, along with many other resources can be also be found on the [Catalyst Health Network Resource Website](#).

TELEHEALTH CORNER

Like COVID-19, telehealth is here. As more healthcare workers fall ill or are quarantined after exposure to the virus, telehealth will remain an important staple in the U.S. healthcare delivery system. Unlike COVID-19, telehealth does not need to be a crisis. **Catalyst is ready to support the rapid adoption of telehealth across the network!**

For questions/concerns related to **Telehealth Platforms and Requirements**, contact our Applications support team at appsteam@stratifihealth.com

For questions/concerns related to **Telehealth Billing & Reimbursement Requirements**, contact our Revenue Cycle Management team at RCM@stratifihealth.com

For questions related to our **mass text message campaigns** reminding patients you are Telehealth-Capable and ready to support them, contact your Performance Advocate or info@catalysthealthnetwork.com

REMINDER: Catalyst is working hard to bring more resources to include in your Telehealth Toolkit. For resources already included in the Telehealth Toolkit such as a [Reimbursement and Billing](#) guide, [Telehealth Payer Grid](#), [CMS Telehealth CPT codes](#), [CMS Claim form Template](#), [Telehealth Consent form Example](#), Telehealth [Encounter Template](#), and the [recordings](#) and presentation [slides](#) from past webinars, navigate to the Catalyst Health Network Resource Website [Catalyst Health Network Resource Website](#).

SMS Campaign - FREE Resource

REMINDER: Catalyst can help equip your clinic with mass-messaging text campaigns! These campaigns can help **increase awareness** with your patients to ensure they know that your office is still open and ready to serve their needs **both in person and through telehealth.** **Drive your patients back to YOU.** For more information contact your Performance Advocate or info@catalysthealthnetwork.com today.

CATALYST CENTRALIZED TESTING SITE UPDATE

Our COVID-19 centralized testing sites in North Texas continue to run smoothly and serve our community.

Cumulative CHN COVID-19 Testing Report		
Testing Sites	Tests Performed	Positive Test Results
Questcare*	275	16
MaxHealth	449	38
Village Health Partners*	235	16

**Multiple locations
Data updated as of 3/30/2020*

REMINDER: Patients will be asked to **self-swab** at the testing sites, please continue communicating this to your patients so they are not alarmed when asked to do so. Testing site staff are fully equipped to walk them through the process and answer any questions or help with our littler patients!

NEED TO KNOW

CATALYST HEALTH NETWORK IN THE NEWS

The hard work and dedication of Catalyst Health Network is not going unnoticed! Read about all the ways **Catalyst PCPs are showing up to help our communities thrive** in the [Catalyst Health Network News Room](#).

NEW! Catalyst Health Network was recently featured in two *D Magazine* articles highlighting the COVID-19 testing process. Both articles can be found [HERE](#).

CATALYST WELLNESS SERIES

NEW WORKOUT VIDEO! Tune in for the health and wellness series led by Sean Terwilliger by following [Catalyst Health & Wellness Videos](#). These videos can be shared with your staff or patients. Please share other ideas about ways we can help our communities thrive during the COVID-19 Pandemic. Find a short video for guided mindfulness & meditation [here](#).

ZOOM CORNER

Correction from our Care Alert #12: The webinar scheduled for Tuesday 3/31/2020 at 12pm will no longer cover the topic “*Palliative Care & Advanced Directive Planning During COVID-19*”. This webinar topic will be moved to a later date and time. *Don’t worry – we’ll always share Webinar details in each Care Alert!*

Connection details are below, and topics will include:

Webinar 9: Tuesday March 31, 12 PM – 1 PM

- ***Financial Toolkit: Connecting to Your Operations***

Webinar 10: Thursday, April 2, 12 PM – 1PM

- ***Financial Toolkit: Real Life Financial Models***

Did you miss Webinar 8 last Friday? Catch this content with us in two special repeat sessions at the following **evening** times. Zoom connection information will remain the same!

Tuesday March 31, 7 PM – 8 PM & Thursday, April 2, 7 PM – 8 PM

- ***COVID-19 Business Continuity Planning***
 - *Financial Impact of COVID-19 Pandemic*
 - *Financial models & continuity strategies*
 - *Government assistance & finance options*

Zoom Meeting

<https://stratifi.zoom.us/j/573208462>

Meeting ID: 573 208 462

One tap mobile

+16699006833,,573208462# US (San Jose)

+16468769923,,573208462# US (New York)

Dial by your location**+1 669 900 6833 US (San Jose)****+1 646 876 9923 US (New York)**

Here are some resources to help you navigate Zoom Meetings:

How to Join a Zoom Meeting: [Joining a Meeting](#)

- Follow the [blue link](#) to access easy Step-by-step instruction guides & video on how to Join a Zoom Meeting from every scenario

Zoom Help Center: <https://support.zoom.us/hc/en-us>

- Contains how-to guides and information on all things Zoom

(Almost) Pro-Tip: “[Join a Test Meeting](#)” to ensure your computer or smartphone can support Joining a Zoom Meeting—if you can master joining a meeting, you’ve got this!