CATALYST COVID-19 STRATEGY

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

Updated: 04/08/2020

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IT TOOK A PANDEMIC

In my **new normal,** I spend my day navigating my virtual appointments, reviewing a landslide of information for **Care Alerts** and preparing for **Catalyst COVID-19 Webinars**. A phrase I come across with increasing frequency is, **"It took a pandemic...."**

The COVID-19 **pandemic** has completely **disrupted** the way we **deliver** care and has **forced us** to **re-imagine** how we meet the needs of our patients. One example of **ingenuity born from necessity** is the explosion of **drive-up clinics** and drive-through testing.

DRIVE-UP CLINICS

To limit the risk of exposing healthy patients or staff to coronavirus, many clinics are **taking** the **services** normally delivered in the clinic **to the patient's car**. For some, the **clinic parking lot** has become the **waiting room** and **triage** area. For others, **everything** from vitals, history, physical, POC testing and medication management has **moved to the blacktop.**

Depending on Wi-Fi signal strength, **documentation** is often captured **on portable devices** as if the exam took place inside. **Coding and billing** requirements including reimbursements are the **same as those performed inside** the clinic.

THE NEW NORMAL

Granted, a visit in the clinic parking lot may not translate into a giant step away from the clinic, but what it does represent is a **giant change in our thinking**. Traditional models require the patient *come to us*. *It took a pandemic* for us to pivot our thinking to "How do I *get to my patient?*" *It took a pandemic* for us to shed our resistance to **change and jump headfirst** into a **virtual care delivery model**.

The **new normal** in healthcare will **not look like our past**. It will be **more connected**, more **convenient**, more **virtual**, **less brick-and-mortar**, have **different payment models** and, at least for a while, be **more dynamic and fluid**. Our **new normal** is **being created** right **now**. While this disruption in healthcare has been a long time coming, I think it's safe to say, **IT TOOK A PANDEMIC**.

VIRTUAL CARE SUPPORT

Catalyst Health Network clinics are perfectly positioned to deliver and support patients under a virtual model:

- Nearly 100% of the network providers have the technology needed for a virtual visit.
- The network has a **communication infrastructure** in place to **connect patients to** specialist, pharmacists, care coordinators, social workers and care managers (via the Care Integration Platform)
- Our **Care Team services** have always been **virtually delivered**
- In a virtual world, patients are expected to engage in a higher degree of self-care; the **primary focus of the Care Team** interaction is to **drive self-care**

The table below provides a snapshot of the existing basic Care Team services:

How We Help

Referral Coordination
Ensuring patients see the right specialist at the right time.

Medication Management
Helping patients understand and optimize medications.

Chronic Disease Support
Supporting patients in maintaining a healthy lifestyle when facing chronic disease.

24/7 Care Advice
Providing care advice in understanding where and when to seek medical care - 24/7.

Quality Gap Closure
Supporting patients in the completion of preventative screenings to maintain a healthy lifestyle.

Transition of Care
Helping patients transition from the hospital or care facility to a home setting.

Practice adoption of virtual visits has driven the need for **expanded Care Team support.** Expanded **features include**:

Referral Team
- **Scheduling appointments** for COVID-19 testing for PCP referrals
- **Sending emails with testing appointment information** to patients
- **Emailing** the **COVID-19 related educational handouts** to tested patients

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Care Coordinator
- Supporting **24/7 COVID-19 hotline** patient calls
- Providing patients with **information and resources** from the Catalyst Website

Care Managers
- Supporting **24/7 COVID-19 hotline** patient calls
- **Triaging patients** for symptoms and exposure to COVID-19
- **Directing patients** to PCPs for telehealth visits and referrals to COVID testing sites
- **Following up** on patients who tested positive for COVID-19 and **enrolling high-risk patients** in CDS

Social Workers
- Providing **behavioral health support** and **social services** when needed

NETWORK SHOUTOUTS

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

Another **BIG** thank you to both **Kids First Pediatrics** for a second PPE donation for the network and **City Point Church** for lending parking lot cones to manage traffic flow at testing sites! We are **inspired** by the ways our community is pulling together to serving one another!

CDC/HHS UPDATES

View the CDC guidelines on:

- How to Care for Someone who is Sick HERE.
- How to Properly Clean and Disinfect Your Home HERE.

View our new resource:

- Fact vs. Fiction: Common COVID-19 Misconceptions HERE.

Additional resources can be downloaded in the **Patient Resource Pack HERE.**

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CLINICAL CONSIDERATIONS

SELF-CARE: MORE IMPORTANT NOW THAN EVER

Making self-care a priority, even now

"Put your mask on first and then help those around you." Sound familiar? The presence of pandemic stress on healthcare workers has been non-relenting. Now more than ever, it's vital that physicians practice self-care so they can continue to care for others.

QUICK TIPS:

- **Mindfulness:** Practice mindful meditation for 10 minutes every day. The meditation app Headspace is offering free access for health care professionals through the end of the year.
- **Eat healthy:** Set a goal to consume a set number of servings of fruits or vegetables, and drink half of your body weight in ounces of water daily.
- **Exercise:** Walk 30 minutes a day, three times per week.
- **Sleep:** Aim for seven hours of sleep every night.

Putting the needs of others first is often a badge of honor in medicine. Unfortunately, this results in an empty tank and can negatively affect your ability to care for others.

You are special. Do something to care for yourself today.

PATIENT RESOURCES

Mental Health at a Glance

A recent **American Psychiatric Association poll** revealed some concerning information about **how Americans are struggling** with COVID-19.

- **More than a third** (36%) report the pandemic is **seriously impacting their mental health.**

- Nearly **half** (48%) of Americans **are anxious about getting infected**, with **40% worried** about becoming ill enough **they could die**. The anxiety that a loved one may get COVID-19 is even higher at 62%.

- **Fear about** a long-lasting impact on the economy **affects 68%,** with **57% concerned** the pandemic will have a serious impact on their **personal finances** and 50% worried about running out of food, medicine or supplies

- **One out of three** people are concerned about lack of testing and access to care

- Nearly 1 out of 5 people are having **trouble sleeping**

- Pandemic stress is manifesting in many ways:
  - *Increased substance/ETOH use* (8%)
  - *Increased fighting* among loved ones (12%)

A **mental health check-in** with patients during each visit **increases the opportunity** to identify and **address issues** before they get out of control. The Care Team is available to connect patients with mental health resources. Access the resource page for patient and practice resources.

We're continuing to curate resources for you and your patients to help navigate their health during this time. View our Patient Resources page for all patient resources, or download HERE.

CLINIC IMPACT

BUSINESS CONTINUITY PLANNING

Calling all Leaders: Catalyst Goes #Offense

In case you missed it, yesterday's webinar featured a timely and impactful message from **Rand Stagen**, the CEO of Stagen Leadership Academy, as well as **Andy Eby**, former NFL player and president of Bickford Senior Living.

In the webinar, both guests discussed how during this time we can transition our mindset from one of fear to one of growth. By acting as **leaders within our communities** and being on the **#offense**, we can support those in need.

Additionally, in the webinar, we heard from fellow network members on what they are doing to innovate in this time of crisis, and the incredible progress that has been made in just a matter of weeks. We hope that you can take some time out of your busy day to listen, as this message is exactly what we need right now. **Watch the webinar HERE.**

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Business Continuity Step-By-Step Guide

Navigating business continuity during coronavirus can be overwhelming. As the COVID-19 situation continues to change, so do the recommended action items to plan for a sustainable financial future. We've put together a **1-page, step-by-step guide**, linked **HERE,** to help you figure what actions you should be taking *now.*

SBA Financing FAQs

Network members have started to receive the first funds available through the Paycheck Protection Program. Review our FAQs below for **NEW updates** on other SBA Financing Options:

- **Can I apply for both the PPP and the EIDL?**
    - Businesses that meet eligibility requirements for the PPP and EIDL can apply for both, to understand more about your situation work with your banker
    - Borrowers who receive amounts from both the PPP and EIDL must certify that the money is not being used for "duplicative" purposes and expenses
- **I have already applied or the EIDL Loan, how will that impact my total loan amount for the PPP?**
    - Businesses that received an EIDL loan related to COVID-19 between January 31, 2020 and April 3, 2020, can refinance the EIDL loan through the PPP
    - The outstanding EIDL Loan amount (less the amount of any "advance") made between January 31, 2020 and April 3, 2020 is added to 2.5x your calculated average monthly payroll cost to determine your total loan amount through the PPP
- **How will refinancing the EIDL Loan through the PPP impact loan forgiveness?**
    - Any amounts received through the EIDL, as a grant, will reduce the amount forgiven under the PPP because EIDL grants are not required to be repaid.

PAYER UPDATE

Cigna Telehealth Claims: Cigna started processing claims on **April 6, 2020**. For any claims with a date of service on or after March 2, 2020 and until at least May 31, 2020, it is strongly encouraged to **review reimbursement** and **appeal claims** as needed to **correct denials** or **underpayments**. For these appeals, make sure to use POS 11 and the modifier GQ as well as the modifier CR when COVID-19 related. See Cigna's update HERE .

NOTE: Cigna is the only CHN payer that is currently requiring the GQ modifier

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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

Incident-to Billing for Telemedicine

There have been minimal changes surrounding the need for supervision in the case of incident-to billing for telemedicine. The main difference during the COVID-19 crisis is the way that supervision is conducted between physician and non-physician practitioners, which can now be done virtually using real-time audio and video technology. Refer to CMS' Physician and Practitioners document for more information.

TELEPHONE VISITS: QUICK TIPS TO MAXIMIZE IMPACT

- **Start by acknowledging the current COVID-19 pandemic situation.** Patients can be experiencing a great deal of uncertainty. Simple guidance and reassurance can go a long way. It is also important to understand the impact the pandemic is having on their mental health. The following strategies can help:
  - *Ask: "I know this is a stressful time for many. How are you doing?"*
  - *Offer: Education and guidance on topics. Feel free to share the Catalyst Patient Resources with anyone.*
  - *Elicit: COVID-19 related questions*
  - *Reassure: Remind patients you are only a phone call or virtual visit away.*
- **Prepare patient's for visit duration.** Set expectations. Share with the patient the amount of time available, e.g. 15 min, and remind them when you have a few min left.
- **Set an agenda.** Prioritize visit items at the beginning of the call and manage the agenda once set.
- **Ask for verbal feedback to treatment recommendations:** Because you lose the sensor of body language, you will need to rely more heavily on verbal feedback. Check in regularly with, **"**What do you think about that?"
- **Shorten any monologues**. Again, because you won't know when you've lost your audience, break up your talking into shorter than normal chunks. Ask for feedback to make sure your message is getting across.
- **Visit summaries are vital.** Audio-only visits pose a greater challenge when it comes to perceiving a shared understanding of plan. To offset, assure patients receive a pos-visit care plan summary.

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TELEHEALTH SURVEY

We want to know more about your telehealth experience! Our brief survey will only take a few minutes of your time and will help us shape our resources to better support and advocate for you. You can complete the brief survey HERE.

CATALYST CENTRALIZED TESTING SITES

We have six centralized testing sites across North Texas on varying days throughout the week **prepared to serve your patients** who qualify for testing!

All training materials on sending COVID-19 testing referrals to Catalyst testing sites are included on the Catalyst Resource Page under Practice Resources.

Cumulative CHN COVID-19 Testing Report		
Testing Sites	Tests Performed	Positive Test Results
Questcare*	476	25
MaxHealth	656	60
Village Health Partners*	232	65
*Multiple locations Data as of 4/8/2020		

Click HERE to **find community testing sites** in Central and East Texas under **Clinic Impact.**

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NEED TO KNOW

CATALYST HEALTH NETWORK IN THE NEWS

We Need a "Marshall Plan" to Save Primary Care, Public Heath Infrastructure. Dr. Crow and Tom Banning, CEO of Texas Academy of Family Physicians, are calling for a "Marshall Plan" to make immediate changes to our Healthcare Delivery System. We're working hard to advocate for independent, community-based primary care practices and pushing for immediate action to provide financial stability. Read more about the call to action HERE.

The hard work and dedication of Catalyst Health Network is not going unnoticed! Last week, Catalyst was featured in *D Magazine* and *Dallas Business Journal.* Read about all the ways **Catalyst PCPs are showing up to help our communities thrive** in the Catalyst Health Network News Room.

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.

ZOOM CORNER

The next scheduled Zoom Webinar is on **THURSDAY, APRIL 8TH FROM 12PM – 1PM.**

We apologize for those who had trouble connecting with us on Tuesday! **Thursday's webinar will NOT require a password to connect.** However, due to the recent need for increased security around Zoom, we will be updating our connection information soon. Stay tuned!

Connection details remain the same for now and are listed below. Topics will include:

> **Digital Delivery:** A New Approach to Healthcare
> - Transitioning to Virtual Value-Based Care
> - Removing virtual barriers for quality measures using telemedicine

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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!