

Member Support

- We believe all of our members should have access to coverage for any COVID-related testing and treatment with no out-of-pocket costs.
 - Waiving all prior authorization and member cost-sharing for any COVID-related screening, testing, and treatment.
- Encourage and promote expanded use of telehealth services
 - Prior to the COVID-19 outbreak, we covered all telehealth for all of our members (both Medicaid and Marketplace) at with \$0 member cost-share. This includes any telehealth that our contracted providers offer. In addition, we have partnered with Teladoc to deliver 24/7 telehealth to all of our members for any non-emergent issues like cold and flu symptoms, allergies, rashes, behavioral health and more.
- Allowing for early prescription refills and mail delivery.
- For our Medicaid members, we provide smart phones to help with telehealth use. We have ensured members have unlimited minutes through the end of May and we have doubled their available data.
- Increased resources for high-risk pregnancies including telephonic care and case management.
- Targeted outreach to high-risk members, including members living with chronic disease, those who are pregnant, those who have been exposed to the virus, including living within a facility with a known outbreak, and members who have a positive test result.
- For our Marketplace members, offering a 60-day payment extension, prior to triggering the OIC-mandated grace period. This applies all members – both subsidized and unsubsidized enrollees.
- Expanding our Apple Health Core Connections (AHCC) Care Grant program to provide our foster care, adoption support, and foster care alumni members up to \$100 towards a non-covered Medicaid service or item, such as groceries, toiletries, hygiene items, sports equipment for getting exercise or outdoor play, educational games/toys/art supplies/activity books to help with kids at home, cooking equipment to make meal time more fun or help prepare home cooked meals.
- Providing COVID-specific targeted outreach to our 1,800 statewide extended foster care/alumni of foster care (18-26 years of age) population, historically a very difficult to engage but also extremely vulnerable population.
 - Our Community Educators and Foster Care Liaisons are calling to check-in and engage these members with telehealth, manage social determinant of health (SDOH) needs, and connect with resources or organizations that have COVID-specific funds for housing/rent assistance, transportation, food, etc.

Provider Support

- Waiving all prior authorizations for any COVID-related testing and treatment.
- Expanded telehealth services to allow both medical and behavioral providers to continue treating patients.
- Coordinated Care's parent company, Centene, is creating a Medicaid Telehealth partnership with the National Association of Community Health Centers to help FQHCs quickly ramp-up their capacity to provide telehealth solutions. Centene is dedicating \$5 million to this effort, which will be used to purchase equipment and provide training and technical assistance to FQHCs.
- Accelerating claims payments to providers – we are averaging 10 days for clean claims submitted by our contracted providers.
- Reducing prior authorization requirements for Home Health, DME, and Skilled Nursing Facility (SNF) admission to more rapidly facilitate discharge from acute or subacute settings.
- Extending current treatment prior authorizations for 120 days to minimize administrative burden for providers, facilities, and clinic staff.

- Supporting discharge planning by making proactive outreach to hospitals and SNFs to support discharge as soon as clinically appropriate.
- Engaging with the Health Care Authority (HCA) three times a week to discuss expediting discharges to create capacity within our hospitals for critical bed space needed for COVID patients.
- Expanded after hour and weekend coverage of health plan staff to better support timely discharge planning.
- Working directly with Long Term Residential providers, such as Comprehensive Life Resources in Tacoma, to extend treatment authorizations through the end of May. These authorization extensions free up time for behavioral health clinicians to provide direct care.
- Collaborating with King County's COVID+ behavioral health facilities. King County sends us referrals at admission and we provide care coordination and telephonic case management to our members.
- Checked in with WISE providers early on in the crisis to ensure telehealth competency. Providers report they were able to quickly shift to deliver services for this high-risk pediatric population via telehealth.
- In partnership with AT&T and the FirstNet network, Coordinated Care's parent company, Centene, is working to an initiative that will streamline access to affordable, high-speed wireless broadband services for our primary care providers in rural and underserved communities.
- We believe the viability of our provider networks is critical to ensuring our members have access to needed care. To that end, we have outreached to behavioral health providers who may be experiencing difficulties to explore assistance we can provide. Such as support with the Federal Stimulus Assistance to address cash flow, working through claims issues, and supporting telehealth implementation.

Community Support

- Accelerating and increasing donations to nonprofit organizations and community agencies on the front line of the crisis, including housing shelters and food banks.
 - \$45,000 to ten shelters across the state that serve our members
 - \$100,000 to three food agencies that are part of the WA Food Fund that was created/established by Governor Inslee to address the increased demand on food pantries
- Partnering with key child welfare and tribal partner organizations to distribute \$10,000 to support food insecurity-related needs.
 - Excelsior Wellness in Spokane will be purchasing restaurant gift cards for foster caregivers to both provide a nice family dinner and support the local small businesses.
 - Supporting the Na'ah Illahee Native Community Crisis Response Fund to provide immediate and direct assistance for tribal members.
- So far this year, Coordinated Care has provided 775,000 meals across WA State. Aligning with our social determinant of health focus on access to healthy food, we launched a One Million Meals campaign – Coordinated Care will match *all* employee donations that will be directed to food agency organizations statewide to address food security.
- Distributing 750 Wal-Mart gift cards (over \$26,000 in value) to organizations serving our members to help pay for basic needs, including groceries, toiletries, and hygiene products.
- Donating personal protective equipment to community providers, including frontline child welfare caseworkers at the Department of Children Youth and Families so they are able do their job in homes and in the community as safely as possible.
- Our Senior Director of Customer Service is providing leadership expertise to the King County COVID Crisis Response call center by volunteering one to two days a week to help share best practices and support their onsite leader.

Employee Support

- Quickly and efficiently transitioning our employees to virtual/work from home to support social distancing and stay at home protocols.
- We have provided call center representatives and other employees with new work-from-home tools such as laptops and other equipment so they can continue to work even when their normal office is temporarily closed. At this point, all of our call center employees are working from home.
- Offering employees up to 10 days of additional paid emergency sick leave eligible employees who are sick or is caring for a family member who is sick related to COVID-19.
- Supporting clinical employees that want to volunteer in the medical reserve force by allowing up to three months paid leave.