

# Covid-19 and Lessons Learned for Flexible Care Management Approaches

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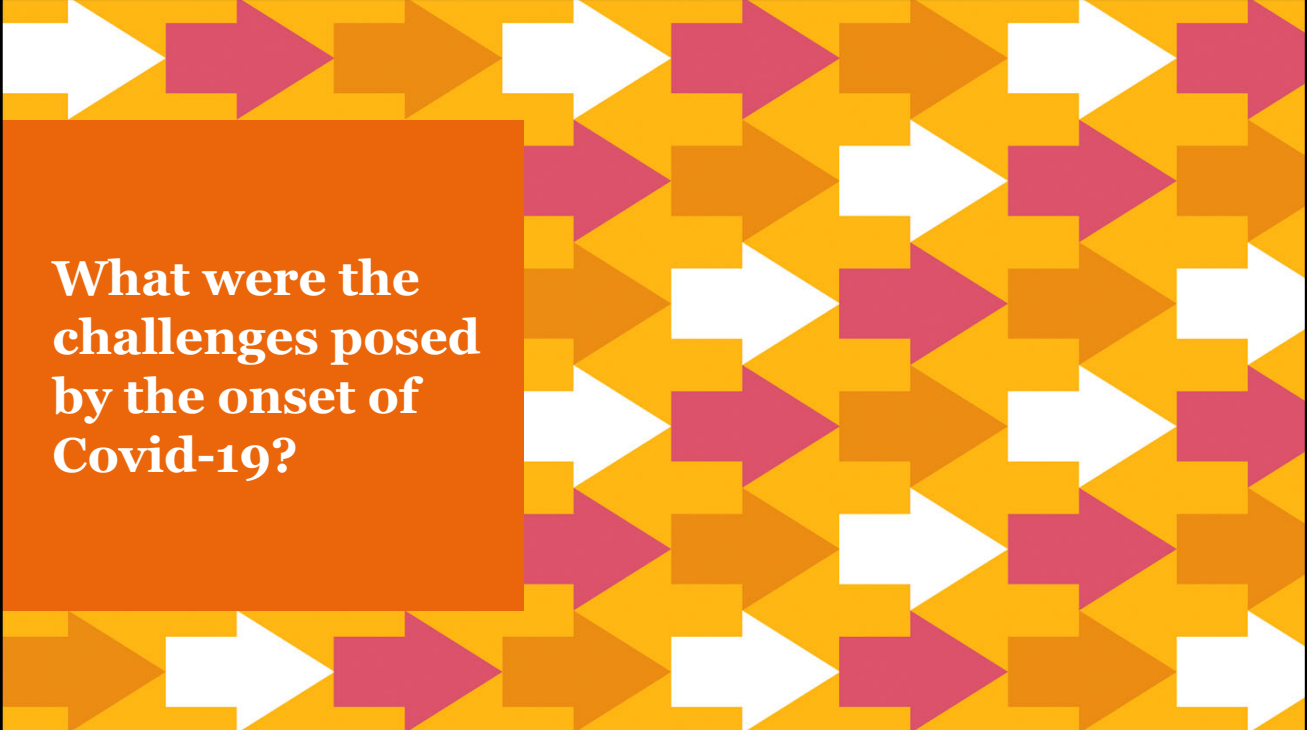
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# Agenda

- 1 What were the challenges posed by the onset of Covid-19?
- 2 How did Care Management Teams Respond to Meet Enrollee Needs?
- 3 What changes will remain permanent?
- 4 How did we care for our people?
- 5 Q&A

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**What were the challenges posed by the onset of Covid-19?**

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## ***Covid-19 Presented New Challenges to Care Management Teams Across the Country***

### **Care Management Teams had to figure out how to:**

- How to identify members with care gaps as a result of Covid?
- How to meet member needs with fewer in-person service options?
- How to meet non-medical needs of members?

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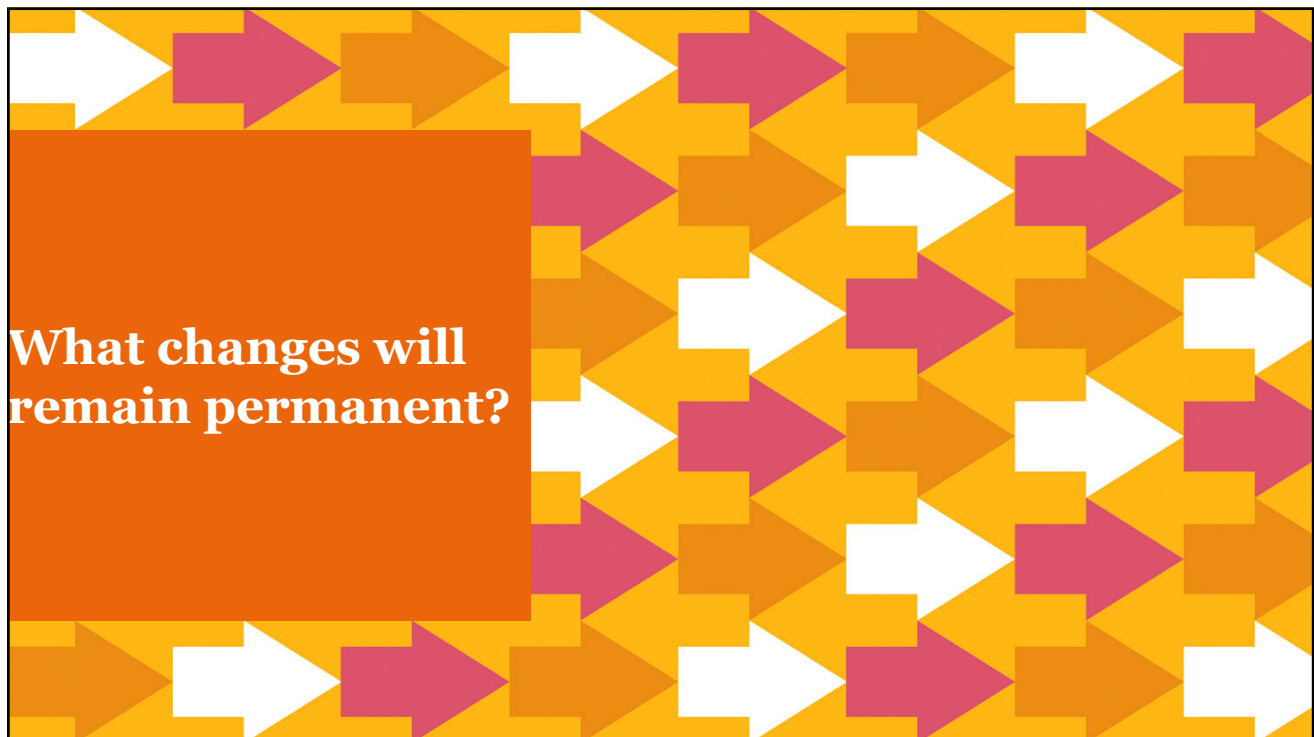
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## ***Plans Developed Creative Approaches to Identifying and Meeting Member Needs***

### **Care Management teams responded to member needs by:**

- Shifted focus to social determinants of health
- Expanded provision of supplemental benefits / suspension of network and area of service restrictions
- Increased focus on use of telehealth services

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## ***Some Covid-19 Responses Have Been Effective Enough to Become Permanent Processes***

**Care Management teams have learned that some temporary processes have increased the value of the care management services and benefits:**

- Focus on social determinants of health within care management activities
- Continued use of telehealth services
- Updated logic for predictive modeling and identification of risk factors

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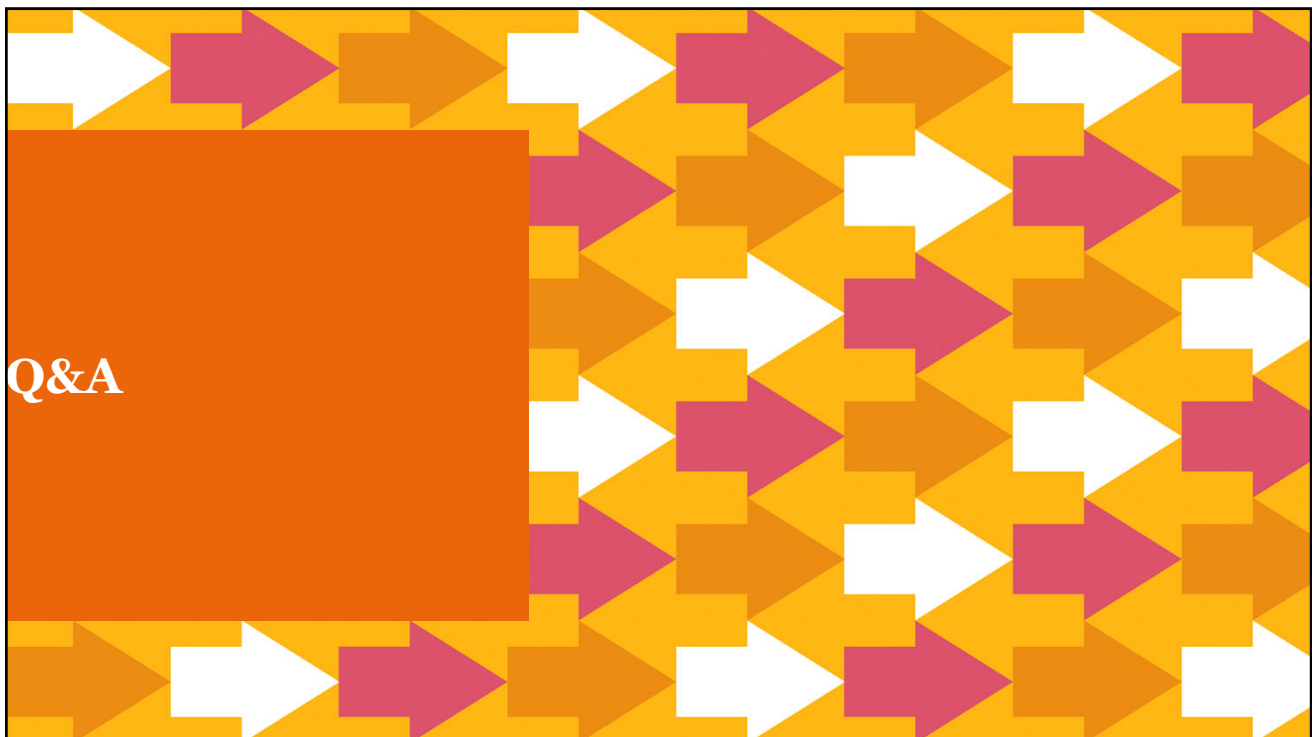
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## ***Health Plans Also Took Care of Their People During the Emergency***

**Public Health crises pose unique challenges to Care Management teams, as our staff are impacted and at risk just as our members:**

- Increased PTO benefits for staff impacted by Covid
- Flexible work arrangements--both in relation to geography of staff and specific hours worked
- Providing staff the same supports available to members (e.g., support in receiving Covid tests when needed, access to other information and support services for staff with social needs)

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# Thank you

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