



Dear Valued Primary Care Provider:

As the COVID-19 global pandemic continues, we know that it is vital to share valuable insight that can better protect our communities and help save lives. We always rely on our provider partners to ensure the health of our members, and we want you to be aware of new tools available to help you identify those at higher risk for contracting the virus and how to help mitigate their risk.

We'd like to introduce you to the Provider COVID Hotspot Report (PCHR), now available via Provider Analytics 2.0 on our secure provider portal. The PCHR is a new, weekly, Excel-based report designed to help pinpoint members with an elevated risk for COVID-19. The report highlights and prioritizes the members on your panel based on their Loyalty Category, COVID-19 Risk and Vulnerability Scores, and Clinical Analytics Prioritization Score.

Members in your panel are categorized into three key groups, each designed to highlight different outreach and prevention support opportunities:

1. **COVID-19 Presumptive and Positive**
2. **Unengaged Patient: COVID-19 At-Risk/Vulnerable**
3. **Engaged Patient: COVID-19 At-Risk/Vulnerable**

Enclosed you will find guidance specifically designed to support outreach to each of these groups, which closely follows recommendations from the Centers for Disease Control (CDC) and our medical leadership. Together, we can protect vulnerable members and help stop the spread of this disease.

Thank you for your continued partnership in this time of elevated need, we greatly appreciate everything you do to improve the health of our members. If you have any questions about the new Provider COVID Hotspot Report, please do not hesitate to contact Provider Services at 855-694-4663 (HOME) to be directed to your Provider Performance Specialist.

Sincerely,

Provider Performance Specialists Team



Engaging with Patients Who Have an Elevated Risk for Covid-19

During this time of heightened need, it is more important than ever to build strong relationships with your patients – our members. The Provider COVID Hotspot Report (PCHR) is a new, weekly, Excel-based report designed to help pinpoint members with an elevated risk for COVID-19 and highlight different outreach and prevention support opportunities. You can easily access this report via our secure provider portal.

This guidance provides simple ways you can help strengthen vital connections with at-risk patients, and closely follows recommendations from the Centers for Disease Control (CDC) and our medical leadership. Together, we can protect vulnerable people and help stop the spread of this disease.

COVID-19 PRESUMPTIVE AND POSITIVE PATIENTS

- Patient has been tested and is positive for COVID-19.
- Patient has been tested and has a claim with a COVID-19 diagnosis without confirming test.
- Patient is in any Loyalty Category.

Take Action: Have timely telehealth follow-ups with members who have tested positive for COVID-19 and/or discharged from the hospital.

Prepare for face-to-face encounters with positive patients by designating a specific area in the office and ensuring that staff have adequate PPE to physically assess members.

Reinforce CDC guidelines and recommendations for preventing transmission.

Provide information on local community resources for accessing transportation, food pantries, mental health services, child care, etc.

UNENGAGED PATIENT: COVID-19 AT-RISK/VULNERABLE

PRIORITY

- At-Risk Score = 1
- Vulnerable = 1
- Loyalty Category = No Claims or No PCP Claims

Action: Establish a relationship with the members and encourage members to access care through telehealth services.

Communicate telehealth opportunities you can offer your patient to meet their care needs.

Reinforce CDC guidelines and recommendations for preventing transmission.

Educate patients on COVID-19 symptoms, the distinction between mild and severe, and steps to take if they suspect they've contracted the virus.

Advise patients to stay away from individuals who have experienced symptoms and/or tested positive for COVID-19 for a minimum of 14 days.

Provide information on testing sites and local community resources for accessing transportation, food pantries, mental health services, child care, etc.

Postpone any routine lab tests for patients who are stable with their current medication regimen.

Re-evaluate the timeline for when patients' elective surgeries and/or routine screening tests can be safely resumed.

ENGAGED PATIENT: COVID-19 AT-RISK/VULNERABLE

- At-Risk Score = 1
- Vulnerable = 1
- Clinical Prioritization Score = >0
- Loyalty Category = PCP Utilization

Take Action: Educate members on COVID-19 symptoms, the distinction between mild and severe, and steps to take if they suspect of contracting the virus.

Reinforce CDC guidelines and recommendations for preventing transmission.

Advise patients to stay away from individuals who have experienced symptoms and/or tested positive for COVID-19 for a minimum of 14 days.

Communicate telehealth opportunities you can offer your patient to meet their care needs.

Provide information on testing sites and local community resources for accessing transportation, food pantries, mental health services, child care, etc.

Postpone any routine lab tests for patients who are stable with their current medication regimen.

Re-evaluate the timeline for when patients' elective surgeries and/or routine screening tests can be safely resumed.



Defining Vulnerable and At-Risk Populations

Vulnerable/at-risk populations are those susceptible to contracting COVID-19 and suffering from severe COVID-19 related disease (death, ICU admission, hospitalization). Members meeting any of the following high risk criteria/chronic condition diagnoses AND at least one of the vulnerable criteria/chronic condition diagnoses are considered to be vulnerable/at-risk:

HIGH RISK FOR COVID-19 CONTRACTION AND RELATED HOSPITALIZATION

- Aged 50 years or older
- Current long-term care or nursing home resident
- Cardiovascular disease (acute myocardial infarction, atrial fibrillation, heart failure/congestive heart failure, hyperlipidemia, hypertension, ischemic heart disease, coronary artery disease)
- Chronic lung disease (chronic obstructive pulmonary disease, asthma, cystic fibrosis)
- Any cancer, including leukemia and melanoma
- Diabetes
- Tobacco, alcohol, or drug abuse
- Kidney disease
- HIV/AIDS
- Obesity
- Liver disease

VULNERABLE TO SEVERE COVID-19 RELATED ICU ADMISSION OR DEATH

- Aged 65 years and older
- Charlson Comorbidity Index (CCI) > 3
- Chronic obstructive pulmonary disease
- Severe heart disease (congestive heart failure, coronary artery disease, ischemic heart disease, acute myocardial infarction)
- Hypertension
- Uncontrolled diabetes
- Any cancer, including leukemia and melanoma, limited to members receiving chemotherapy or radiation treatment within the last 6 months



LOYALTY CATEGORIES

Assigned PCP Exclusive: Members who are assigned to you and have been seen by your practice.

Multiple PCP with Assigned Visits: Members who are assigned to you but have been seen by your practice and other PCP providers.

Multiple PCP with No Assigned Visits: Members who are assigned to you but have only been seen by other PCP providers

No Claims: Members who are assigned to you but have no claims data to indicate that any medical care was received from a PCP, emergency department, or urgent care center.

No PCP Claims: Members who seek all care from specialists, emergency department, and/or urgent care center

Not Qualified: Members who have not been assigned long enough to determine a loyalty category.

Other Exclusive: Members who are assigned to you but have been seeing another PCP provider exclusively.