

# Proactively Addressing Members Needs During COVID-19

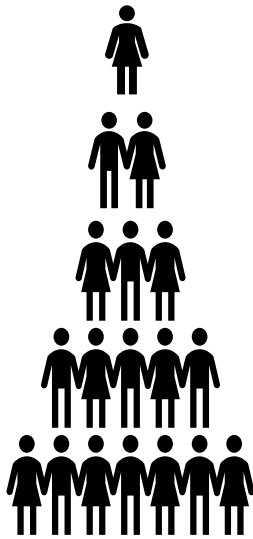
## Charles Bloom, DO, FACOEP

- Sr. Vice President, Chief Medical Officer
- Health Alliance Plan
  
- January 6, 2021
- Michigan Association of Health Plans

Health Alliance Plan of Michigan (HAP), a health plan serving 570,000 members in Michigan



# Factors Maintaining Health (or Contributing to Sickness)...



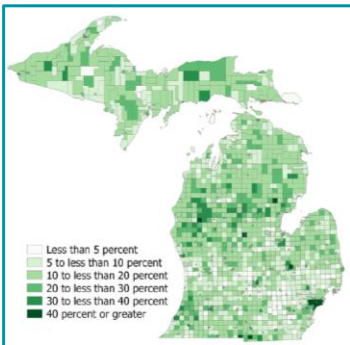
<b>Health Care Delivery – 20%</b>			
<b>Health Behaviors/Genetics – 30%</b>			
<b>Physical Environment – 10%</b>			
<b>Socioeconomics – 40%</b>			

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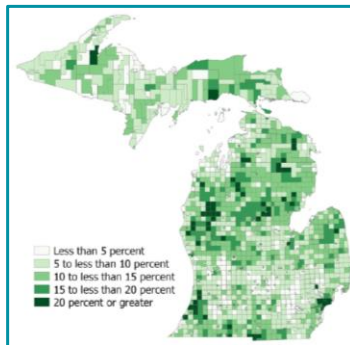
# Socioeconomic Factors for Michigan Health



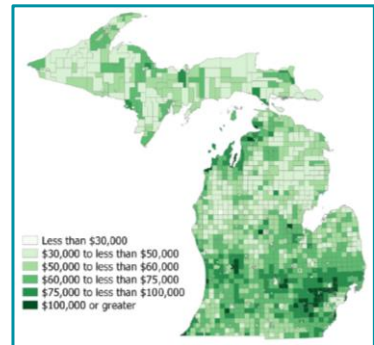
% Living in Poverty



% Population 25+ w/o High School Diploma

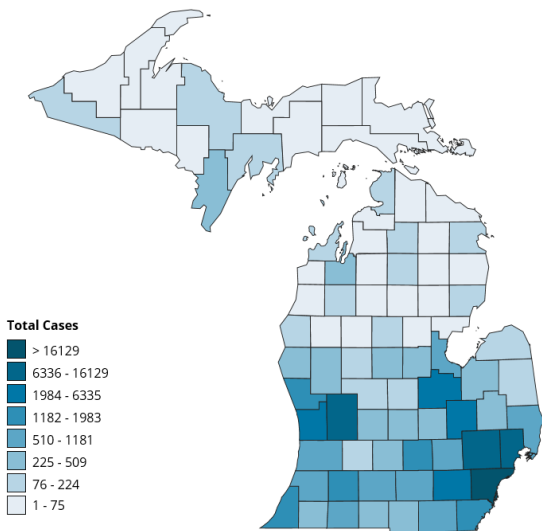


Mean Household Income



Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

## COVID Exposed What We Already Suspected...



### Clinical Factors Identified with Potential Increased COVID Death in Michigan:

- Male Gender (10-20% increased risk)
- Age  $\geq$  75 yrs. (7x risk)
- Coronary Artery Disease (4x Risk)
- Kidney Disease (4x Risk)
- Stroke (3x Risk)
- COPD (2x Risk)

African Americans comprise about 13% of Michigan population but nearly 40% of COVID deaths

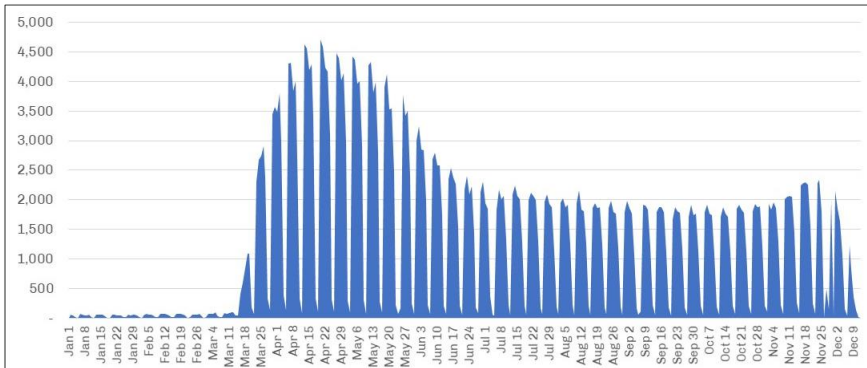
# Current HAP Virtual Care Footprint



## Virtual care services offered today to all HAP members

- Urgent care virtual care services provided to Commercial and Medicare members through HAP.org
- Virtual care visits and consultations provided by other physicians or providers directly are covered according to terms of each respective members' plan
- *All member co-pays waived for telehealth services now due to COVID-19*

HAP Members 2020 Telehealth Visit Trend



Source	2020 Visits
HAP.org	2,207
Direct to Provider	448,382
	<hr/> 450,589

### Telehealth Visits by Type

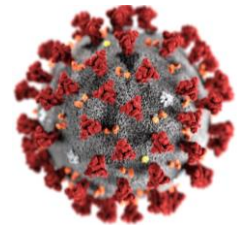
Primary Care/ Preventive	41%
Psych/ Substance Abuse	32%
Specialty Care	25%
Urgent/ Emergency Care	1%
Physical/ Occup/ Speech Therapy	0.5%
Lab	0.05%

## Improving Access to Care (Benefit Design, etc)



### HAP moved swiftly to ensure member's access to care not impacted during these uncertain times

- Waived cost share for
  - COVID 19 testing and treatment
  - Virtual care - telehealth and virtual check-ins
  - Virtual behavioral health visits with network providers
- Modified authorization requirements for
  - Waived auths for outpatient testing with a suspected or confirmed COVID diagnosis, i.e. high-tech imaging, DME
  - Relaxed timeframe for member's admitted to a SNF from an acute care facility
  - Extended effective dates of existing and new pre-service authorizations
  - Allow speech therapy for children at medical facilities due to school closures
- Waiving appeals timelines during the emergency
- Allowing early fills on medications and specific DME
- Promoted the continued in-home delivery for prescriptions at no additional cost to members
- Offered free access to COVID-19 related behavioral health resources
- Outreach to support higher risk groups affected by COVID situation
- New** "Healing at Home" – Collaboration with HFHS on advanced home health, integrated mobile unit
- New** COVID vaccine preparedness with HFHS
- New** Provide meals for COVID positive patients who must isolate at home



#### Pillars Impacted



## Virtual Care Roadmap



- Continued policy changes/enhancements
- Responsiveness to regulatory changes (CMS and State of Michigan)
- HFHS integration
- Partnership expansion to go beyond urgent care visits through HAP.org
- Benefit design changes (new product Pivotal, cost share changes)
- Monitor effects on quality/chronic illness/preventive medicine



“ Our mission is to enhance the health  
and well-being of the lives we touch ”



**Questions?**

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