

A Provider-Focused
Newsletter to Keep
You **IN** the Know

Innovista Insights

Updates from our Client Management Team on COVID-19

As the global COVID-19 situation continues to evolve, Innovista's commitment to you remains unchanged. Innovista employees are up and running from their respective remote locations, with security measures in place to avoid any online threats. To the best of our ability, we will keep you apprised of any updates or information we feel may benefit you and your organization during this unprecedented time. Innovista is here for you. It is our privilege to serve you, and please know we are always here to help.

Health Plans are responding to the coronavirus (COVID-19) pandemic by offering additional coverage options for telehealth visits. BCBSIL expanded the scope of benefits to include telemedicine services to HMO members until April 30th, 2020. Innovista is working collaboratively with the IPAs and the health plans to confirm billing requirements and we will be providing more specific information in the next few weeks. We encourage you to take advantage of these services as they will enable you to stay connected with your patients during this challenging period.

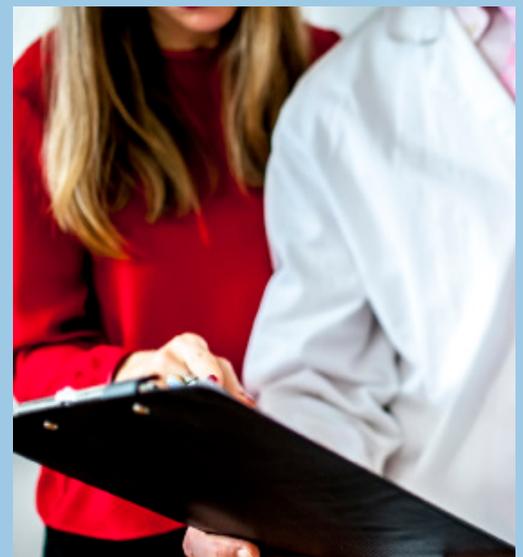
Updates from our Quality Team

The Innovista Quality team is available for support M-F from 8:00 AM-4:30 PM for any questions pertaining to QI studies. Although we will not be coming into your offices to collect data due to Social Distancing and Shelter in Place, we can still receive all data via fax at (312) 462-1922 or as an email attachment. We are continuing to offer Educational Webinars monthly to keep you informed and up to date.

We understand medical offices are busier than usual and data may be delayed - it is okay. Most importantly:

- Take care of yourself and loved ones
- Wash your hands
- Rest and hydrate as much as possible

Together we will get through this!



[**View More Resources on our Website**](#)

Utilization Management Team

In these unprecedented times, it is of the utmost importance that we work together as a medical management team to assist in finding resources available, including the implementation of telehealth for our current members, to ensure that care is rendered at the right place at the right time. In the most recent weeks, we have seen increasing numbers of patients that are requiring acute inpatient stay and will eventually need care at lower-level facilities or agencies.

While acute care facilities are being challenged with patient capacity and safe staffing, the domino effect continues to drastically impact the ability of hospitals to identify accepting contracted providers due to the COVID-19 pandemic.

This, unfortunately, can lead to patients with less severe illnesses awaiting placement at appropriate facilities. We currently have been tasked to collaborate with our CM staff to outreach to providers to assist in finding facilities willing to provide care and open beds for our current members.

Medical management staff are assisting providers with the following recommendations. It is important to note that you should not be sending patients who are presumed of having COVID-19 to urgent care/ICCs or EDs without calling first – unless patients have developed any of the following emergency warning signs (this list is not all-inclusive):

- **Difficulty breathing or shortness of breath**
- **Persistent pain or pressure in the chest**
- **New confusion or inability to arouse**
- **Bluish lips or face**

Our medical management team, though not on the front lines, has volunteered in several capacities to support healthcare workers who are on the front lines, including sewing and delivering masks to providers and local facilities and monetary contributions to several organizations supporting the COVID-19 pandemic while taking care of their own families and communities.

Updates from our Compliance Team

Innovista will be using DocuSign to obtain any needed signatures from Physicians and Medical Directors as our answer to the COVID-19 response and the need for social distancing. DocuSign is HIPAA compliant and meets all government regulatory standards. You should start to see the various Innovista departments (Finance, UM, Quality, Population Health and Client Management) utilize DocuSign. If you have any questions, please feel free to reach out to Compliance@innovista-health.com



Updates from our Pop Health Team

Innovista's Case Managers are providing clinical support to our members daily, outreaching to provide them with up-to-date COVID-19 information, assess the member's current clinical presentation, and offer emotional support.

Our CM team consists of Nurses and Licensed Clinical Social Workers. Each team member individualizes the member's care plan to ensure that the member's needs and concerns are effectively and carefully addressed.

Members are provided with tips on how to successfully cope with potential anxiety symptoms, healthy recipes, physical activities, in-home fun activities along with a listening and supportive ear. Case Managers are actively researching available medical and community resources that would provide benefit to members during these challenging times.

Population Health Case Managers continue to act as an educator, liaison and advocate to the member in navigating through the complexities of the member's healthcare plan.

Referrals or questions can be sent to Regina Robinson: rrobinson@innovista-health.com