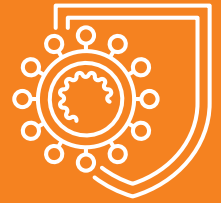


# CareOregon's response to COVID-19's impact on safety net providers



COVID-19 has created unprecedented impacts on the health care system and challenged insurers to think creatively about our role in supporting the overall health of the health care sector. These efforts, though not large enough to buoy the entire medical system in our state, reflect our values and continued efforts to strengthen communities by making health care work for everyone.

## That's the CareOregon Effect.

### Our provider network

Our provider network is comprised of physical, dental and behavioral health professionals — including specialty providers and hospitals. The core of our primary care network is made of federally qualified health center (FQHC) clinics, local primary care practices, rural health centers (RHC) and school-based health centers. Many of our clinic partners offer integrated behavioral health to serve members with significant barriers to accessing care.

### How we're supporting providers through COVID-19

As a community benefit organization, we serve the most vulnerable and medically fragile populations in the state. Having a stable provider network is essential for the health of our members and for us as a business.

To help stabilize our provider network, we are focusing on:

#### 1. Ensuring access to care:

- ▶ Optimizing provider ability to use telehealth and telephonic visits, while being reimbursed for the full cost of an in-person visit.
- ▶ Actively preparing for the potential increase in new Medicaid members resulting from the COVID-19 economic fallout.

#### 2. Supporting providers' financial stability:

- ▶ Providing stability funding to our network, prioritizing the most vulnerable aspects of our provider network — primary care and behavioral health providers. Funding methodology includes a three-pronged approach:
  - ◆ **Revenue stipend:**  
Offsetting lost revenue by paying providers a lump sum advance for visits that would have been conducted in March, April, May and June 2020.
  - ◆ **Quality Pool payments:**  
Releasing the majority of state incentive payments earlier than normal to give clinics needed access to money for COVID-19 mitigation.
  - ◆ **Alternative payment programs:**  
Delaying the implementation of new alternative payment methodology (APM) contracts and maintaining PMPM payments at current respective clinic levels.

#### 3. Conducting outreach to high-risk members to minimize the impact of COVID-19 on member health and network financial stability, including:

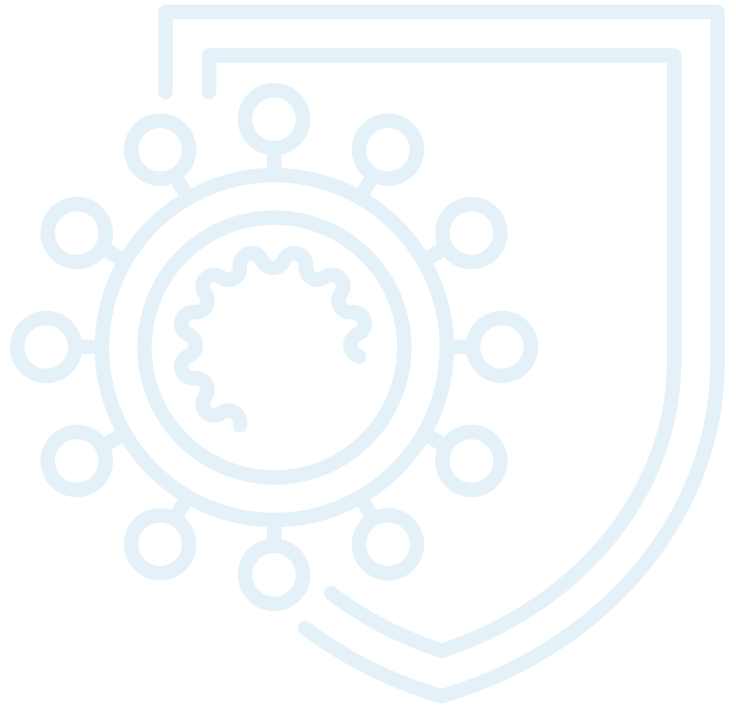
- ▶ Identifying those who may need additional support to stay healthy while they are unable to leave the home.
- ▶ Ensuring that those most likely to be negatively impacted by a health outcome know how to access care and other resources available to them.
- ▶ Sharing high-risk population information so clinics can reach out to those most vulnerable.

Continued on next page ▶

## How we're supporting providers through COVID-19 (continued)

### 4. Using health-related services funding to ensure access to care and limit the spread of COVID-19, including:

- ▶ Prioritizing access to non-emergent medical transportation (NEMT) for those with chronic conditions and other highly vulnerable populations.
- ▶ Expediting approvals for temporary housing support for members suspected to have COVID-19, including helping secure hotel/motel stays for houseless members who are at risk for virus transmission.
- ▶ Working with providers to supply flip phones and simple smart phones to members. With many providers moving to delivery of services via telehealth, we want to ensure that members have access to a phone so they can still get the care they need.



## About CareOregon

CareOregon is a nonprofit community benefit organization serving 375,000 Medicaid and Medicare members in the Portland metro, north coast and southern Oregon regions. We were created by the community in 1994 to provide coverage for the state's new managed Medicaid insurance known as the Oregon Health Plan (OHP). Today, we are the state's largest provider of integrated health services for OHP members, including access to physical health, dental and behavioral health services.