

Community Health Network of Connecticut, Inc.[®] Intensive Care Management Approach to COVID-19

Presentation to
MAPOC Maternal Child Health Subcommittee

October 19th, 2020

Intensive Care Management Overview

Intensive Care Management (ICM) has dedicated, culturally competent care teams in place to address the unique needs of members with multi-chronic conditions such as coronary heart disease, heart failure, chronic pain, children and youth with special healthcare needs, behavioral health, and substance use disorders.

Specialized programs include:

- Pregnant, Postpartum, & NICU members
- Chronic Conditions: Asthma, COPD, CHF, Diabetes, Sickle Cell Disease (SCD)

ICM Approach:

- Comprehensive, person-centered assessment
- Collaboration with the member, providers, ASOs, and community-based services
- Development of holistic care plan with interventions designed to support goal attainment



ICM Overview (Cont.)

Structure: Regionally based multi-disciplinary teams of healthcare professionals, including:

- Nurses (APRN, RN, LPN)
- Certified Specialty Educators
 - Childbirth Educators
 - Certified Diabetes Care and Education Specialists
 - Certified Case Managers
 - Certified Lactation Counselors/International Board Certified Lactation Consultants
- Registered Dietitians
- Pharmacist
- Certified Community Health Workers
- Licensed Clinical Social Worker
- Licensed Marriage and Family Therapist
- Administrative Care Coordinators
- Medical Director



ICM HEALTHY BEGINNINGS MATERNITY PROGRAM

Percentage of Deliveries in Connecticut Covered by HUSKY Health

Out of the 34,725 live births in Connecticut during calendar year (CY) 2018, 44.56% (15,474) were covered by HUSKY Health. In order to mirror the CDC report's live birth methodology, deliveries with abortion, non-live, and non-viable outcomes were excluded from the HUSKY Health total.

CY 2018	Members	
Connecticut Live Births	34,725	100.00%
Connecticut Live Births by HUSKY Health Members	15,474	44.56%
Connecticut Live Births by Non-HUSKY Health Members	19,251	55.44%

Note: CY 2019 data anticipated to be available November 2020

Healthy Beginnings Overview

- The Healthy Beginnings program is designed to specifically support HUSKY Health members who are pregnant, recently delivered, or had a baby who spent time in the NICU after birth
- Healthy Beginnings staff work with individuals by providing person-centered pregnancy/postpartum/well-newborn, and/or NICU education
- Utilizes a proactive model that focuses on minimizing the risk of pregnancy-related complications
- Programs for targeted populations:
 - Early Obesity Prevention Program (EOP)
 - COVID-19 Member Outreach Initiative



Healthy Beginnings Approach

Coaching and educating the member using evidence-based tools on the following topics:



Interventions to reduce risk of complications: prenatal, postpartum, breastfeeding, well-baby, and post-NICU care

Preventive care: including well-newborn and child visits/routine immunizations, primary care/OB/GYN visits

Routine screenings: including dental, vision, prenatal and genetic screenings, trimester-based screenings, postpartum check

Reducing risk-taking behaviors: use of a seat belt in vehicles, benefits of smoking cessation, and abstinence from illicit drugs and alcohol

Early Obesity Prevention (EOP)

Goal: Increase understanding of appropriate infant eating and sleeping patterns based upon age, minimizing barriers to care to prevent childhood obesity, and promoting well-child visits to improve overall health outcomes.

Approach:

- Telephonic outreach by ICM staff to the head-of-household (HOH)/caregiver of HUSKY Health enrolled infants beginning at 3 months to 12 months of age
- Utilize evidence-based resource tools
- Proactive information and education about:
 - Breastfeeding
 - Normal infant feeding patterns
 - Infant health and nutrition
 - Resources/support related to postpartum depression
 - Recommended schedule of well-care visits



COVID-19 Member Outreach Initiative



Background

- HUSKY Health members were disproportionately affected by COVID-19 as compared to the general population in Connecticut (27% of cases statewide while HUSKY Health represents only about 20-21% of the population)
- Although the largest number of members affected by COVID-19 were White/Caucasian/Non-Hispanics, Black/African American/Non-Hispanics and Hispanic members were affected in numbers that are higher than their incidence in the population of Connecticut
- COVID-19 significantly affected members' willingness to get care, both hospital and preventive care
- To respond to this, Community Health Network of Connecticut, Inc.[®] (CHNCT) implemented the following strategies:
 - Training and enhanced protocols for member support, including the 24/7 nurse help line
 - Specialized Intensive Care Management
 - Promotion of resources and testing sites

Impact of COVID-19 on HUSKY Health Members

- Since March of 2020, CHNCT has been monitoring the impact of COVID-19 on HUSKY Health members
- Between March and August of 2020, 14,482 HUSKY Health members were diagnosed with COVID-19
- When looking at HUSKY Health members with COVID-19, the average age is 52, with a range from newborn to 102. The most common comorbid conditions include hypertension (42%) and diabetes (25%), while obesity, tobacco use, and asthma ranged from 14-18%. A diagnosis of substance use disorder was also present in 10% of these members
- Of the members with a COVID-19 diagnosis, there were 1,240 hospitalizations
 - Black/African American/Non-Hispanics were more likely to be hospitalized with COVID-19. They accounted for 17% of total cases and 20% of hospitalized members
 - White/Caucasian/Non-Hispanics accounted for the largest percentage of total cases, but were less likely to be hospitalized

Incidence of COVID-19 by Race/Ethnicity



COVID-19 Member Outreach

- Target population: HUSKY Health members at increased risk for severe illness from COVID-19, including members who are perinatal
- Evidence-based: Coaching adheres to guidance from Centers for Disease Control and Prevention (CDC) and American College of Obstetricians and Gynecologists (ACOG)
- Data sources for member identification:
 - Current claims information
 - Admissions, Discharge, Transfers (ADT) data
 - Enrollment-based demographics
 - PCP attribution
 - Census-level data from American Community Survey (ACS)



COVID-19 Member Outreach

Perinatal Focus*

Round 1:

- Pregnant
- ≥ 1 CDC-identified risk factor
- 14-45 years old
- African American

Round 2:

- Pregnant
- Not included in Round 1 calls
- ≥ 1 CDC-identified risk factor
- 14-45 years old

*Exclusions: Institutionalized, MH/CHCP waiver, PCMH+ Wave 2, Engaged/Enrolled/Pending ICM

COVID-19 Member Outreach Perinatal Focus Results

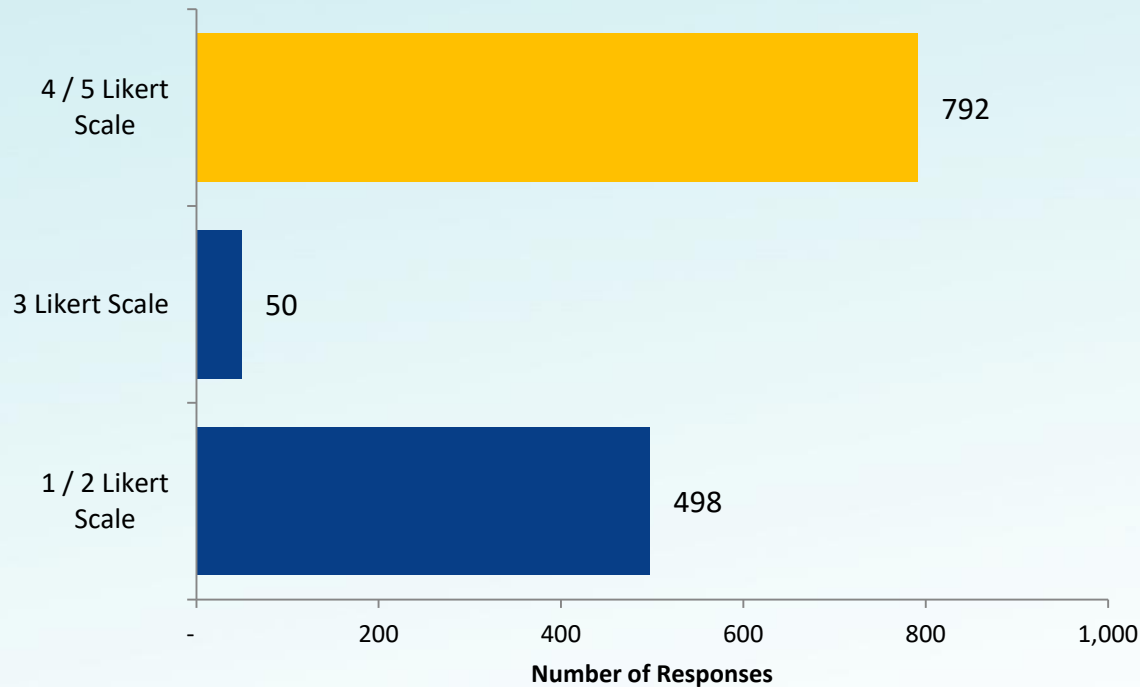
Results by Round	Member Outreach & Engagement					
	Pregnant Women Eligible for Outreach			Pregnant Women With Successful Outreach		
Outreach Round Name	Eligible for Outreach	Members Reached	% of Members Reached	Engaged in Coaching	Declined Coaching	Coaching Rate
Round 1 Pregnancy (4/15/20)*	229	85	37.12%	71	14	83.53%
Round 2 Pregnancy (5/11/20)*	892	266	29.82%	244	22	91.73%
ICM Members (3/16/20)	2660	1968	73.98%	1728	196	87.80%
Grand Total	3781	2319	61.33%	2043	232	88.10%

*members not engaged in ICM at time of outreach



Exclusions: Institutionalized, MH/CHCP waiver, PCMH+ Wave 2, Engaged/Enrolled/Pending ICM

COVID-19 Member Outreach Results



5. It was valuable and I definitely plan to use the information to help me stay healthy.

4. It was valuable and I will likely use the information to help me stay healthy.

3. It was somewhat valuable and I might use the information to help me stay healthy.

2. I did not learn any new information about COVID-19.

1. It was not valuable or useful. I do not plan on using the information.



COVID-19 Interventions

All Members

- Educating members, as “re-opening” occurs, on:
 - Mitigating exposure risks
 - Importance of resuming age- and gender-appropriate evidence-based preventive and condition-specific care
 - Keeping appointments
 - Up-to-date immunizations and screenings
 - Maintaining at least a 30-day supply of medicines
 - Contacting provider for questions or concerns
 - Knowing when to seek immediate medical attention
- Connecting to resources to address negative social determinants of health
- Providing support and resources to minimize social isolation
- Preparation for potential resurgence



COVID-19 Pandemic Support for New Moms

Targeted outreach to Perinatal members

- Evidenced-based coaching on protection from and reducing spread of COVID-19
- Symptoms and when to contact healthcare provider/COVID-19 hotline
- Location of mobile testing sites

Coaching

- Importance of attending all prenatal/postpartum appointments
- HUSKY Health covered benefits such as:
 - Self blood pressure measurement device
 - Double electric breast pump
- Importance of well-baby visits/immunizations



Joint Visits with Provider

- Care manager attending prenatal/postpartum telehealth visits with member and provider

Healthy Beginnings Videoconferencing

Members have reported videoconferencing with their ICM nurse has helped them to feel less isolated

ICM Certified Lactation Counselors have provided breastfeeding support/education via videoconference



Education provided via videoconference allows ICM to more readily assess member's understanding




COVID-19 Perinatal Emails

COVID-19 Perinatal/ Breastfeeding member emails:

- Provide pregnant individuals with information about their risk
- Encourage discussion with their provider about giving birth during COVID-19
- Inform mothers breastfeeding is still possible with COVID-19
- Include information about mother to child transmission
- Offered in English and Spanish





COVID-19
and pregnancy

[Vea este correo electrónico en español](#)

Coronavirus (COVID-19), Pregnancy, & Breastfeeding

We know that pregnancy and the birth of a child can be both exciting and challenging. If you, or a member of your household, is pregnant or has just given birth, there is helpful information below related to pregnancy and breastfeeding during COVID-19.

Pregnancy Questions

Does pregnancy mean I am at a higher risk for COVID-19?

Based on the current information about COVID-19, pregnant people are no more at risk than adults who are not pregnant.

Still, you should keep in mind that:

- Pregnant people have changes in their bodies that may increase their chances of some infections

COVID-19 Perinatal Learning Group

- Perinatal Learning Group – Preparing for Labor
 - Bringing expectant mothers together in an online learning environment
 - Discussing preparation for labor and providing various tools to work through contractions
 - Encouraging group discussion so participants can learn from one another
 - Expanding to offer additional language option (Spanish)

Health Events

Perinatal Learning Groups

Join other pregnant HUSKY Health members online to learn about ways to prepare for labor and birth. Experienced perinatal nurses will lead the discussions about getting ready for the baby's birth and tips to help you during contractions.

After registering, you will receive a confirmation email containing information about joining the meeting.



Preparing for Labor

Date: Oct 29, 2020

Time: 3:30 p.m.

Register



Preparing for Labor

Date: Nov 16, 2020

Time: 10:00 a.m.

Register



Preparing for Labor

Date: Dec 16, 2020

Time: 3:30 p.m.

Register

Key Contacts for CHNCT*

Provider Engagement Services	
Phone	1.800.440.5071
Fax	1.855.755.0855
ICM Referrals	
Phone	1.800.440.5071, extension 2024
Fax Referrals	1.866.361.7242

Intensive Care Management Healthy Beginnings Program

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Questions/Comments

Appendices

ICM Outreach: Results for HUSKY Health Members Engaged in ICM YTD through August 2020

N = **6,833** ICM member successful calls offering COVID-19 coaching

- Coaching completed with **6,295 members** = **92.13% coaching rate**

Coached on COVID-19 by Race	Percent of Total
All Other/Multiple Races/Unknown	34.00%
White/Caucasian Non-Hispanic	27.58%
Hispanic	19.30%
Black/African American Non-Hispanic	17.27%
Asian Non-Hispanic	1.86%

Coached on COVID- 19 by Attribution	Percent of Total
FQHC	23.11%
Glide Path Practices	5.12%
Non-PCMH Practices	28.45%
PCMH Practices	32.09%
Unattributed	11.23%

Coached on COVID- 19 by Age	Percent of Total
0 – 19 Years	14.49%
20 – 39 Years	44.49%
40 – 59 Years	29.80%
60 – 69 Years	10.36%
70+ Years	0.87%

ICM Outreach: Results for HUSKY Health Members not Engaged in ICM and at risk of a Severe COVID-19 Illness/Outcome YTD through August 2020

N = **14,264** eligible members for contact to whom 3 call attempts were made

Measurement	Results
Number of HUSKY Health Members Identified for contact	14,264
Number of HUSKY Health Members successfully reached	7,822 (54.84%)
Number of HUSKY Health Members successfully completing coaching program	6,130 (78.37%)
Receptive to engaging in the full ICM program	1,817
Referred to providers for symptoms	50

ICM Outreach: Results for HUSKY Health Members not Engaged in ICM and at risk of a Severe COVID-19 Illness/Outcome (cont.) YTD through August 2020

Results by Race/Ethnicity

	Member Contact & Engagement					
	Members Eligible for Outreach N = 14,264			Members With Successful Outreach N = 7,822		
Member Race/Ethnicity	Eligible for Outreach	Members Reached	% Successfully Reached	Engaged in Coaching	Refused Coaching	Coaching Rate
All Other/Multiple Races/Unknown	2,063	1,071	51.91%	856	215	79.93%
Asian Non-Hispanic	413	224	54.24%	137	87	61.16%
Black/African American Non-Hispanic	3,665	2,009	54.82%	1,588	421	79.04%
Hispanic	4,357	2,313	53.09%	1,893	420	81.84%
White/Caucasian Non-Hispanic	3,766	2,205	58.55%	1,656	549	75.10%
Grand Total	14,264	7,822	54.84%	6,130	1,692	78.37%

ICM Outreach: Results for HUSKY Health Members not Engaged in ICM and at risk of Severe COVID-19 Illness/Outcome (cont.) YTD through August 2020

Results by Attribution

	Member Contact & Engagement					
	Members Eligible for Outreach N = 14,264			Members With Successful Outreach N = 7,822		
Attribution	Eligible for Outreach	Members Reached	% Successfully Reached	Engaged in Coaching	Refused Coaching	Coaching Rate
FQHC	4,077	2,159	52.96%	1,752	407	81.15%
Glide Path Practices	845	471	55.74%	370	101	78.56%
Non-PCMH Practices	1,726	958	55.50%	721	237	75.26%
PCMH Practices	5,407	3,111	57.54%	2,459	652	79.04%
Unattributed	2,209	1,123	50.84%	828	295	73.73%
Grand Total	14,264	7,822	54.84%	6,130	1,692	78.37%

ICM Outreach: Results for HUSKY Health Members not Engaged in ICM and at risk of a Severe COVID-19 Illness/Outcome (cont.) YTD through August 2020

Results by Age Group

	Member Contact & Engagement					
	Members Eligible for Outreach N = 14,264			Members With Successful Outreach N = 7,822		
Member Age Group	Eligible for Outreach	Members Reached	% Successfully Reached	Engaged in Coaching	Refused Coaching	Coaching Rate
0 - 19 Years	44	12	27.27%	9	3	75.00%
20 – 39 Years	2,464	1,065	43.22%	894	171	80.87%
40 – 59 Years	5002	2741	54.80%	2240	501	77.63%
60 – 69 Years	3,848	2267	58.91%	1794	473	73.63%
70+ Years	2,906	1,737	59.77%	1,193	544	54.40%
Grand Total	14,264	7,822	54.84%	6130	1692	78.37%