

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

Presentation to
MAPOC Maternal Child Health Subcommittee

November 9th, 2020

Intensive Care Management (ICM) Healthy Beginnings Program

- Healthy Beginnings is a voluntary program 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 via:
 - Phone calls and videoconferences
 - Face-to-face meetings (when permitted) in the home, provider's office, community setting, or shelter
 - Educational mailings and email, virtual learning collaboratives
- This program utilizes a proactive model that focuses on minimizing the risk of pregnancy-related complications, which includes education using evidence-based tools on:
 - Interventions to reduce risk of complications
 - Preventive care/routine screenings
 - Reducing risk-taking behavior



Member Identification and Outreach

- Welcome calls and Health Risk Questionnaires for newly enrolled HUSKY Health members
- State and Community Agencies (DSS, DCF, WIC)
 - Daily Eligibility file - Newly enrolled members on HUSKY A
 - Referral for members with HB ICM needs
- Hospital discharge planning and ED utilization
- CHNCT – Utilization Management (UM), Member Engagement (ME)
 - UM - delivery notifications and post-partum re-admission
 - ME – following inquiries related to benefits, etc.
- Data Analytics/Predictive Modeling
- Member self-referral or call to Nurses Help Line or Crisis Queue
- Provider referrals, including OBP4P
- Other ASOs (CT BHP, CTDHP, NEMT)

Eligible for the Healthy Beginnings Program

Husky Health members eligible for ICM/Healthy Beginnings services during pregnancy and/or postpartum period (during 12 month pre-COVID period of 3/1/2019-2/29/2020):

Member Description	Unique Member Count	% of Total Unique Members
Women Eligible for ICM/Healthy Beginnings	24,168	100.00%
Members Referred to ICM	21,982	90.95%
Members Not Referred to ICM	2,186	9.05%

Members Referred and Outreached

Member Description	Unique Members	% of Total Unique Members
Members Referred and Outreached	21,982	100.00%
Members Successfully Outreached (Member Contact Verified)	6,711	30.53%
Members Unsuccessfully Outreached (No Member Contact)	15,271	69.47%

Members Successfully Outreached

Member Description	Unique Members	% of Total Unique Members
Members Successfully Outreached (Member Contact Verified)	6,711	100.00%
Total Members Enrolled/Engaged	5,057	75.35%
Members who Only Enrolled	1,990	29.65%
Members Enrolled and Engaged	3,067	45.70%
Total Members who Declined Enrollment/Engagement	1,654	24.65%

Enrolled/Engaged in Healthy Beginnings During Pregnancy

Husky Health members <u>enrolled/engaged</u> in ICM Healthy Beginnings <u>during pregnancy</u>		
Member Description	Unique Member Count	% of Total Unique Members
Enrolled Members*:	5,057	100.00%
Enrolled prior to delivery	1,904	37.65%
Enrolled post delivery	3,153	62.35%
Engaged Members*:	3,067	100.00%
Engaged prior to delivery	1,341	43.72%
Engaged post delivery	1,726	56.28%

*Enrolled count and engaged count not mutually exclusive, in most situations, member enrollment is the precursor to member engagement

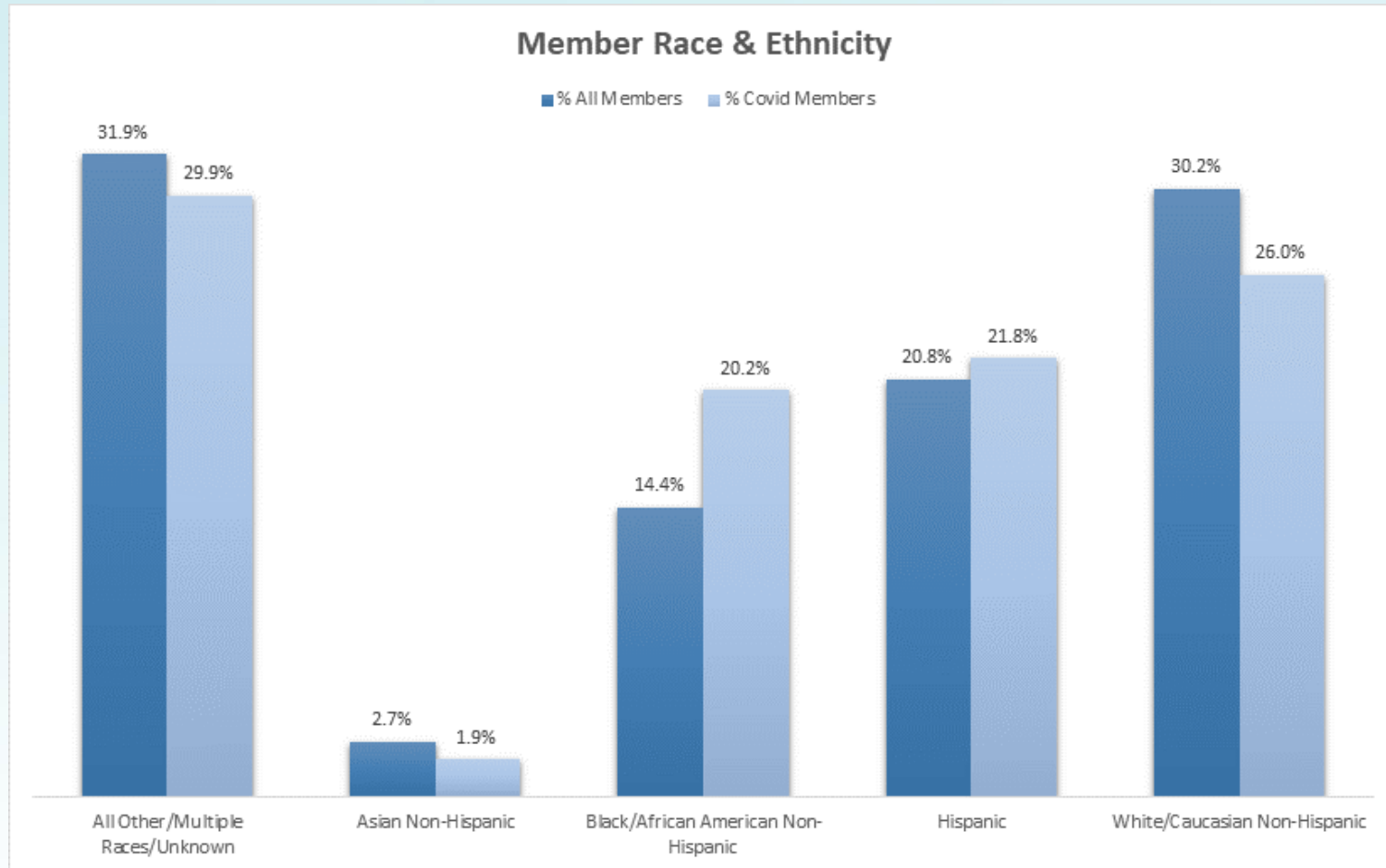
Background on COVID-19 Initiatives

- 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, disproportionately
- 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
- Through September of 2020, 16,826 HUSKY Health members were diagnosed with COVID-19
- The average age of COVID-19 cases in the HUSKY Health population is 51. The most common comorbidities found in COVID-19 cases are hypertension (42%) and diabetes (25%), followed by obesity (19%) and asthma (15%). Substance use disorder was also present in 11% of these members
- Of the members with a COVID-19 diagnosis, there have been 724 hospitalizations as of September 30th
 - Black/African American/Non-Hispanics were more likely to be hospitalized with COVID-19. This population accounted for 17% of total cases, yet 25% of hospitalized members
 - White/Caucasian/Non-Hispanics accounted for the largest percentage of total cases

Incidence of COVID-19 by Race/Ethnicity



COVID-19 Member Outreach Perinatal Focus Results

Results by Round	Member Outreach & Engagement					
	<u>Pregnant Women Eligible for Outreach</u>			<u>Pregnant Women With Successful Outreach</u>		
	Eligible for Outreach	Members Reached	% of Members Reached	Engaged in Coaching	Declined Coaching	Coaching Rate
Outreach Round Name						
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)	2,882	2,184	75.78%	1,886	218	89.63%
Grand Total	4,003	2,535	63.32%	2,419	254	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 Perinatal Focus Results

Results by Race/Ethnicity	Member Outreach & Engagement					
	<u>Pregnant Women Eligible for Outreach</u>			<u>Pregnant Women With Successful Outreach</u>		
Race/Ethnicity	Eligible for Outreach	Members Reached	% of Members Reached	Engaged in Coaching	Declined Coaching	Coaching Rate
All Other/Multiple Races/Unknown	1305	945	72.4%	831	104	87.5%
Asian Non-Hispanic	119	71	59.7%	63	6	90.5%
Black/African American Non-Hispanic	800	498	62.3%	426	49	88.5%
Hispanic	920	539	58.6%	484	42	91.3%
White/Caucasian Non-Hispanic	859	482	56.1%	397	53	86.6%
Grand Total	4,003	2,535	63.3%	2,201	254	88.5%

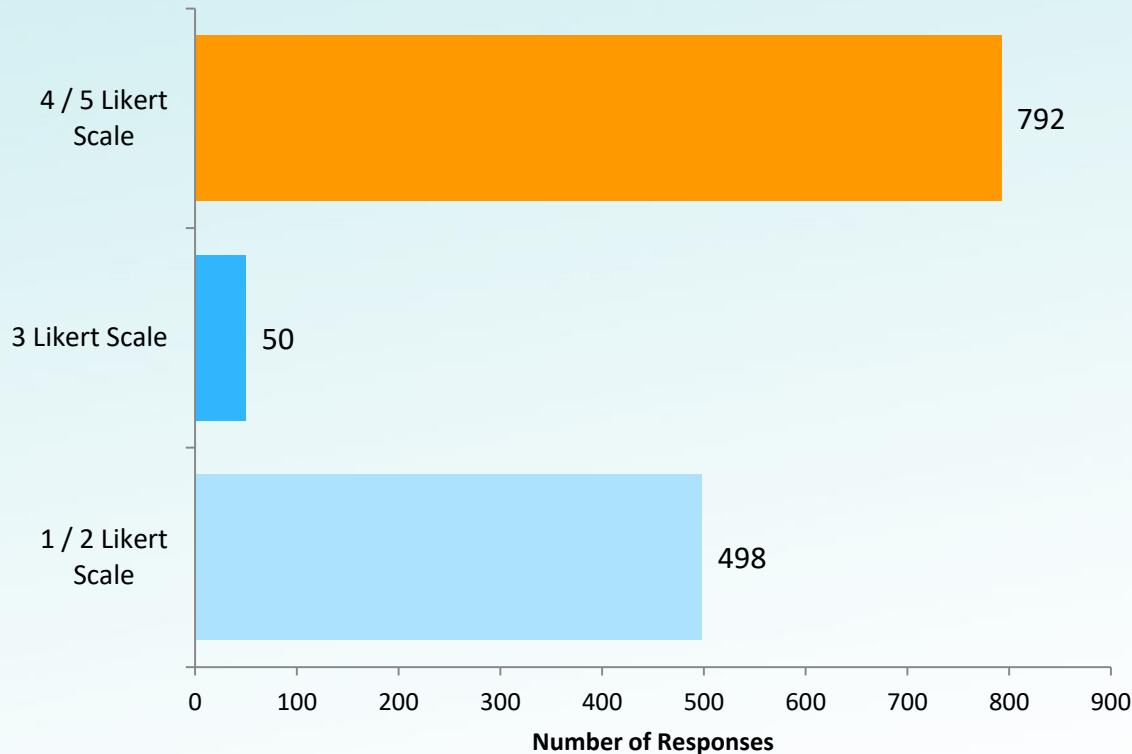


Exclusions: Institutionalized, MH/CHCP waiver, PCMH+ Wave 2, Engaged/Enrolled/Pending ICM

COVID-19/Perinatal Interventions

- Evidenced-based coaching on protection from and reducing the spread of COVID-19
- Symptoms and when to contact healthcare provider/COVID-19 hotline
- Available community resources, location of mobile testing sites
- Coaching on the importance of attending all prenatal/postpartum appointments and maintaining preventive and condition-specific care
- Importance of well baby visits and immunizations
- HUSKY Health covered benefits such as:
 - Self blood pressure measurement device
 - Double electric breast pump
- Empowering members to achieve optimal outcomes by providing member-specific culturally competent education, coaching, and support
- Increasing awareness of maternal morbidity, mortality, and health disparities, including focused interventions to improve maternal outcomes by addressing health inequities
- Perinatal Learning Group to bring expectant mothers together in an online learning environment, offered in English and Spanish
- Perinatal/breastfeeding member emails on “COVID-19, Pregnancy, & Breastfeeding,” available in English and Spanish

COVID-19 Perinatal Member Outreach Results N=1340



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.



Appendices

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

N = **15,881** eligible members for contact to whom 3 call attempts were made

Measurement	Results
Number of HUSKY Health members identified for contact	15,881
Number of HUSKY Health members successfully reached	8,700 (54.78%)
Number of HUSKY Health members successfully completing coaching program	6,812 (78.37%)
Receptive to engaging in the full ICM program	2,026
Referred to providers for symptoms	51

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

Results by Race/Ethnicity

Member Race/Ethnicity	Member Contact & Engagement					
	Members Eligible for Outreach N = 15,881			Members With Successful Outreach N = 8,700		
	Eligible for Outreach	Members Reached	% Successfully Reached	Engaged in Coaching	Refused Coaching	Coaching Rate
All Other/Multiple Races/Unknown	2,610	1,346	51.57%	1,061	285	78.83%
Asian Non-Hispanic	413	224	54.24%	137	87	61.16%
Black/African American Non-Hispanic	4,179	2,310	55.28%	1,834	476	79.39%
Hispanic	4,913	2,615	53.23%	2,124	491	81.22%
White/Caucasian Non-Hispanic	3,766	2,205	58.55%	1,656	549	75.10%
Grand Total	15,881	8,700	54.78%	6,812	1,888	78.30%

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

Results by Attribution

	Member Contact & Engagement					
	Members Eligible for Outreach N = 15,881			Members With Successful Outreach N = 8,700		
Attribution	Eligible for Outreach	Members Reached	% Successfully Reached	Engaged in Coaching	Refused Coaching	Coaching Rate
FQHC	4,447	2,359	53.05%	1,904	455	80.71%
Glide Path Practices	973	546	56.12%	2,339	111	79.67%
Non-PCMH Practices	1,933	1,069	55.30%	3,143	265	75.21%
PCMH Practices	6,077	3,486	57.36%	5,898	731	79.03%
Unattributed	2,451	1,240	50.59%	6,812	326	73.71%
Grand Total	15,881	8,700	54.78%	6,812	1,888	78.30%

Questions/Comments