

As Covid-19 upends traditional patterns of care delivery, health insurance organizations are facing unique challenges. For example, individual physicians and smaller practices may be forced to close, risking the integrity of provider networks. Critical operations that health plans are used to performing in-person, such as member enrollment and recertification, will need to be performed remotely due to social distancing and isolation requirements.

Additionally, as the economy slides into recession, health plans will see members fall out of employer-sponsored commercial plans and move into Medicaid plans or become uninsured. As the health care delivery system shifts to almost exclusively treating Covid-19 patients, health plans need to remotely manage their members with chronic disease, keeping them out of the hospital in the moment and maintaining their health over the long-term.

COPE Health Solutions provides expertise in network adequacy and development, care management, health plan operations and data analytics capabilities to help health plans navigate these unique and challenging times.

PROVIDER NETWORK CRISIS ASSESSMENT



Health plans need to maintain primary and specialty care access for their members. COPE Health Solutions can rapidly assess the disruption Covid-19 has impacted on provider networks, deploying a remote workforce to investigate whether provider offices are or open for business, have limited hours, or have closed temporarily or permanently.

Once COPE Health Solutions identifies gaps, our experts can develop plans to support essential providers and preserve long-term network integrity.

MEDICAID RECERTIFICATION



Because regular physician office and clinic visits are suspended, Medicaid members are unable to recertify during their visits. Health plans need to scale their outreach activities to improve recertification rates for Medicaid members. In lieu of physical visits, COPE Health Solutions can recertify Medicaid members by conducting outreach by phone.

MEMBER PRODUCT TRANSITION SERVICES



Since the Covid-19 shutdown, tens of millions of Americans have submitted unemployment applications, indicating an increase in millions of new applicants for Medicaid and health exchange products. By utilizing the remote work force of more than 55,000 alumni and 5,000 active Health Scholars, including 78 RNs, 20 MDs, and 20 APRNs, COPE Health Solutions can aid plans in their outreach to all members and assess for potential new product enrollment needs.

REMOTE HOME BASED CARE MANAGEMENT



COPE Health Solutions, powered by Vesta and NowPow, can provide a turn-key remote home-based care management solution, proven to reduce total cost of care, emergency department use and readmissions for the highest risk members, including Medicaid and Medicare population. These populations, often comprised of seniors, are without support and require the most basic aid and social outreach. COPE Health Solutions can connect health plans with organizations that offer phone and mobile app outreach to individuals to support them through this crisis.

For information on how COPE Health Solutions can provide rapid and valuable services during this critical time of need, please contact us at info@copehealthsolutions.com or 213-259-0245.

COPE Health Solutions is a national leader in helping health care organizations succeed amid complexity and uncertainty.