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 (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
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.

<table>
<thead>
<tr>
<th>CY 2018</th>
<th>Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connecticut Live Births</td>
<td>34,725</td>
</tr>
<tr>
<td>100.00%</td>
<td></td>
</tr>
<tr>
<td>Connecticut Live Births by HUSKY Health Members</td>
<td>15,474</td>
</tr>
<tr>
<td>44.56%</td>
<td></td>
</tr>
<tr>
<td>Connecticut Live Births by Non-HUSKY Health Members</td>
<td>19,251</td>
</tr>
<tr>
<td>55.44%</td>
<td></td>
</tr>
</tbody>
</table>

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
- 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
- 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

Member Race & Ethnicity

- % All Members
- % Covid Members

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>% All Members</th>
<th>% Covid Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Other/Multiple Races/Unknown</td>
<td>31.9%</td>
<td>29.9%</td>
</tr>
<tr>
<td>Asian Non-Hispanic</td>
<td>2.7%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Black/African American Non-Hispanic</td>
<td>14.4%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>20.8%</td>
<td>21.8%</td>
</tr>
<tr>
<td>White/Caucasian Non-Hispanic</td>
<td>30.2%</td>
<td>26.0%</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Outreach Round Name</th>
<th>Eligible for Outreach</th>
<th>Members Reached</th>
<th>% of Members Reached</th>
<th>Engaged in Coaching</th>
<th>Declined Coaching</th>
<th>Coaching Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Round 1 Pregnancy (4/15/20)*</td>
<td>229</td>
<td>85</td>
<td>37.12%</td>
<td>71</td>
<td>14</td>
<td>83.53%</td>
</tr>
<tr>
<td>Round 2 Pregnancy (5/11/20)*</td>
<td>892</td>
<td>266</td>
<td>29.82%</td>
<td>244</td>
<td>22</td>
<td>91.73%</td>
</tr>
<tr>
<td>ICM Members (3/16/20)</td>
<td>2660</td>
<td>1968</td>
<td>73.98%</td>
<td>1728</td>
<td>196</td>
<td>87.80%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>3781</strong></td>
<td><strong>2319</strong></td>
<td><strong>61.33%</strong></td>
<td><strong>2043</strong></td>
<td><strong>232</strong></td>
<td><strong>88.10%</strong></td>
</tr>
</tbody>
</table>

*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/ 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

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*

<table>
<thead>
<tr>
<th>Provider Engagement Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Fax</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ICM Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Fax</strong></td>
</tr>
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*CHNCT is the medical Administrative Services Organization (ASO) for the State of Connecticut’s HUSKY Health Program.*
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

<table>
<thead>
<tr>
<th>Coached on COVID-19 by Race</th>
<th>Percent of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Other/Multiple Races/Unknown</td>
<td>34.00%</td>
</tr>
<tr>
<td>White/Caucasian</td>
<td>27.58%</td>
</tr>
<tr>
<td>Non-Hispanic</td>
<td></td>
</tr>
<tr>
<td>Hispanic</td>
<td>19.30%</td>
</tr>
<tr>
<td>Black/African American Non-Hispanic</td>
<td>17.27%</td>
</tr>
<tr>
<td>Asian Non-Hispanic</td>
<td>1.86%</td>
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</table>

<table>
<thead>
<tr>
<th>Coached on COVID-19 by Attribution</th>
<th>Percent of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FQHC</td>
<td>23.11%</td>
</tr>
<tr>
<td>Glide Path Practices</td>
<td>5.12%</td>
</tr>
<tr>
<td>Non-PCMH Practices</td>
<td>28.45%</td>
</tr>
<tr>
<td>PCMH Practices</td>
<td>32.09%</td>
</tr>
<tr>
<td>Unattributed</td>
<td>11.23%</td>
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</table>

<table>
<thead>
<tr>
<th>Coached on COVID-19 by Age</th>
<th>Percent of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 19 Years</td>
<td>14.49%</td>
</tr>
<tr>
<td>20 – 39 Years</td>
<td>44.49%</td>
</tr>
<tr>
<td>40 – 59 Years</td>
<td>29.80%</td>
</tr>
<tr>
<td>60 – 69 Years</td>
<td>10.36%</td>
</tr>
<tr>
<td>70+ Years</td>
<td>0.87%</td>
</tr>
</tbody>
</table>
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

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

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

<table>
<thead>
<tr>
<th>Attribution</th>
<th>Members Eligible for Outreach N = 14,264</th>
<th>Members With Successful Outreach N = 7,822</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Eligible for Outreach</td>
<td>Reached</td>
</tr>
<tr>
<td>FQHC</td>
<td>4,077</td>
<td>2,159</td>
</tr>
<tr>
<td>Glide Path Practices</td>
<td>845</td>
<td>471</td>
</tr>
<tr>
<td>Non-PCMH Practices</td>
<td>1,726</td>
<td>958</td>
</tr>
<tr>
<td>PCMH Practices</td>
<td>5,407</td>
<td>3,111</td>
</tr>
<tr>
<td>Unattributed</td>
<td>2,209</td>
<td>1,123</td>
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<tr>
<td>Grand Total</td>
<td>14,264</td>
<td>7,822</td>
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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

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