

# COVID-19 UPDATE

---

## Iowa Health Policy Oversight Committee

Jeffrey Jones, President  
Amerigroup Iowa  
December 21, 2020

# An Urgent Collaboration



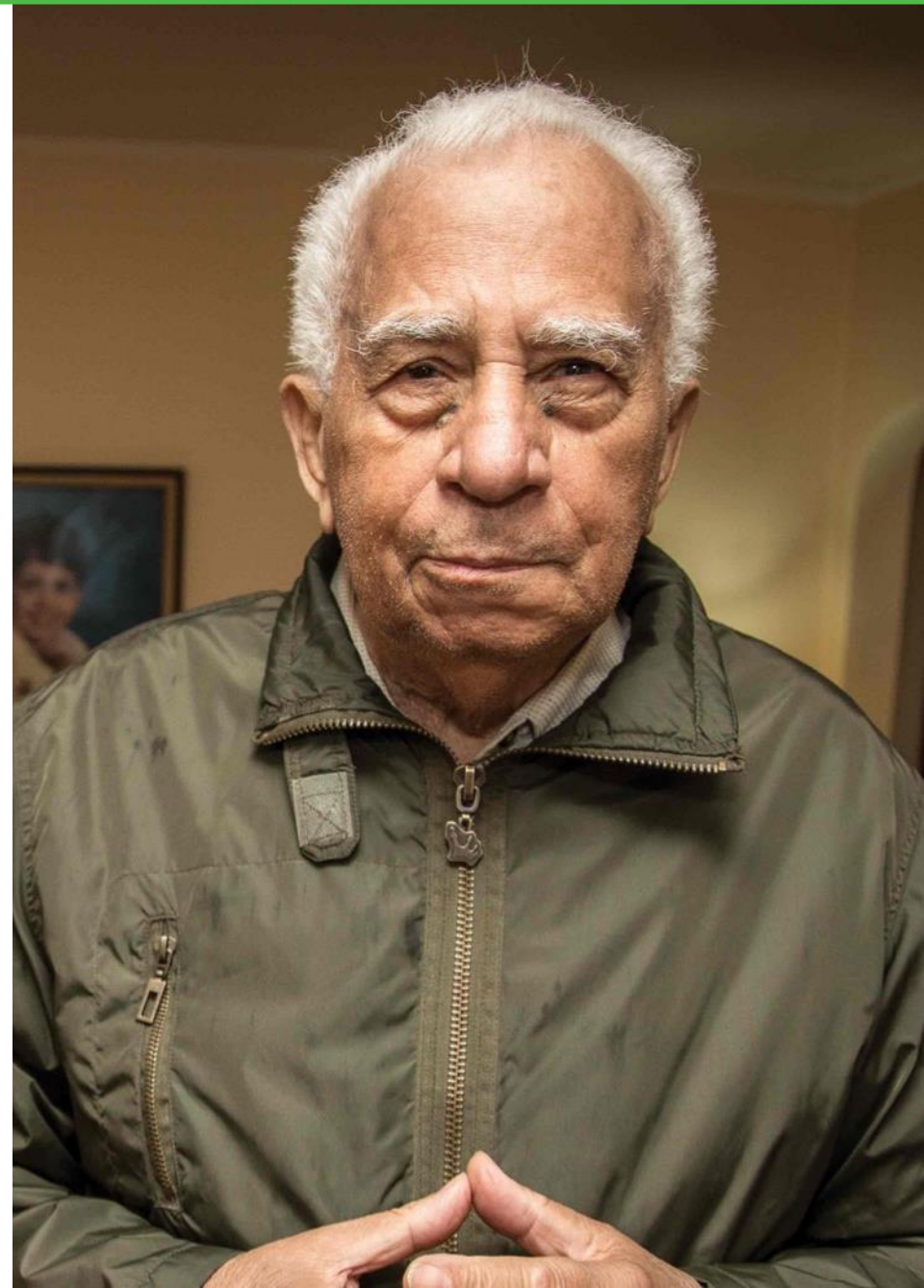
Working with Iowa Medicaid Enterprise  
as COVID-19 Flexibilities are Built

- Daily / Weekly Calls & Reporting
- Implementation of Program Flexibilities
- The IME FAQ Page and Updates
- Emergency Waiver Requests, Renewal
- Health Plan Control Group

# Real-Time Data Sharing

Identifying Iowa trends

- Weekly Reports
- Daily Clinical Data
- Claims Trends
- Utilization Trends
- C19 Tool



# Managing Alongside Providers



## Iowa Providers Navigated the Pandemic in Real Time

- Communicating, Applying Medicaid Flexibilities
- Long-Term Care Challenges
- Daily Monitoring of Provider Closures
- Managing COVID-19 Relief Rate (CRR) Payments
- Initial Round of PPE Supports
- CARES Act Informational Webinars
- Meaningful Association Partnerships

# Supporting Associates Working Across Iowa

Health Industry Best Practices Evolve Quickly to Confront Pandemic

- Work @ Home Capable
- Face to Face Case Management Suspension and Adaptation
- Support for Associates' Wellbeing
- PPE and Social Distancing
- LiveHealthOnline



# Meeting Community Needs



## Anticipating and Meeting COVID-19 Era Human Needs

- Food Insecurity: \$20K Partnership with Food Bank of Iowa & River Bend Foodbank through Anthem Foundation
- Personal Protective Equipment
  - 65,000 masks to Iowa Association of Community Providers to be distributed among their member organizations, volunteer distributed
  - Coordinated with Iowa Department of Human Services on PPE order
  - Our partnership with AmeriCares has delivered 34 tons of protective supplies nationally including in Iowa.
- Social Drivers of Health activities to benefit members and communities
- Member Education and Communications

# COVID-19 Next Steps

- Flexibility Analysis and Feedback
- Emergency Waiver Renewal
- Vaccination Education and Communication
- Apply Lessons Learned
- Innovations Coming in 2021



 **Amerigroup**  
An Anthem Company



# An Iowan's Story

The COVID-19 Experience in Iowa