

DERECHO RESPONSE

Iowa Health Policy Oversight Committee

Jeffrey Jones, President
Amerigroup Iowa
December 21, 2020

Supporting the Disaster Response



Power Outages, Displaced Members, Food Insecurity Among Challenges

Areas of Impact:

- Members
- Associates
- Providers
- State Partner (IME)
- Community



Post-Storm Member Outreach

- **Determine status** of our members in the storm's wake
 - Assist with urgent needs for coordination of care where needed
 - Information on available community resources
- Individual **member calls, visits and follow-up** to our most vulnerable members including:
 - Members with ventilators
 - Members dependent on insulin
 - Pregnant and recently delivered moms
 - Members who use home oxygen services
 - Ad-hoc inquiries from members

Post-Storm Member Outreach

- Initiate **flexible policies** to meet members where they are. Examples:
 - Pharmacy refill too soon edit relaxed
 - Co-ordination and follow-up where member's pharmacy impacted
- Identify **emerging trends** in member needs:
 - Shelf-stable food – refer local options, support food banks, mobile food pantry
 - Temporary housing, including hotel rooms, transport to relatives, arranging shelter and community organization member engagement
 - Electric power – navigate loss of power for members dependent upon electricity, provide flashlights to community partners for distribution
 - Durable Medical Equipment and Supplies such as oxygen tanks
 - Coordinate transportation for medical care where needed

Associate Impact & Needs



Assessing Our Capacity and Deploying Available Resources

- Re-Establishing Communications
- Associates Without Power
- Challenge of PPE
- Anthem-Wide Focus
- National Call Center Assistance
- Outstanding Individual Contributions

Providers Met Member Needs



Communication and Needs Assessments Were Essential

- Twice-daily collaboration among government, providers, MCOs and stakeholders identified needs timely
- Initial focus was storm-affected hospitals where members get acute care, along with long term care centers which provide daily direct care
- Flexibilities were frequent and often unique, but included:
 - Temporary adjustment to prior authorization policy
 - Redirection of members without medical needs from hospital
- Establishing individual provider status and direct impact was key
- In the end, member disruption due to placement transfer was minimal

State Government Partnership



Multiple Stakeholders Formed Immediate Collaborative Network

- Daily reporting by MCOs into IME included:
 - Member contact by phone
 - Member contact in person
 - MCO team status
 - Resources available for response
 - Ground level intel
 - Provider reports
- Twice-daily check-ins, 7 days a week
- Partnering with IME on temporary flexibilities re: prior authorizations, meals
- Interagency partnership included IME, DHS, HSEM, IDPH, Guard, RMCCs

Responding in the Community



Amerigroup Community Relations Team Deploys to Storm Zone

- Iowa-based Community Relations team performs clinic visits & door to door wellness checks
- Additional food insecurity assistance: \$50,000 to five food banks in storm zone
- Ongoing support to American Red Cross, Iowa impact of \$20,000
- Our support for Direct Relief and their U.S. Emergency Preparedness & Response Program funded assistance to 3 Iowa FQHCs serving hardest-hit communities



An Anthem Company



 **Amerigroup**
An Anthem Company



The Mobile Food Pantry

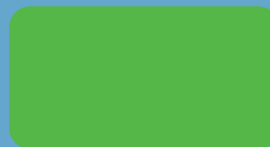
One Week, 50,000 Shelf-Stable Meals







 **Amerigroup**
An Anthem Company



Working to Recover

A Derecho Story



Health Policy Oversight Committee

Questions & Comments



An Anthem Company