CareSignal™

RISE

COVID Connect & COVID Staff Support

No-cost, zero-implementation programs to ***improve patient connectivity*** and ***support frontline staff health, mental health, and safety***

April 15th, 2020

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RISE Health Background

RISE

- Over 2,500 members
- More than 30 conferences
- Core Communities
  - Quality & Revenue
  - Medicare Member Acquisition & Experience
  - Social Determinants of Health

Visit www.risehealth.org for more:

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- Remote patient engagement
- 10 peer-reviewed publications
- >24 condition-specific programs
- One new patient-day of data every 6 seconds

62% decrease in hospitalizations for patients with COPD

28% drop in PHQ-9 for patients with depression

1.15% drop in HbA1c over 4 months

>2.1x increase in follow-up appointment adherence

50% improvement in blood pressure control over 12 wks

58% decrease in CHF ED visits

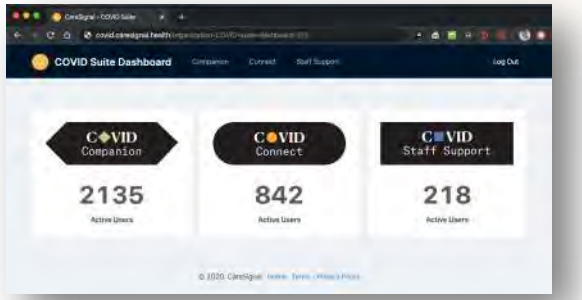
Agenda

1. **Patient connectivity**
   - Trends & common weaknesses
   - COVID Connect program details

2. **Staff health & support**
   - Trends & common weaknesses
   - COVID Staff Support program details

3. **Strategic Alignment & Implementation**
   - Dashboard & Analytics
   - Implementation timeline
   - Reimbursement opportunities

4. Q&A



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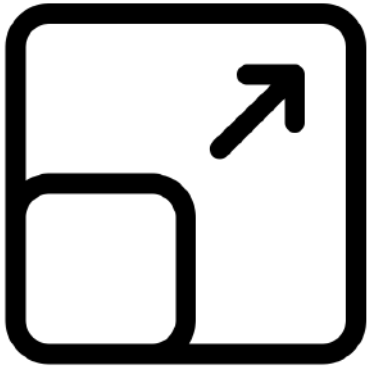
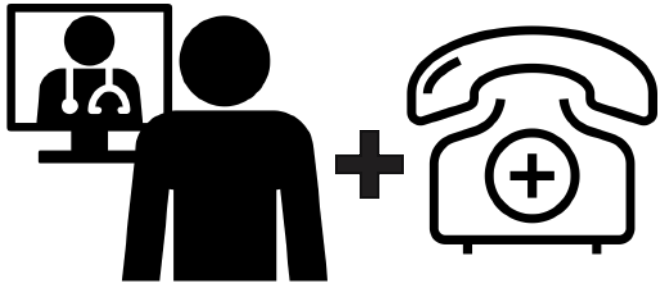
COVID Connect:

Support patients during home quarantine

Trends & Weaknesses During COVID-19



Designing for scale



Telehealth & hotline

Web & paper only

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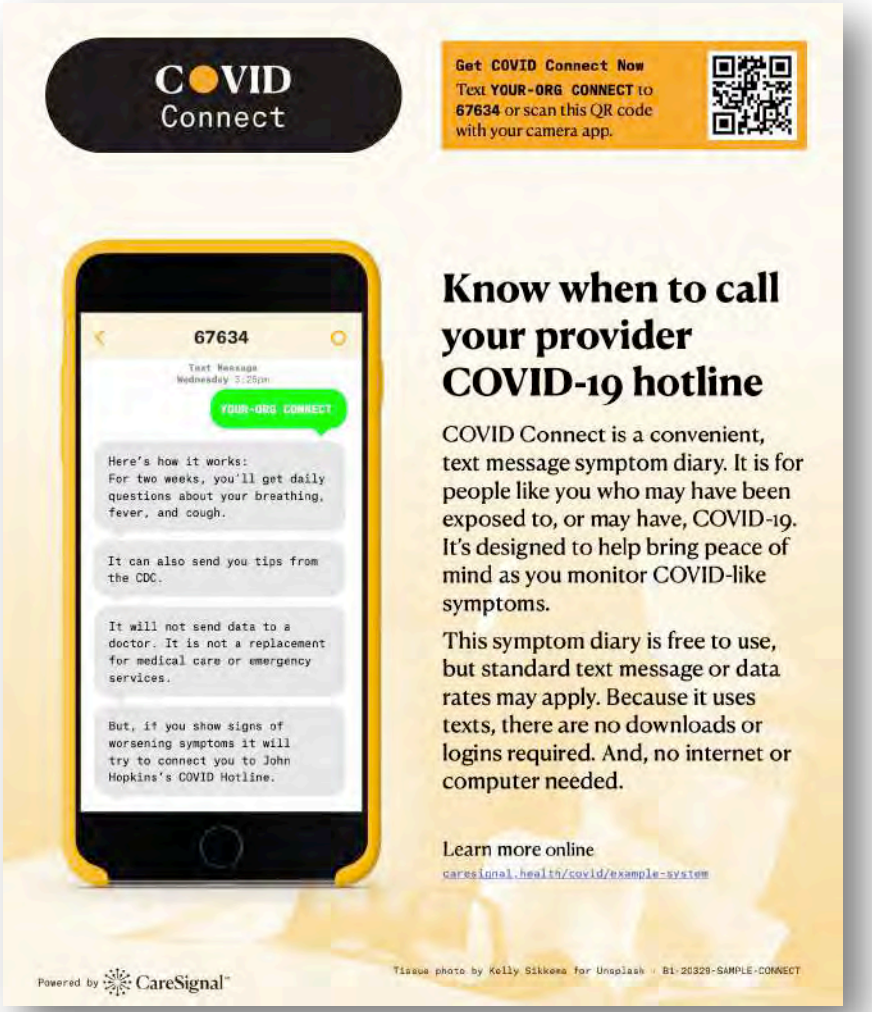
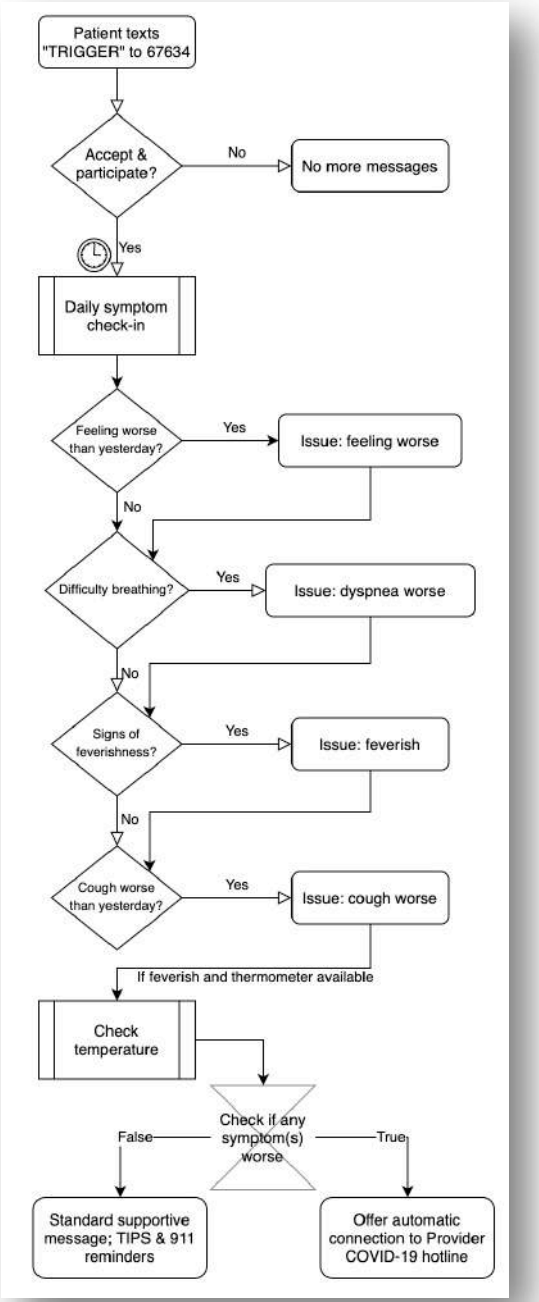
COVID Connect: program overview





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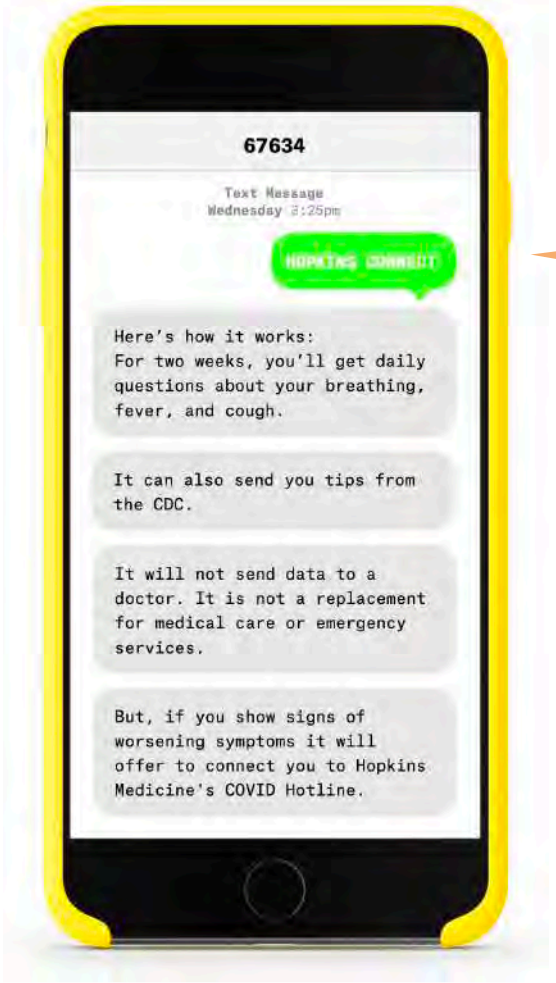
COVID Connect: program details



To get started, patients simply text or scan a QR code

Patients can then access a convenient, text message symptom diary designed to monitor COVID-like symptoms and increase peace of mind

Patients with worsening symptoms will then be put in touch with your health system's hotline

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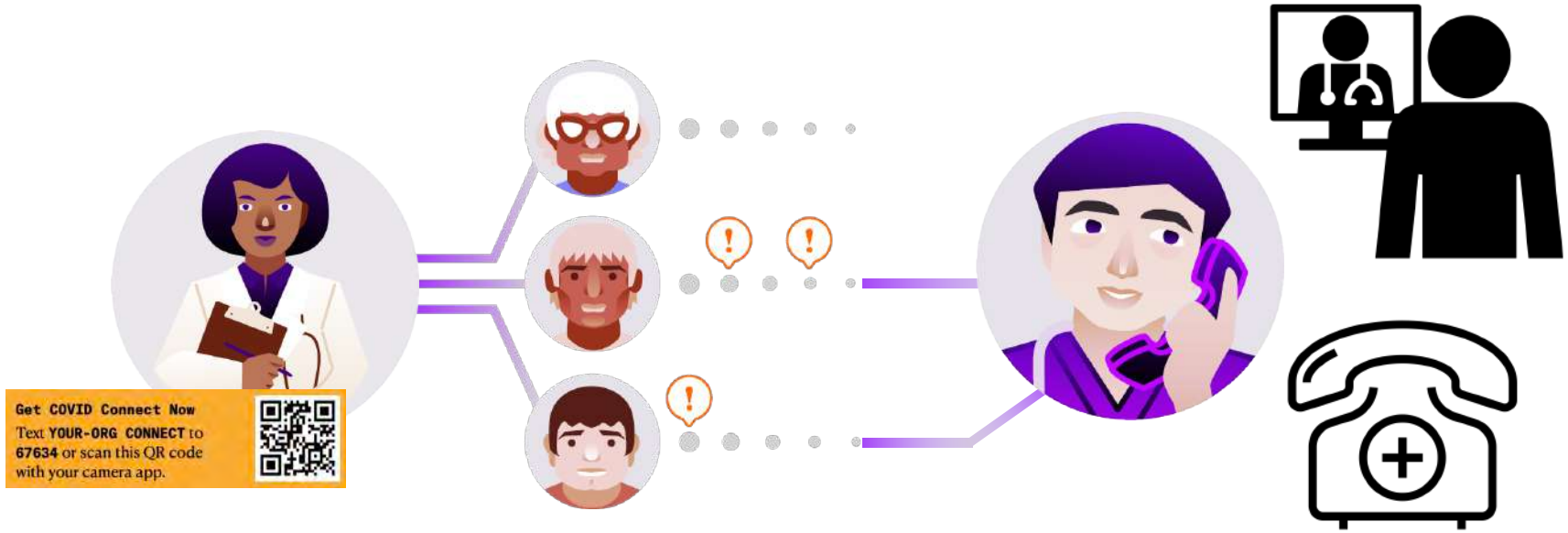
COVID Connect: program workflow



Your Team
Directs patients to text to start COVID Connect when instructed to home quarantine

Patients
Answer interactive SMS or phone call prompts

COVID Connect
Automatically connects patients to your COVID-19 hotline and/or telehealth resources

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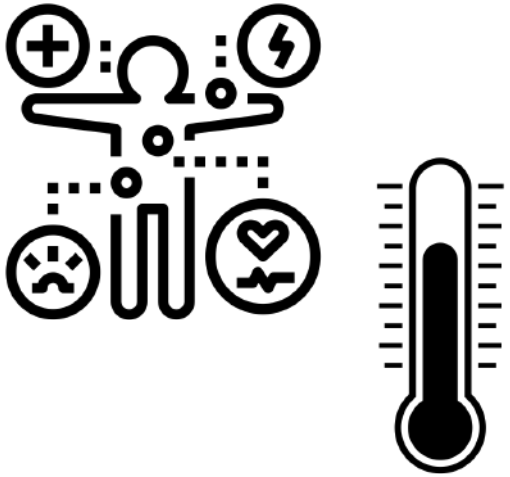
COVID Staff Support:

Support frontline staff health, mental health, and/or PPE access

Trends & Weaknesses During COVID-19

COVID Staff Support



Clear guidelines

Paper logs & scanning

Self-enforcement

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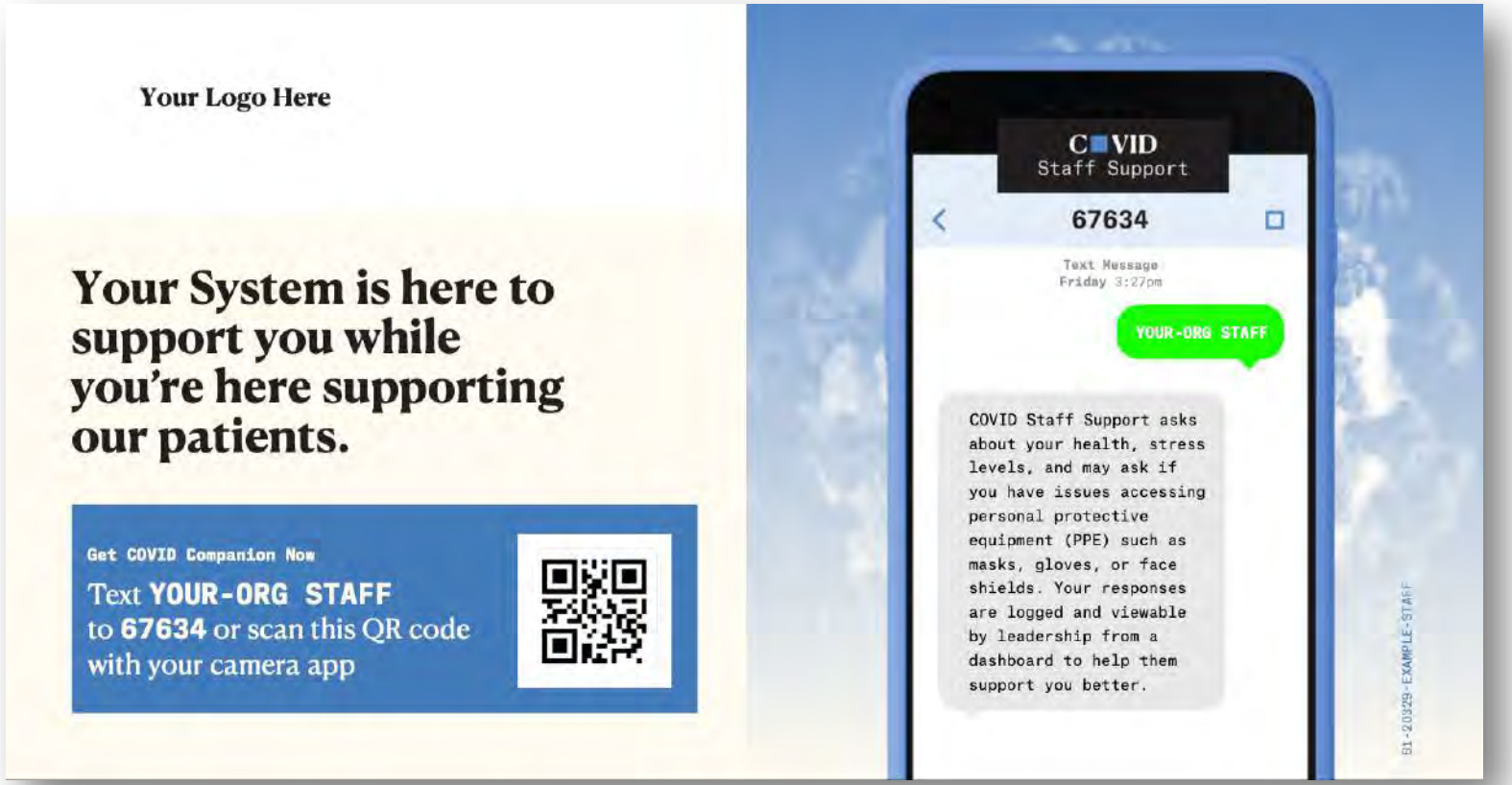
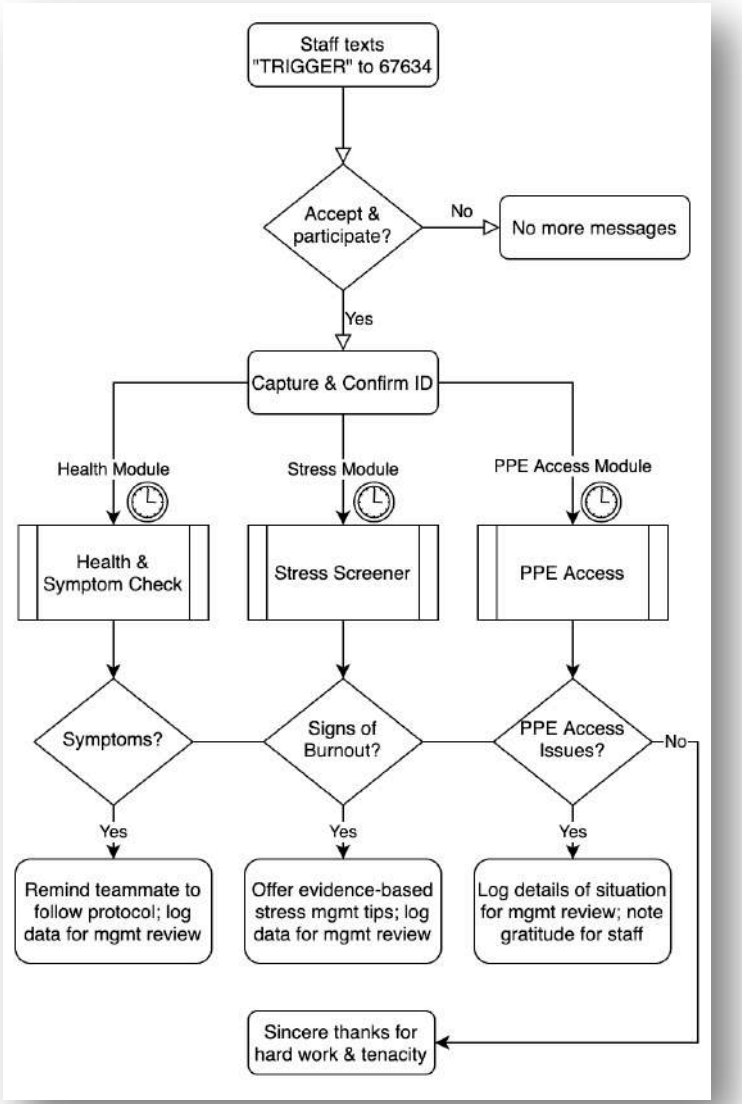
COVID Staff Support: program overview





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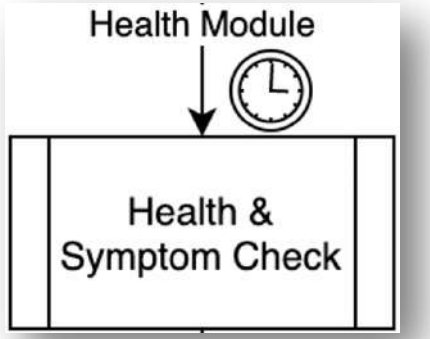
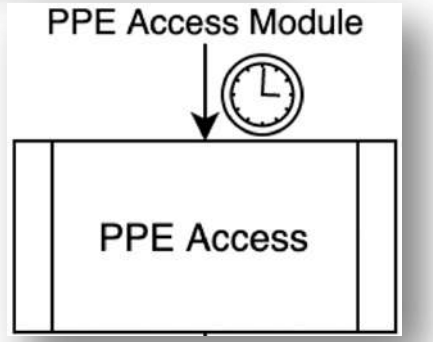
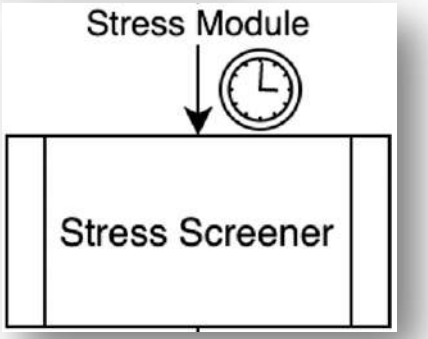
COVID Staff Support: flexible modules







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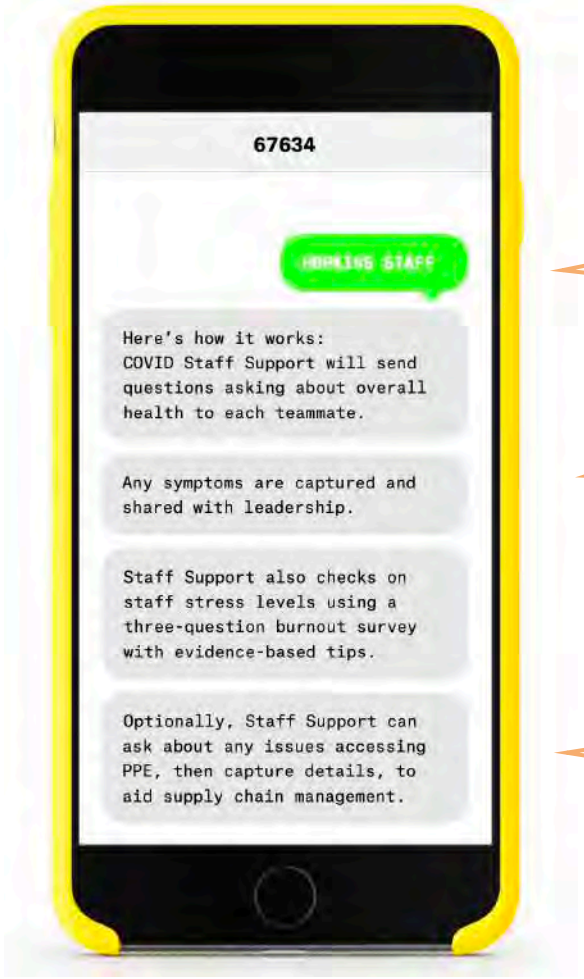
COVID Staff Support: program details



To get started, your system's staff simply text or scan a QR code

COVID Staff Support automatically sends questions about health and asks about detailed symptoms if any issues are reported. Stress levels are also tracked with an abbreviated burnout survey

Optionally, PPE access issues and details may be captured. All responses are relayed to leadership, increasing visibility for personnel management and supply chain changes

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COVID Suite

Companion and Connect are instantly deployable, zero-implementation, patient-facing programs.

COVID Companion

COVID Connect

Use Case

An educational COVID-19 program for any community member

A symptom diary for patients exposed to COVID-19 or at home, self-quarantined

Intended Organizations

Health systems, plans, channel partners–any organization involved with the health of their community

Health care organizations with a dedicated COVID-19 hotline

Inclusion Criteria

Any member of a community

Low and medium risk patients

Outcomes

- Increased health literacy
- Improved community prevention
- Planning

- Averted avoidable ER visits
- Reduced utilization of COVID-19 hotline
- Proactive patient outreach to hotline when worsening

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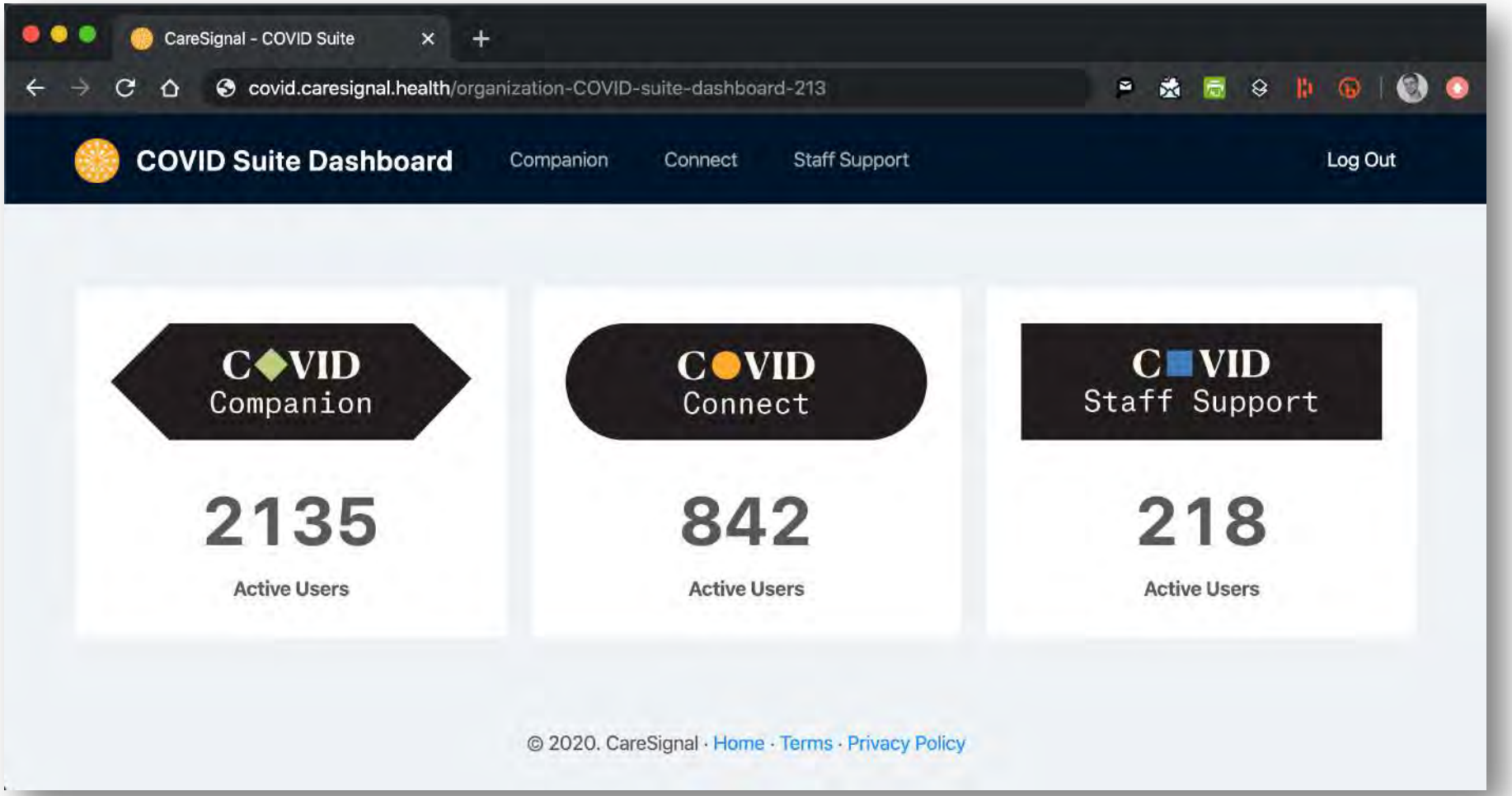
COVID Suite:

Dashboard, analytics, implementation, & reimbursement opportunities

Dashboard & Analytics



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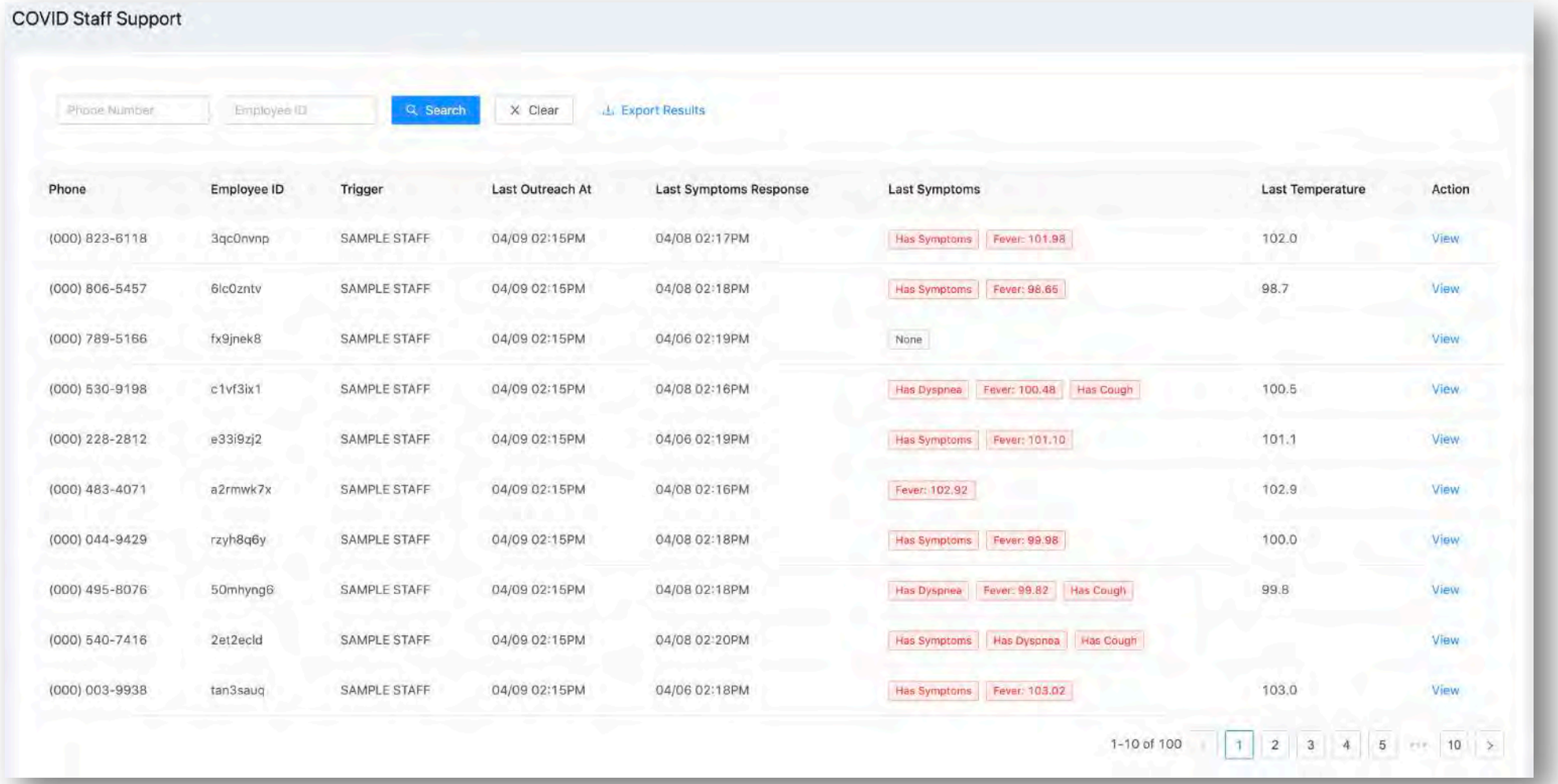
Dashboard & Analytics



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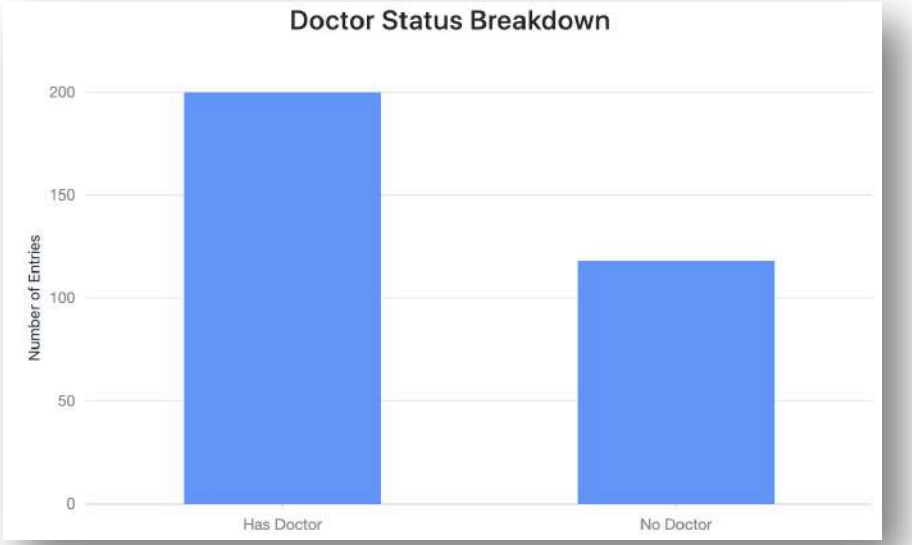
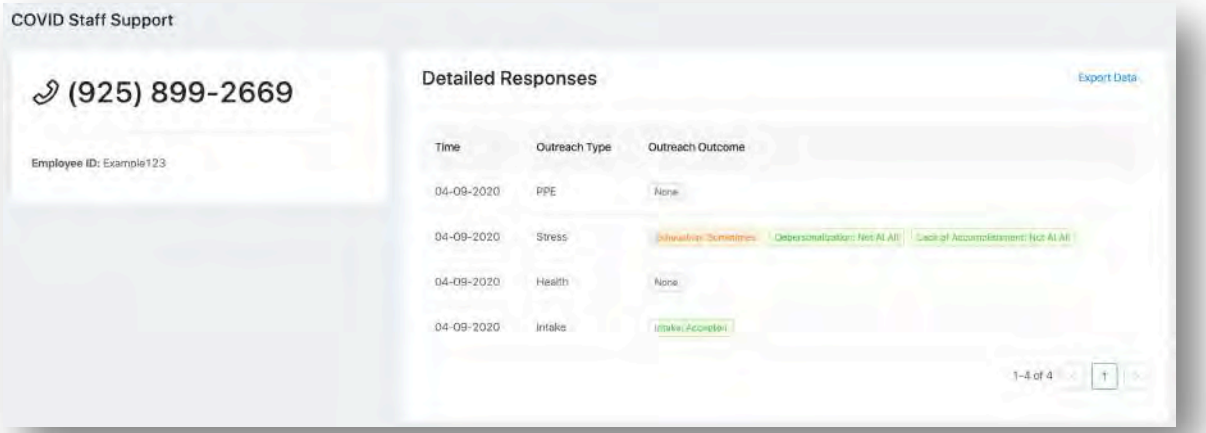
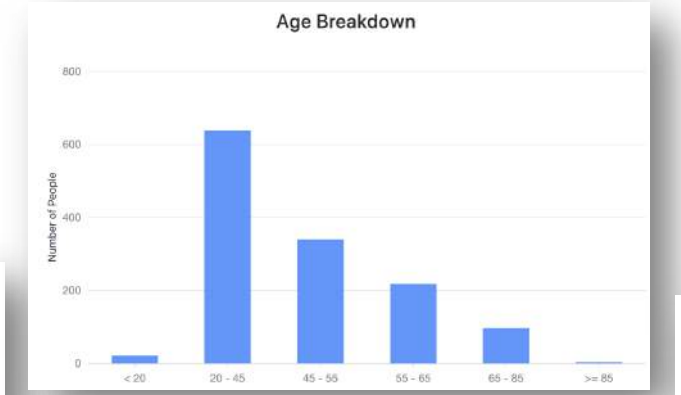
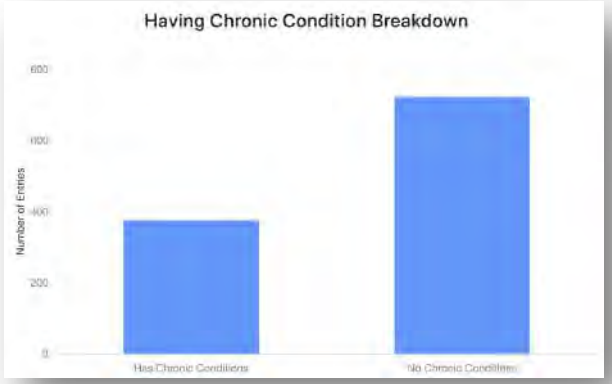
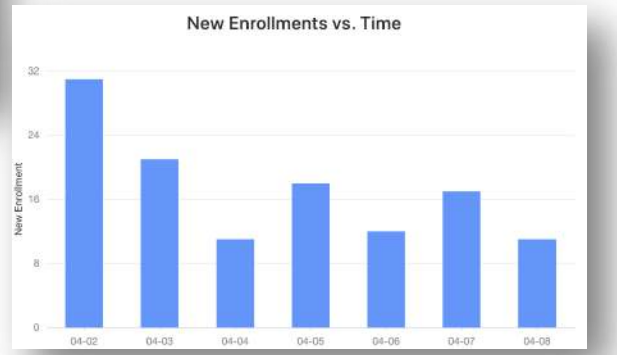
Dashboard & Analytics











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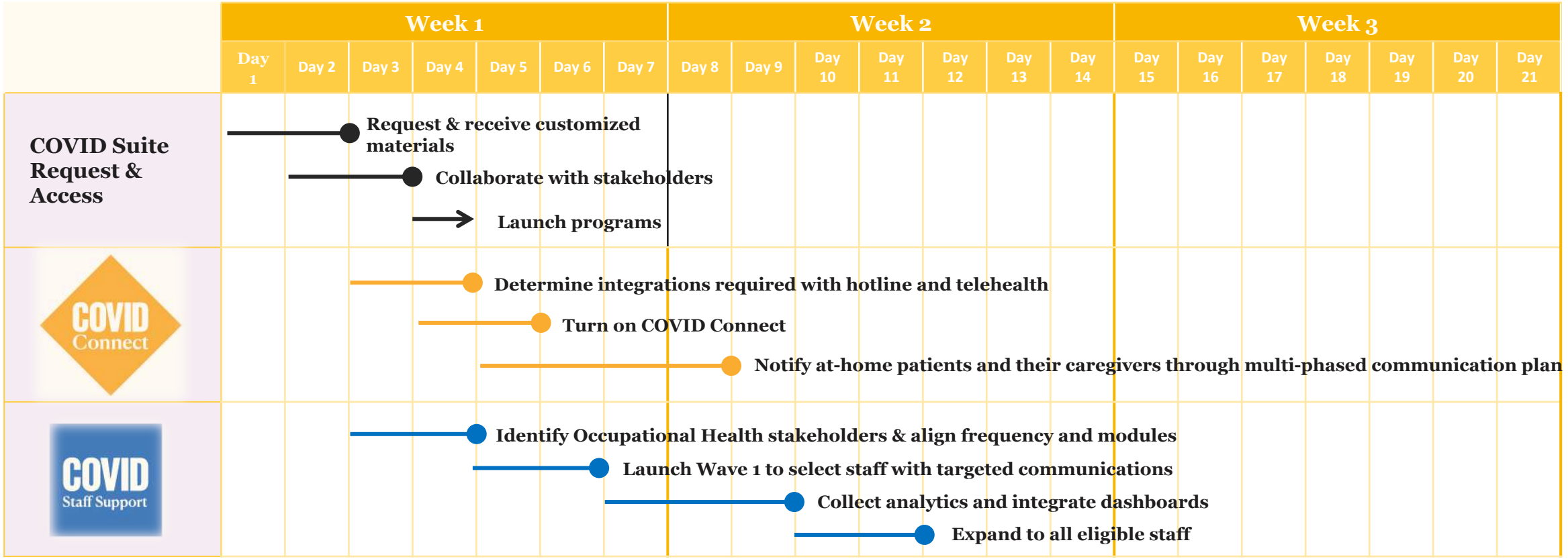
Implementation Timeline



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Telehealth Alignment During COVID-19

Virtual Service	Description	Codes	CareSignal Alert Facilitates Patient/Provider Interaction
Principal Care Management (PCM)	30 minutes per month of non-face-to-face case management services provided patients with one chronic disease	G2064, G2065	Patient with CHF reported 3lbs weight gain. Provider calls patient.
Chronic Care Management (CCM)	Non-face-to-face services provided to patients with two or more chronic conditions	CPT codes 99490, 99478, 99489, GCCC1 & G2058	Patient with diabetes and hypertension reported blood pressure 185/96. Provider calls patient.
Virtual Check-in	Enables physician offices to bill for 5-10-minute technology-enabled remote conversations their physicians or qualified healthcare professionals have with established patients	HCPCS G2012	Patient with diabetes reported average pre-prandial blood sugar value of 301. Provider calls patient.
Online Digital Services or E-Visits	Online digital E/M service, for a new or established patient, for up to seven days, cumulative time during the seven days. Must be through HIPAA compliant secure platforms such as: Electronic health record portals, Secure email, etc.	CPT codes 99421-99423 and HCPCS codes G2061-G206	Patient reports out of medication and provided link to log in to patient portal to contact provider. Provider responds via patient portal.
Phone calls with MDs, DOs, ODs	Telephone evaluation and management service by a physician provided to a new or established patient, parent, or guardian not originating from a related E/M service provided within the previous seven days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment.	CPT codes 99441-99443	Patient reports difficulty breathing and is prompted to contact the doctor and given the number to call. Patient calls provider and provider conducts E/M service.

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No-cost, Zero-implementation COVID Suite

White-labeled programs, custom materials: **caresignal.health/covid-suite**

For Patients and Communities

COVID Companion

For Patients Under Home-Quarantine

COVID Connect

For Frontline or Clinical Staff

COVID Staff Support

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No-cost, Zero-implementation COVID Suite

White-labeled programs, custom materials: **caresignal.health/covid-suite**

For Patients and Communities

Share up-to-date CDC tips and local public health contact information at scale. Any patient or community member, regardless of infection status or provider affiliation, can use COVID Companion immediately.

For Patients Under Home-Quarantine

Help patients in home quarantine self-monitor their key signs and symptoms, and enable automatic connection to your organization's existing COVID-19 hotline if any signs or symptoms worsen. Patients feel supported and informed, and you know they can reach out through the appropriate channel if necessary.

For Frontline or Clinical Staff

Provide proactive support for frontline and clinical teammates This program sends simple daily health check-ins to monitor for any COVID-19 symptoms, and includes optional modules to track employee stress and any issues accessing PPE.

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