



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

RISE Health Background



- 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:



Live Events



The RISE Association



The RISE Institute



Insights & Articles

CareSignal Background



CareSignal™

- 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



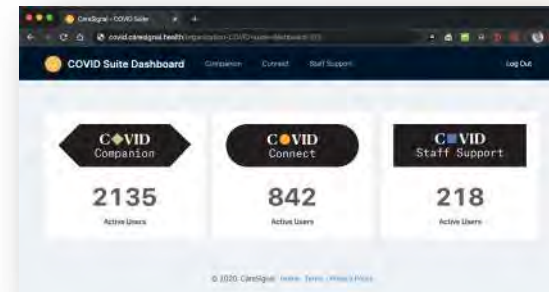
58% decrease in CHF
ED visits



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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**

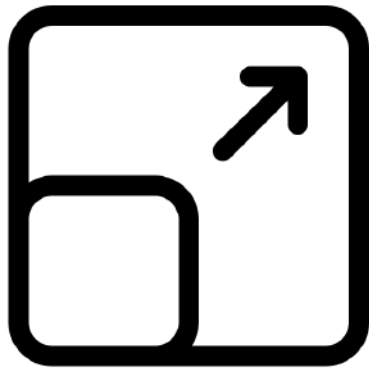


**COVID
Connect:**

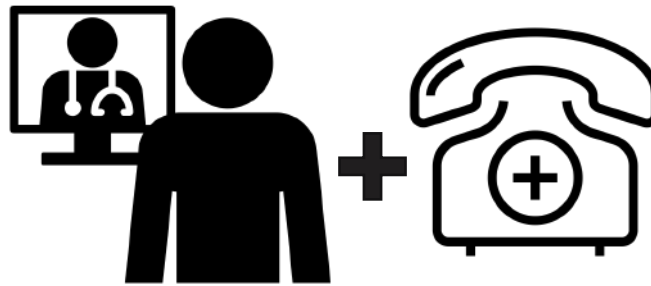
**Support
patients
during home
quarantine**



Trends & Weaknesses During COVID-19



Designing for scale



Telehealth & hotline



Web & paper only



COVID Connect: program overview



Get COVID Connect Now
Text **YOUR-ORG CONNECT** to **67634** or scan this QR code with your camera app.





Know when to call your provider COVID-19 hotline

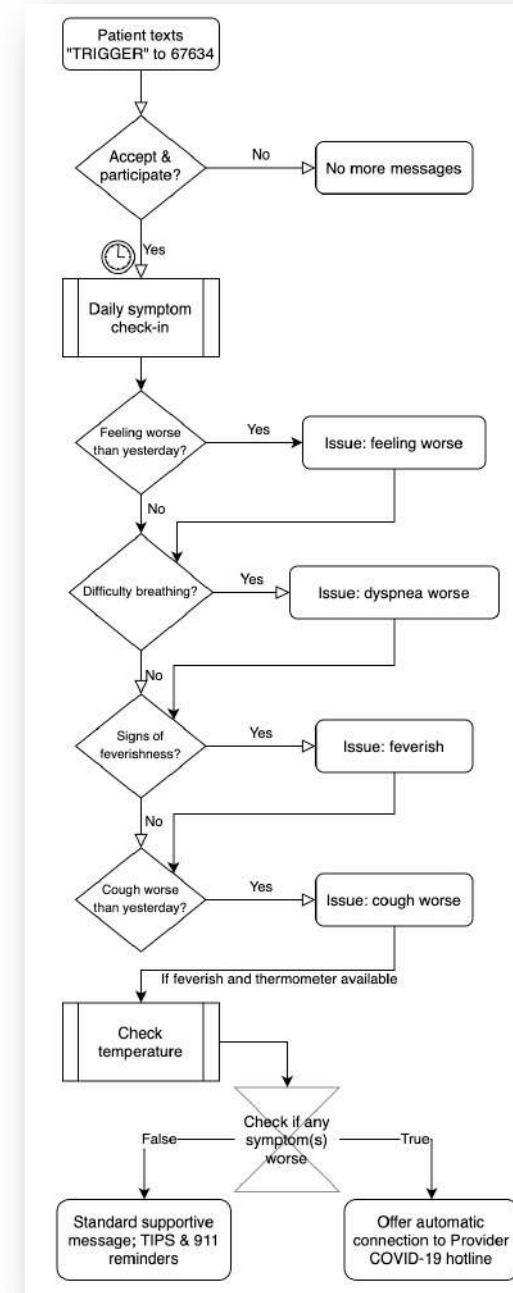
COVID Connect is a convenient, text message symptom diary. It is for people like you who may have been exposed to, or may have, COVID-19. It's designed to help bring peace of mind as you monitor COVID-like symptoms.

This symptom diary is free to use, but standard text message or data rates may apply. Because it uses texts, there are no downloads or logins required. And, no internet or computer needed.

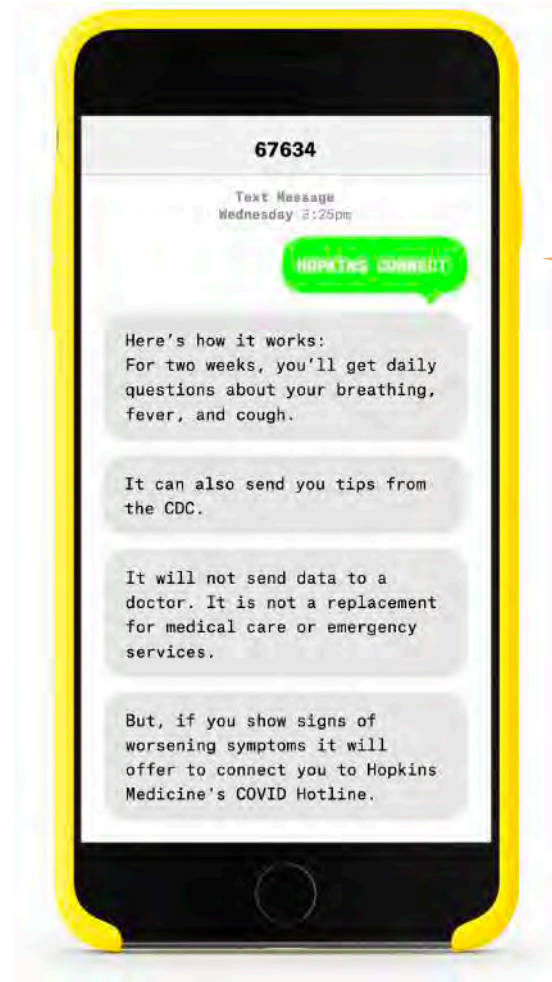
Learn more online
caresignal.health/covid/example-system

Powered by  CareSignal™

Tissue photo by Kelly Sikkeno for Unsplash // B1-26329-SAMPLE-CONNECT



COVID Connect: program details

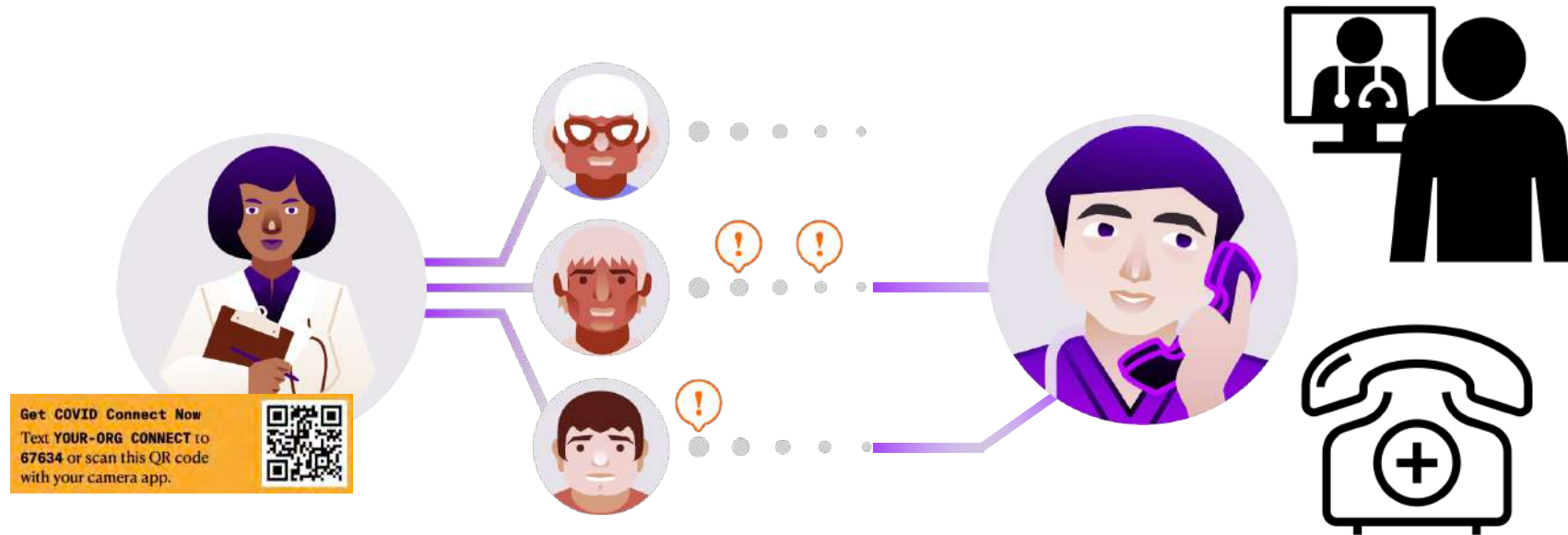


To get started, patients simply text or scan a QR code

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

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

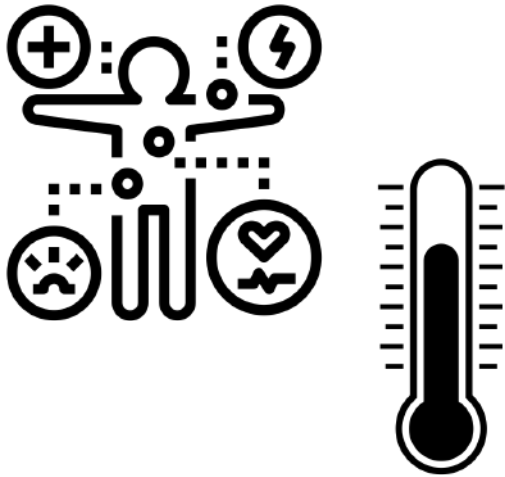
Automatically connects patients to your COVID-19 hotline and/or telehealth resources

**COVID
Staff Support:**

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



Trends & Weaknesses During COVID-19



Clear guidelines



Paper logs & scanning



Self-enforcement




COVID Staff Support: program overview


Your Logo Here

Your System is here to support you while you're here supporting our patients.

Get COVID Companion Now

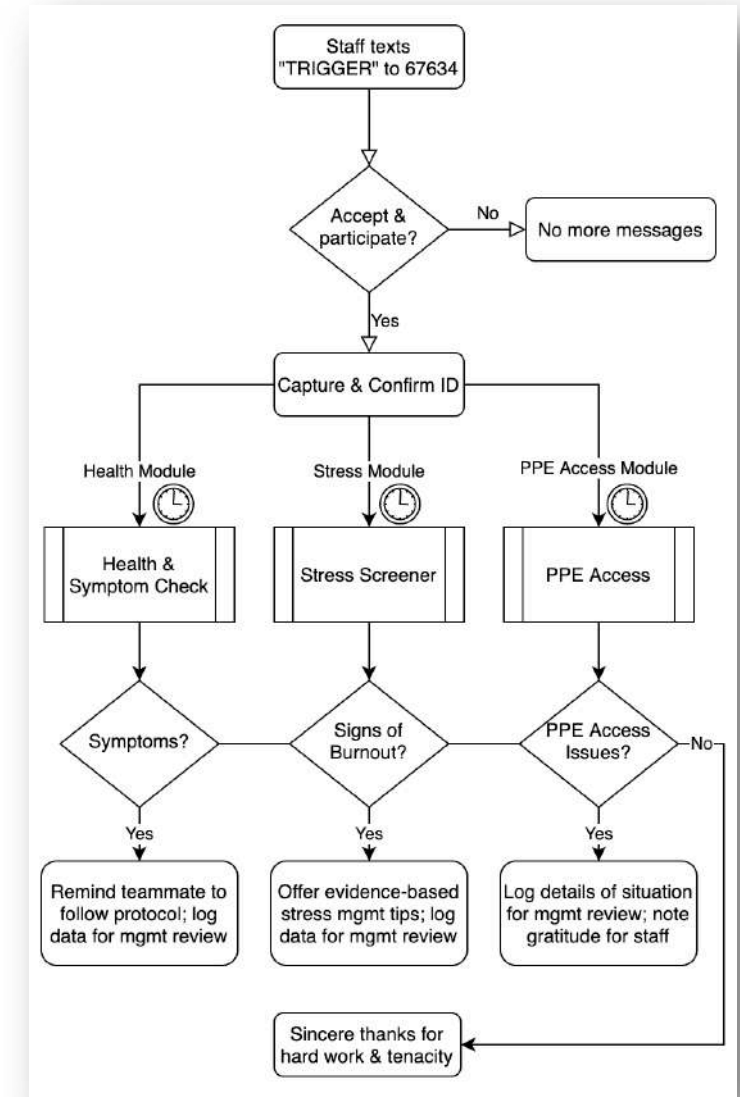
Text **YOUR-ORG STAFF** to **67634** or scan this QR code with your camera app





COVID Staff Support asks about your health, stress levels, and may ask if you have issues accessing personal protective equipment (PPE) such as masks, gloves, or face shields. Your responses are logged and viewable by leadership from a dashboard to help them support you better.


61-20329-EXAMPLE-STAFF

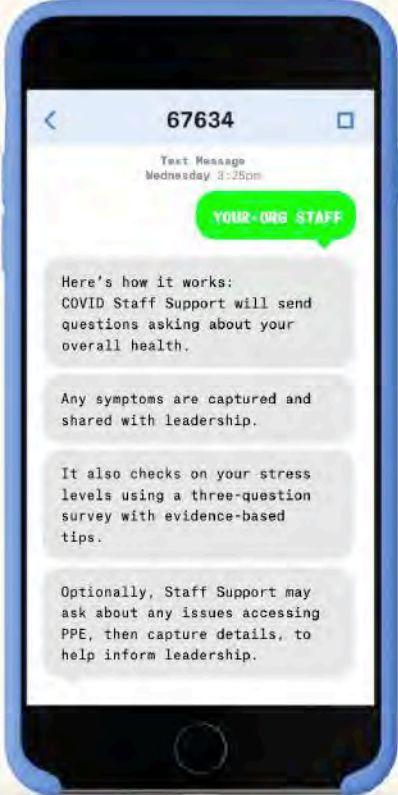


COVID Staff Support: flexible modules

COVID Staff Support

How to Enroll
Text **YOUR-SYSTEM STAFF** to **67634** or scan this QR code with their camera app.






Your System is here to support you while you're here supporting our patients.

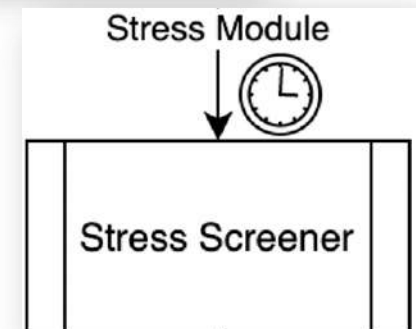
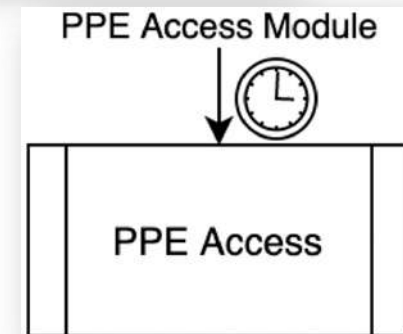
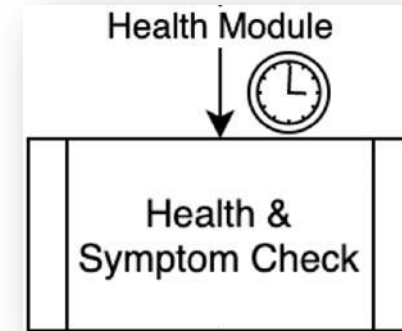
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Learn more online at caresignal.health/covid/example-system-staffsupport

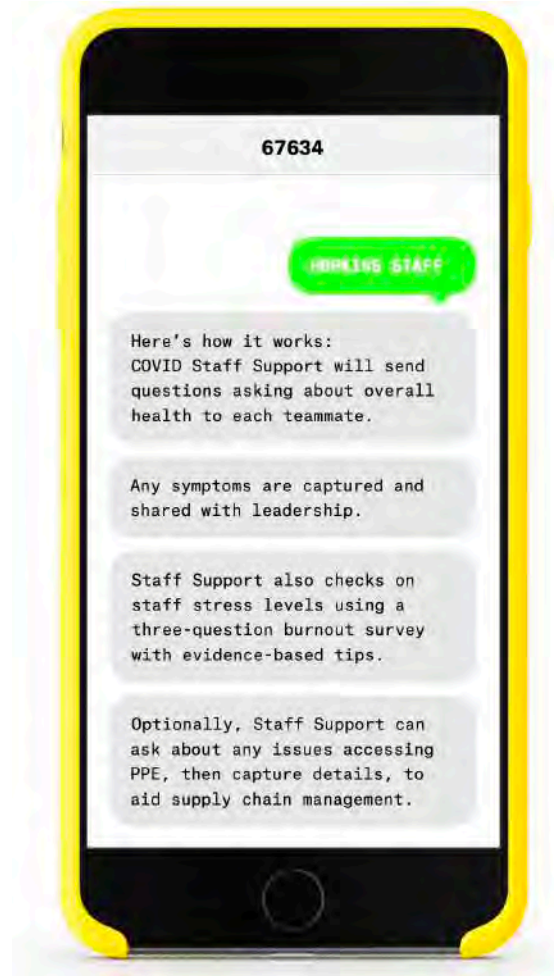
Standard message or data rates may apply. This program will not send data to your doctor. It is not a replacement for medical care or emergency services. If you are sick and are starting to feel worse or short of breath, seek professional medical attention. In case of an emergency, call 911.

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B1-20329-EXAMPLE-STAFF



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



CareSignal™

COVID Suite

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



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

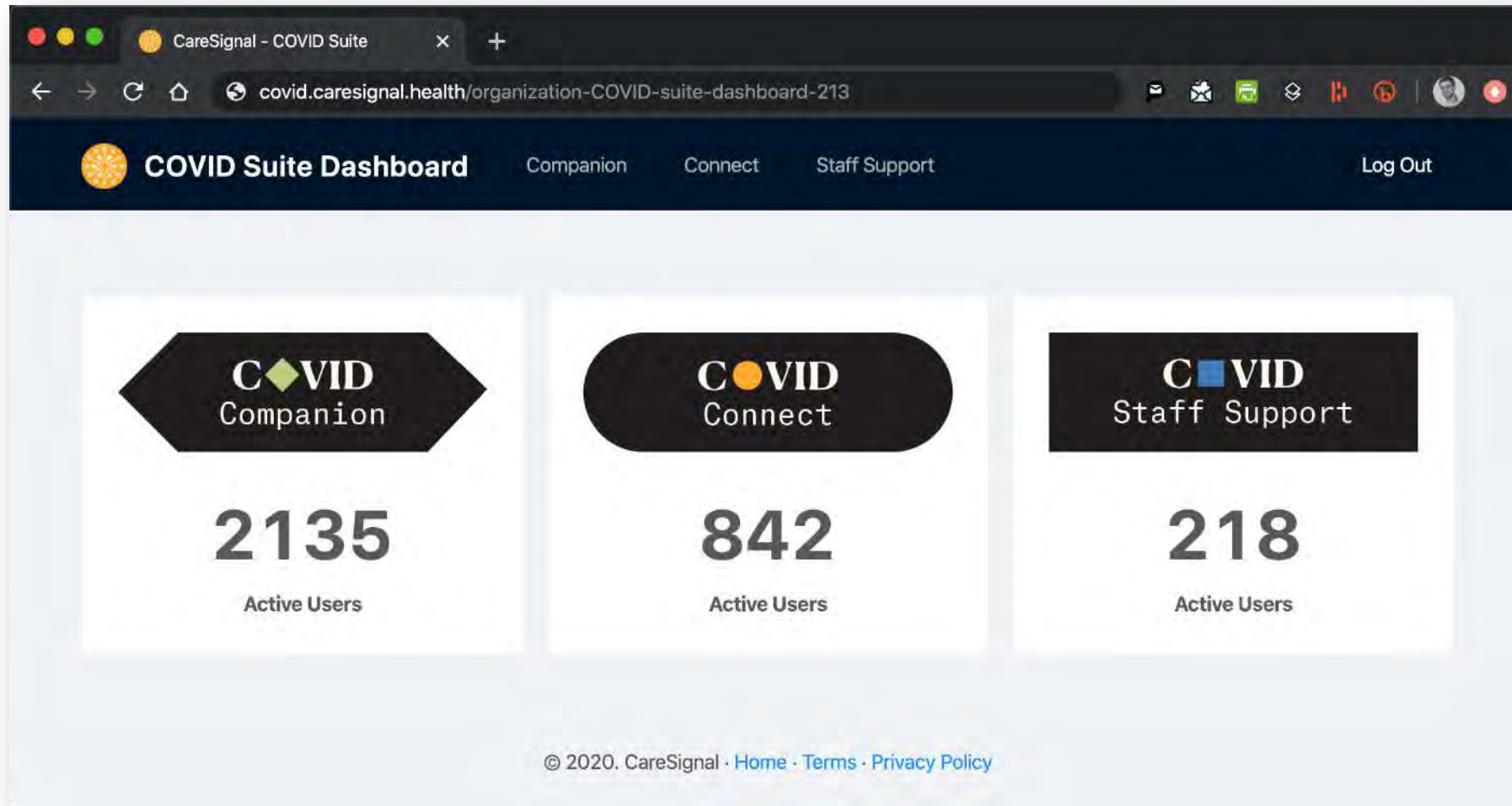
- Averted avoidable ER visits
- Reduced utilization of COVID-19 hotline
- Proactive patient outreach to hotline when worsening



COVID Suite:
**Dashboard,
analytics,
implementation, &
reimbursement
opportunities**



Dashboard & Analytics



Dashboard & Analytics

COVID Staff Support

Phone	Employee ID	Trigger	Last Outreach At	Last Symptoms Response	Last Symptoms	Last Temperature	Action
(000) 823-6118	3qc0nvp	SAMPLE STAFF	04/09 02:15PM	04/08 02:17PM	Has Symptoms Fever: 101.98	102.0	View
(000) 806-5457	6lc0zntv	SAMPLE STAFF	04/09 02:15PM	04/08 02:18PM	Has Symptoms Fever: 98.65	98.7	View
(000) 789-5166	fx9jneK8	SAMPLE STAFF	04/09 02:15PM	04/06 02:19PM	None		View
(000) 530-9198	c1vf3ix1	SAMPLE STAFF	04/09 02:15PM	04/08 02:16PM	Has Dyspnea Fever: 100.48 Has Cough	100.5	View
(000) 228-2812	e33i9zj2	SAMPLE STAFF	04/09 02:15PM	04/06 02:19PM	Has Symptoms Fever: 101.10	101.1	View
(000) 483-4071	a2rmwk7x	SAMPLE STAFF	04/09 02:15PM	04/08 02:16PM	Fever: 102.92	102.9	View
(000) 044-9429	rzyh8q6y	SAMPLE STAFF	04/09 02:15PM	04/08 02:18PM	Has Symptoms Fever: 99.98	100.0	View
(000) 495-8076	50mhyng6	SAMPLE STAFF	04/09 02:15PM	04/08 02:18PM	Has Dyspnea Fever: 99.82 Has Cough	99.8	View
(000) 540-7416	2et2eclD	SAMPLE STAFF	04/09 02:15PM	04/08 02:20PM	Has Symptoms Has Dyspnea Has Cough		View
(000) 003-9938	tan3sauq	SAMPLE STAFF	04/09 02:15PM	04/06 02:18PM	Has Symptoms Fever: 103.02	103.0	View

1-10 of 100 1 2 3 4 5 ... 10 >

Dashboard & Analytics

COVID Staff Support

(925) 899-2669

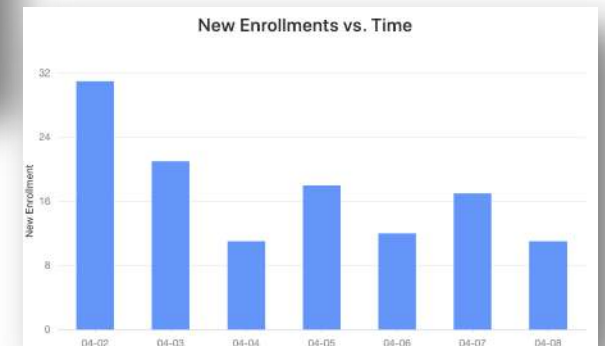
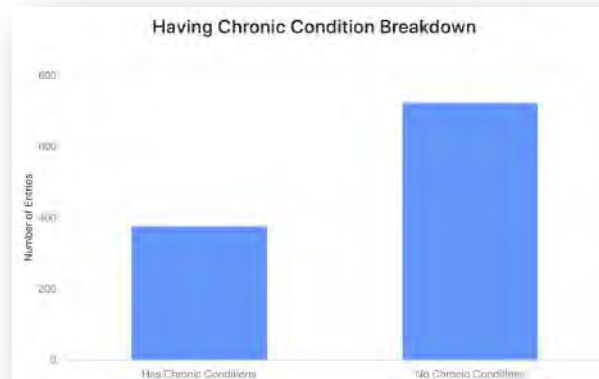
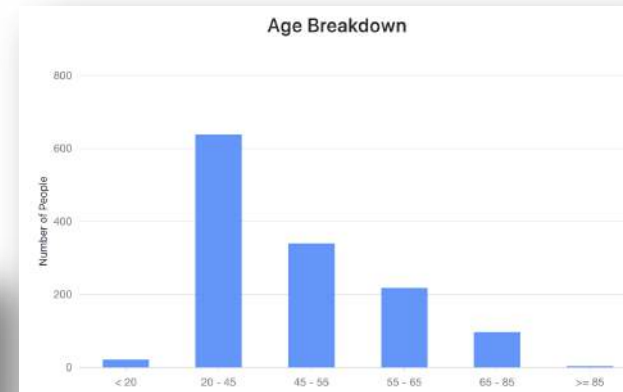
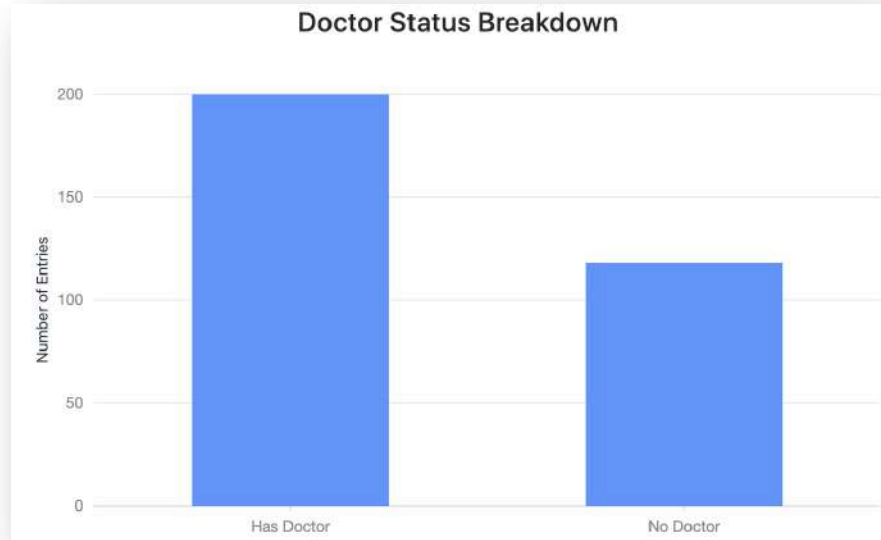
Employee ID: Example123

Detailed Responses

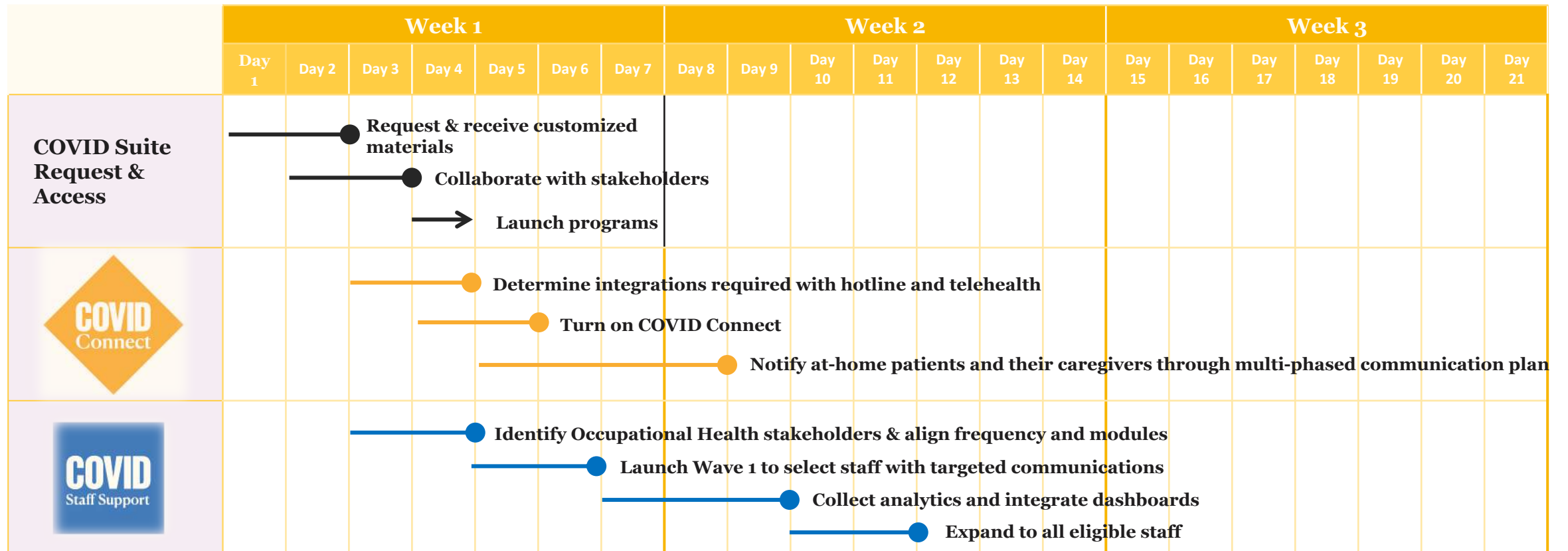
[Export Data](#)

Time	Outreach Type	Outreach Outcome
04-09-2020	PPE	None
04-09-2020	Stress	Overwhelm: Sometimes Depersonalization: Not At All Lack of Accomplishment: Not At All
04-09-2020	Health	None
04-09-2020	Intake	Intake: Accepted

1 - 4 of 4



Implementation Timeline

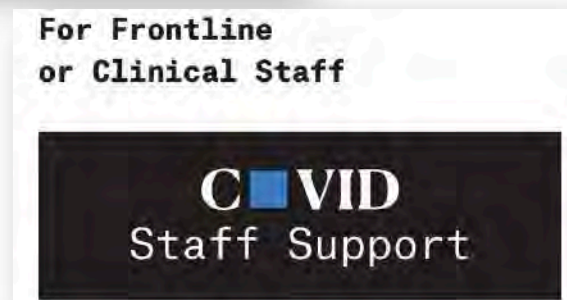


Telehealth Alignment During COVID-19

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.

No-cost, Zero-implementation COVID Suite

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



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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