



## **CONCERNS OVER COVID-19 (CORONAVIRUS):**

### **10 steps Medicaid Health Plans are taking to ensure the safety of its members**

While questions still remain on the full impact of the virus, the Illinois Association of Medicaid Health Plans (IAMHP), along with its member health plans, have identified ten areas of focus to protect the safety of the Medicaid population in Illinois during this time of uncertainty.

1. Health plans are implementing policies to ensure that Medicaid members can refill prescriptions early and that, if necessary, those prescriptions can be delivered to member's homes.
2. Health Plans are focusing additional outreach efforts on members who have respiratory disease and those who may be at more risk, to help ensure that those members are educated on proper preventive measures and are having their care needs addressed.
3. Health Plans are developing contingency policies and procedures to make certain they can still coordinate healthcare even if they cannot see members face to face.
4. Health Plans continue to promote prevention measures, including but not limited to, social distancing, washing of hands or utilization of hand sanitizer, limiting how frequently you touch your face, coughing into your elbow, and staying home when sick.
5. Health Plans are covering testing and treatment for COVID-19 in accordance with CDC guidelines and physician orders.
6. Health Plans are partnering with senior centers and community-based organizations to ensure the elderly and vulnerable populations have access to food and other necessities.
7. Health Plans are reviewing telehealth benefits in the Medicaid program and making recommendations to expand those to meet the needs of members.

8. Health Plans and IAMHP are in constant communication with the Illinois Department of Healthcare and Family Services (HFS) and the State of Illinois to ensure we are all prepared to meet the needs of members as this dynamic situation continues to unfold.
9. Health Plans are communicating with HFS about how we ensure providers not currently certified by Medicaid can see Medicaid members in emergent situations.
10. Health Plans are promoting safety within their own organization, and have implemented protocols for interacting with members to reduce risk of staff and members' exposure to the virus