Recommendations During COVID-19

Managing Hypertension (Part 1)

Older adults and people with severe underlying medical conditions that may include hypertension, seem to be at higher risk for developing more serious complications from COVID-19 illness.

Source: Center for Disease Control

A Reminder of Resources for MCPs

Provider Virtual Approaches

► Remote Biometric Monitoring: Sensor kits that wirelessly transmit biometric data to a phone from medical devices, such as blood pressure (BP) cuffs. Based on results, the patient is contacted and triaged by a nurse or pharmacist.

► Tele Tuck-in Program: A call center care team calls patients at home who need ongoing assessment, medication access and management, including education and reminders to receive vital immunizations. Refer to ACC guidance.

► Telehealth: An audiovisual conference platform app for member screening exams, lab follow-up and case management by the care team.

► Mobile Health Platforms: Automated text messaging applications of personalized care support and instructions to members (e.g., VA Annie).

Support for Members

► Targeted Messaging: Data-driven high risk member outreach to avoid contributors to high BP and use of My Cardiac Coach, a progress tracker for monitoring BP and weight.

► Self-Care under Safe Conditions: Self-care information amid COVID-19 and stress management tips for members.

► Free Online Support Network: The American Heart Association has a free online support network that connects people with similar health concerns (e.g., find high BP under chronic conditions).

► BP Monitoring Log: Use of a downloadable printable BP log to alert members of BP changes over time. Choose and provide BP device, if available option, with validated clinical accuracy of readings.
Older adults and people with severe underlying medical conditions that may include hypertension, seem to be at higher risk for developing more serious complications from COVID-19 illness.

Center for Disease Control

**RECOMMENDATIONS DURING COVID-19**

**MANAGING HYPERTENSION (PART 2)**

**A REMINDER OF RESOURCES FOR MCPs**

**IMPORTANT TAKE-AWAYS**

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<thead>
<tr>
<th>Pharmacy Support</th>
<th>Increased Pharmacy Access and Medication Availability</th>
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<tr>
<td></td>
<td>- Drive-thru or curbside pick-up</td>
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<td>- 90-day or greater supply of medications</td>
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<td>- Medication mailing and waiving of fees</td>
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<td>- Use team-based care approach, including pharmacist.</td>
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<th>Pharmacy Follow-up</th>
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<td>- Pharmacist-led medication management, review, reconciliation, and counseling.</td>
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<td>- Coordination with providers on care for high risk members.</td>
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**RESOURCES AND MESSAGING DURING COVID-19**

**For Vulnerable and High Risk Members**

- Emotional support calls for vulnerable groups (e.g., Friendship Line California for the elderly).
- Medi-Nurse advice line for Medi-Cal fee-for-service beneficiaries who don’t have a regular doctor, as well as the uninsured.
- Updated DHCS COVID-19 information for members and beneficiaries.
- Remind members to take cardiac medications (i.e., RAAS antagonists) as prescribed.
- Assure members, using community health workers for messaging, that they can continue to safely receive vital health services and needed immunizations to keep members healthy.
- Assure members that it is safe to go to the ED with symptoms of a heart attack or stroke.

*Source: www.unsplash.com*