

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.

[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.

RECOMMENDATIONS DURING COVID-19



MANAGING HYPERTENSION (PART 2)

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](#)

A REMINDER OF RESOURCES FOR MCPs

IMPORTANT TAKE-AWAYS



Pharmacy Support

Increased Pharmacy Access and Medication Availability

- ▶ Drive-thru or curbside pick-up
- ▶ 90-day or greater supply of medications
- ▶ Medication mailing and waiving of fees
- ▶ Use team-based care approach, including pharmacist.

Pharmacy Follow-up

- ▶ Pharmacist-led medication management, review, reconciliation, and counseling.
- ▶ Coordination with providers on care for high risk members.

RESOURCES AND MESSAGING DURING COVID-19



Member Support

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](#).