

RECOMMENDATIONS DURING COVID-19



MANAGING HYPERTENSION (PART 1)

Ider 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 <u>avoid contributors</u> to high BP and use of <u>My Cardiac Coach</u>, a progress tracker for monitoring BP and weight.
- ► Self-Care under Safe Conditions: <u>Self-care</u> <u>information</u> amid <u>COVID-19</u> and stress management tips for members.
- ► Free Online Support Network: The American Heart Association has a free online <u>support</u> <u>network</u> that connects people with similar health concerns (e.g., find <u>high BP</u> 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)

lder 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

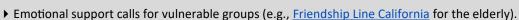
- ▶ Drive-thru or curbside pick-up
- ▶ 90-day or greater supply of medications
- ▶ Medication mailing and waiving of fees
- ▶ Use team-based care approach, including pharmacist.

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

For Vulnerable and High Risk Members



- ▶ <u>Medi-Nurse</u> advice line for Medi-Cal fee-for-service beneficiaries who don't have a regular doctor, as well as the uninsured.
- ▶ Updated <u>DHCS</u> 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.



Member Support