

Dr. Chen:

Thank you again for soliciting the feedback of the provider associations in respect to the collaboration of the MyCare Ohio managed care organizations (MCOs) with our assisted living and skilled nursing facility providers.

As requested, we reached out to our membership for suggestions on how the MCOs may assist them during the public health emergency (PHE). Please find below our compilation of responses, ordered by priority, with supporting explanations. Please feel free to reach out to me directly with any needed clarification.

We look forward to having further conversations, and appreciate the efforts of the MCOs to collaborate with our members during this difficult time.

Residential Care Facilities (RCFs)/Assisted Living Facilities (ALFs)

1. Assist in coordination of COVID positive RCF/ALF residents to nursing facility locations accepting COVID positive patients. Many RCFs/ALFs cannot provide the infection control standards that are required for COVID containment. This would include standardizing skilling in place criteria for COVID positive residents and/or Patients Under Investigation (PUI) patients for skilled nursing facilities, to ensure providers will accept patients. Additionally, HCICs have not been approved and very few have made it through to a pending application status.
2. Suspension or relaxation of prior authorization requirements. For those MCOs which require prior authorization for admission, this adds unnecessary burden to the providers during this time. Many relaxations have been lifted even though the PHE remains in effect.
3. Temporary suspension of medical record review requests. This also adds additional administrative burden for our providers. We also suggest a comprehensive review of medical records requested from RCFs/ALFs, as much of the documentation requested does not apply to this setting. We request that the requests are suspending for the duration of the PHE.
4. Waiver of signature requirements for the service plan. This is a provision from the Ohio Department of Aging that we feel the MCOs should also follow.
5. Assist in set up or identification of suppliers for outside visitation booths and other means to enable outdoor visitation. Outdoor visitation will assist to combat social isolation. However, many providers are struggling with creating environments that would still protect our residents and obtaining vendors to build suitable solutions.
6. Provide additional PPE resources in circumstances where Regional Zone and local EMA assistance fails. In addition to gowns, providers are finding gloves more difficult to obtain in the wake of reopening general businesses.
7. Ensure that all My Care Ohio residents living in RCF/ALFs have been issued their Android devices. Most of our members were unaware of this benefit.
8. Move case management face to face visit to telecommunication enabled contacts to limit exposure to persons coming into the facility.

Skilled Nursing Facilities (SNFs)

1. Develop a standard skilling in place criteria for COVID positive residents and/or Patients Under Investigation (PUI) for all MyCare Ohio plans. This is by far the most important issue to our members. Since many HCICs have not been approved and very few have made it through to a pending application status, the SNFs have created or are creating isolation units and COVID positive wings. Some MCOs have worked with providers to allow skilling these residents in place to avoid destabilization and hospitalization, as well as provide resources for providers to contain the spread of COVID-19.
2. Waive or reduce prior authorization requirements for skilled nursing facility admission for the length of the public health emergency. Many of the relaxations have been lifted while the public health emergency remains in effect. The relaxations were very helpful for the expedition of admitting patients from hospitals and reducing administrative burden.
3. Provide funding for isolation unit set up costs, telecommunications equipment, and personal protective equipment increases in cases of COVID outbreak; OHCA board members suggest a COVID positive add on rate.
4. Provide billing education for COVID testing and funding for SNF staff testing/retesting. Members are concerned about cost of mandated staff tests and whether an insurance company will reimburse for multiple testing on both staff and our residents. We would like to understand the coverage limitations for our residents and discuss possible funding for ongoing staff testing.
5. Provide additional PPE resources in circumstances where Regional Zone and local EMA assistance fails. In addition to gowns, providers are finding gloves more difficult to obtain in the wake of reopening general businesses.
6. Suspend medical record reviews for the length of the public health emergency. These create an additional administrative burden and financial constraint in a time when costs are very high due to PPE cost inflation and staff hazard pay
7. Enhance physician and other provider incentives for provide telehealth to residents in the SNF to limit exposure to outside staff to our facilities. Additionally, provide outreach and education on how health care professionals can work with nursing facilities to provide their services through telecommunications.
8. Ensure all MyCare Ohio members in SNFs have been issued their Android devices. Most of our members were not aware of this benefit.
9. Move case management face to face visit to telecommunication enabled contacts to limit exposure to persons coming into the facility.

Kindest Regards,

Erin Begin, CEHCH
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Ohio Health Care Association