



Pierce County Coalition to End Homelessness

5/14/2020

Who We Are



- **400+ Staff**
 - Remote staff throughout the state
- **Over 231,000 total members**

Transforming the health of the community, one person at a time.

Who We Serve in Pierce County



Apple Health (Medicaid)

- 164,153 statewide members
- 23,833 members in Pierce County
- 2nd highest rated Medicaid plan for past 2 years

Foster Care

- 24,131 statewide members
- 3,443 members in Pierce County
- *Sole-source* statewide
- 2018 DSHS *Practice Transformation Award* recipient

Marketplace

- 42,936 statewide members
- 4,701 members in Pierce County
- 2nd largest plan on Exchange
- Lowest cost Silver plan offered on Exchange

Coordinated Care Operations



- Coordinated Care employees are still here for you
 - Local customer service reps answering phones Mon-Fri from 8 am-5 pm
 - Nurse Advice Line available 24/7
- Clinical employees are able to join the medical reserve force (up to 3 months paid leave)

Provider Support During COVID



- Prior Authorizations
 - Waiving PA related to COVID
 - Reduced requirements related to Home Health, DME and Skilled Nursing Facility admissions
 - Extending current PA authorizations
- Expanded telehealth services
- Accelerating claims payments

Member Support During COVID



- No out of pocket costs related to COVID
- Encourage and support use of Telehealth
 - Smartphones
 - Teladoc
- Early prescriptions refills and mail delivery
- Targeted outreach to members

Community Support During COVID



- Accelerated donations to housing shelters and food banks
- One Million Meals Campaign
- Distribution of Walmart gift cards to organizations serving members
- Donation of PPE

Community Collaborations



Break Bags with EFN



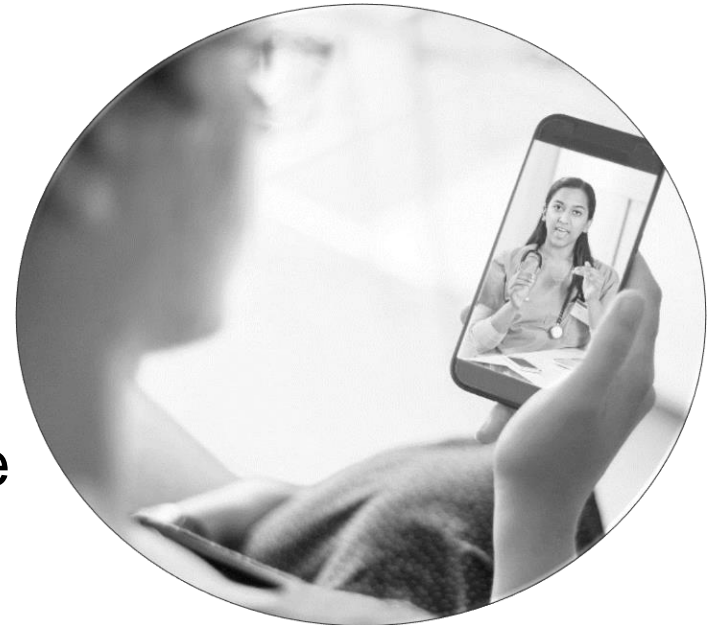
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Teladoc Partnership



Teladoc is a way any member can receive telehealth services

- Teladoc doctors are in-network and Washington-based
- Available 24-hours for *non-emergency* issues
- Connect without having to travel
- Access via the mobile app, phone or web



[Teladoc.com/coordinatedcare](https://www.teladoc.com/coordinatedcare)

Use it for issues like...



- Colds, flu and fevers
- Sinus problems, allergies
- Upper respiratory infections, bronchitis
- Smoking cessation
- Rash, skin conditions (dermatology)
- Behavioral health*

Continuity of Care



We have established a strong range of products to offer members continuity of care.

- Apple Health (Medicaid) plan,
- Apple Health Core Connections program, designed to serve youth in foster care,
- Ambetter from Coordinated Care on [WashingtonHealthplanFinder.org](https://www.washingtonhealthplanfinder.org).

MyHealthPays Rewards



- The MyHealthPays Rewards Program promotes wellness by rewarding our members for completing healthy activities.
- It's our way of celebrating better health!



Rewards Program

Earn rewards for screenings and preventative care. Visit our website or mobile app to learn more.

It Pays to Stay Healthy



- You can use your My Health Pays Visa® Prepaid Card to purchase a variety of products and services*:
 - Everyday items at Walmart
 - Utilities
 - Telecommunications
 - Transportation
 - Child care
 - Education
 - Rent





Thank You!