



3/27/20

INDIANA PRIMARY HEALTH CARE ASSOCIATION  
COVID-19 Novel Coronavirus response call

Introduction – Ben Harvey

Opportunity to provide status updates from across the state

- Third COVID Response Bill in Congress (voting this morning in the House) FQHC Direct Funding, Telehealth provisions, Extension of FQHC mandatory funding
- IPHCA COVID Partners Call- ISMA- Telemedicine, IHA- PPE, IDA- Private Dentists
- Resilience

Emergency Preparedness/ Resources – Jason Bundy Emergency Preparedness, IPHCA

- Website resource page <https://www.indianapca.org/page/C19Resourcev3>
  - Created a resource library broken up into different sections

○ Main Page	○ Finance
○ Clinical	○ SDOH
○ Dental	○ Telemedicine
○ Education	○ Testing and PPE
○ Emergency Preparedness	○ Quality Improvement

- Survey
  - Have you received the link? The response rate was low.
- Future Calls on website/ e-blasted.

Drew Thomas, CHC Finance and Operations Director, IPHCA

- Request to FSSA regarding tele-dentistry
- CFO Discussion of revenue loss today (10:00)

Clinical Considerations, Nicole Hall, Clinical Director, IPHCA

- Weekly Call for Clinical Leadership

Open Discussion

IHA, IRHA, e.tc, pushed \$100billion for direct effect on COVID-19 which included CHCs

Indiana Dental Association exploring messaging to private practices and how to make use of them as this time

IPHCA encourages CHC leaders to utilize the 5 resilience factors; Take care of yourself, Active Problem solving.

Tele medicine- Pts can be home to receive telehealth services

How much money are we going to be requesting?

Clinical Considerations

- Testing- educate staff about testing, offer staff ECHOs, webinars
  - o Educate patients, give feedback messages and instructions about staying at home
- PPE
- Tele medicine
  - o IF high risk pts
  - o Keep workflows as close to normal procedure as possible

AUDI

FMLA and sick leave – still digging for more details

Tele medicine- State medical Association concern from licensure perspective but IN licensure law does not allot that and the governor needs to waive it. Payers are denying claims stating it's out of scope of provider licensure.

If pts resides across state line and provide is not licensed that, you may not be able to practice if not licensed in that state.

Beth talked about this on a national level to review FTCA laws/rules

The concern is payers denying claims

Peer Sharing

Marc- Have CHC laid staff off? Down to 50% productivity, reducing hours one week on one week off. Doing telehealth.

What technology are people using and what license configuration are being used?

- Zoom, Teams,
- Helo app for pts

Closed some sites and combined staff in opened staff- can sustain staff through May 1st

Neighborhood- Down staffing in dental, some people are in contract and this is challenging, some are teleworking but not looking at downsizing

Mosaic Health and Healing- primary care for HIV and other population; Started rotating staff and giving days off.

What are people doing about new patient appointments with telemedicine?

- Seeing influx of new pts and with reduced volume, closed after hours and opening up days to new pts. Seeing them in-person and most are coming to sick site. BH is being considered but they must see primary care first.

Rural Health Center

- Jim Layman: North central area- making the shift to telehealth and there is no major difference compared to urban
- Providers are mostly being tested
- Healthcare workers can go through drive through testing at Eli-Lily; its hard going through the line

DRVS

Dashboards to track visits show trends and want to consider financial measures important to CHCs to create dashboards that are valuable.

Coverage business interruption insurance- still trying to determine if COVID-19 is covered

- Ben: Typically, don't get coverage for pandemic as discussed in congress.

\*\*Information about ordering PPE through the FEMA process (IPHCA will investigate)

- Start with local state health department
- Then Healthcare Coalition
- And the State

IPHCA sent second letter to the governor pushing admin to be inclusive of CHCs in the response to COVID, being intentional especially about PPEs. Karla partner with IDA to access PPE