

The Implications of Long COVID for Patients & the Health Care System

Florida Blue's Pandemic Response

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Florida Blue's pandemic response

Initial key strategies and initiatives

- Weekly member/community webinars
- Clinical pandemic response team formed
- Site support for content, resources, website information
- Data analysis to support COVID risk identification, strategy and decision making
- Inpatient and outpatient member support
- Targeted outreach to those with social vulnerability and poly-chronic conditions
- Issue identification for members, providers/network

Analytical insights to support clinical decisions

DATA SCIENCE & TECHNOLOGY SPOTLIGHT
COVID-19 KEY FL UPDATES
 FOR WEEK ENDING 6/15/2020

GEOGRAPHICAL HOTSPOTS

- Dallas, Miami, Fort Lauderdale counties saw the highest growth in cases per capita
- Jackson, Florida, Georgia and Mississippi are most populated among 10 states with > 25% change in overall cases
- Palm Beach, Broward, Duval and Polk saw > 10% change in overall mortality
- Miami Dade, Palm Beach, Hillsborough and the most counties saw highest absolute change in overall mortality

NEW CASES AND TRANSMISSION INSIGHTS

- 16,584 recoveries (83.21% overall week) vs 37,976 (94.94% overall) last week (up 108.94%)
- Population 154M account for 47% of cases, 17% of hospitalizations and 3% of deaths (all since beginning of outbreak)
- Population 75M account for 10% of cases, 12% of hospitalizations and 14% of deaths in FL since beginning of outbreak

PUBLIC HEALTH SURVEILLANCE

- On June 15, WFTV FLORIDA requested additional case tracking to include 16 new Personal and 66 new 23 new State City to provide insurance based on the latest public health, trend and safety information
- Georgia county, Miami Dade county and City of Tampa implement local health measures for all public places
- Michigan government has a strict and strict case response for the coronavirus (COVID-19)
- AFIH continues support for Miami Dade, Broward and Polk health measures Phase 2 of response plan of Area II
- This means that in counties, heat, gear and social distancing should be in place all aspects of mass and capacity

TESTING & BED CAPACITY WEEKLY STATUS

VIRAL TESTING

- Average daily tests: 34,839 (+16% W/W)
- Total tests: 245,238 (+1% W/W)
- Percent of positives: 7.7% (27% prior week) 41.4%

CONFIRMED CASES

- Average daily confirmed cases: 3,227 (+3% W/W)

HOSPITAL BED CAPACITY

- Current capacity: 45% (reopened 15% today, 25% available)
- All beds: 837 fewer beds available (-25% W/W)
- ICU beds: 78 fewer beds available (-1.5% W/W)

FLORIDA COVID-19 HISTORICAL DATA AT-A-GLANCE

WEEKLY NEW CASES AND HOSPITAL BED UTILIZATION IN MAJOR METRO POLYCOUNTY COUNTIES

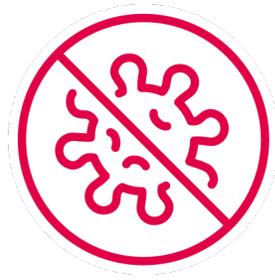
	Miami Dade	Broward	Palm Beach	Hillsborough	Change	Florida	State
New Cases (Overall Count)	3,109 (53.1%)	1,009 (16.3%)	1,019 (16.3%)	1,196 (19.3%)	3,495 (5.6%)	5,331 (8.3%)	10,112 (15.6%)
New Hospital Bed Utilization	46 (0.6%)	13 (0.2%)	43 (0.6%)	16 (0.2%)	118 (1.8%)	48 (0.7%)	9 (0.1%)
Hospital Bed Capacity (All Week)	206 (3.4%)	206 (3.4%)	206 (3.4%)	206 (3.4%)	206 (3.4%)	206 (3.4%)	206 (3.4%)
ICU Bed Capacity (All Week)	206 (3.4%)	206 (3.4%)	206 (3.4%)	206 (3.4%)	206 (3.4%)	206 (3.4%)	206 (3.4%)

YEAR-TO-DATE VIEW: NEW CASES PER DAY (LEFT) AND DEATHS PER DAY (RIGHT) IN FLORIDA

WANT TO KNOW MORE ABOUT COVID-19 IN FLORIDA?

- Contact the Data Science & Technology Team at RL_COVID19@guidewell.com
- The data for these analyses are publicly available through the Florida Department of Health and the Johns Hopkins Coronavirus Resource Center

GUIDEWELL



Data Science team created a self-service capability to pull member lists for clinical outreach

Facility bed & ICU capacity, census, and Florida Blue member utilization. View by segment, state, region and facility. Leverages information from multiple sources to provide real-time analytics to potential COVID impacts. Weekly trends and insights for the state of Florida.

COVID-19 Member Analysis

Signs & Symptoms Observed COVID: 554,391

Positive COVID-19: 15,208

Ruled Out: 59,059

Positive COVID Decreased: 123

Members Tracked: 89,095

Available Bed Capacity: 25%

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GUIDEWELL

Bed Analysis - County

Facility Name	Region	FL Bed Capacity	FL Bed Utilization	FL Bed Availability	FL Bed Occupancy	FL Bed Members	Subscribed Count	Florida Count	ALICE
FLORIDA STATE HOSPITAL	NORTHWEST	0	0%	0	0.00%				
LAKE BUENA VISTA HOSPITAL	NORTHWEST	4	0%	0	0.00%				
JACKSONVILLE	NORTHWEST	4	0%	0	0.00%				
LAKE CITY MEDICAL CENTER	NORTHWEST	93	93%	0	2.11%				
Total		18,046	93.00%	93	0.00%				

Facility Location - Available Capacity

Map showing facility locations across Florida with color-coded availability.

COVID focused member outreach and provider campaigns

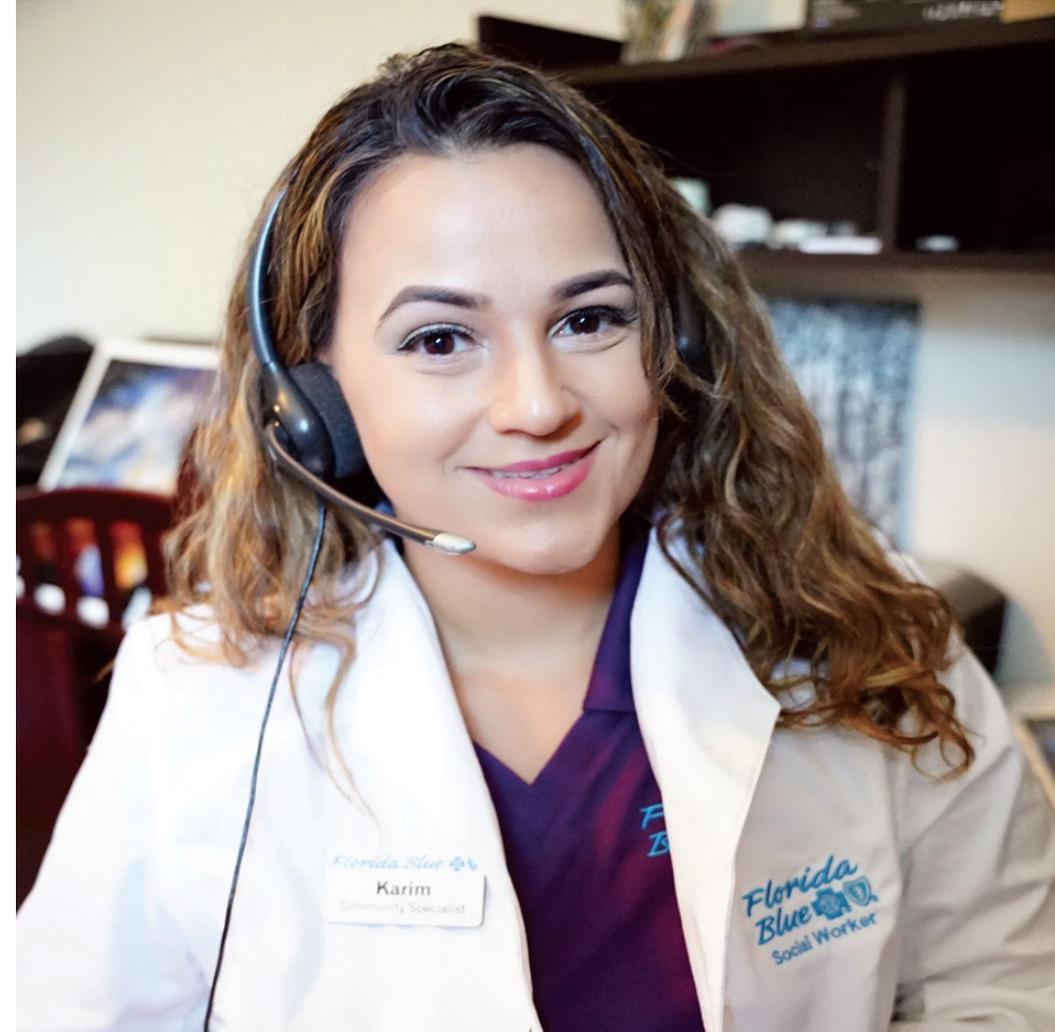
Poly-chronic condition multi-channel outreach to identify those at highest risk of poor outcomes. Florida Blue nurses/clinicians called thousands of vulnerable members.

Phone calls for inpatient member support with identification of member admitted with COVID.

Clinician outreach for member support and education to those diagnosed in an outpatient setting.

Partnered with network team to contact members impacted by provider office closures.

Outreach to providers to provide PPE, resources and information.



Clinical, care partners, virtual health changes

Waived prior authorization requirements for patients transferred from inpatient acute to outpatient care facilities.

Carried out new Federal Guidelines and reviews to relieve documentation burden on hospitals.

Accelerated many COVID vendors.

Implemented virtual health Teladoc® and home health visits.

Implemented COVID-19 section on FloridaBlue.com website with chatbot.

Launched 24/7 free to all Floridians emotional support helpline with New Directions Behavioral Health.



Benefit changes in response to COVID-19



Early refill of prescription drugs, encourage 90-day mail order.

Extension of time to pay premiums.

\$0 cost-share for COVID-19 testing, treatment and vaccine admin costs.

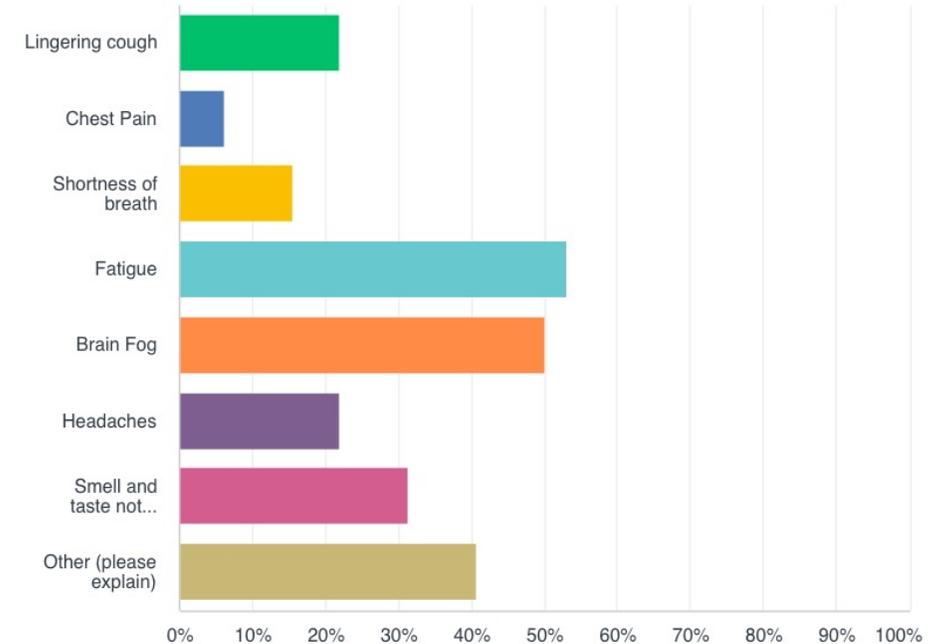
Teladoc[®] at \$0 cost-share.

All members can use FB network providers offering virtual visits.

Effective September 1, 2021, Florida Blue reverted to the member's contractual benefits for the treatment of COVID-19 for all commercial fully insured and Florida Blue Medicare business.

COVID-19 Ongoing Care Survey

- 25% suffering symptoms beyond 60 days
- 6% of survey respondents hospitalized
- 18% have a reduced quality of life
- 67% said they are not getting the health care they need to manage their symptoms
- Of the 33% who said they were getting the care they needed, two thirds said it was not from their primary doctor



Note: Florida Blue began surveying members about long COVID in late September 2021 in live webinars and during the engagement process.

Long COVID member story

Member interaction started when he attended our Long COVID webinar. He reached out to us in response to the follow up email asking for guidance on managing his diagnosis.



Connected with Care Team
LCSW and other resources.



Doing much better. Using
FaceBook support groups.



“ When you have all these weird symptoms, and you go to see a specialist and he looks at you like you’re a nut case, it’s the worst thing.”

Long COVID Florida Blue resource site

- In-Network providers/specialists
- Evidence based educational materials
- Care pathways and protocols
- Behavioral health support
- Webinars, Florida Blue Center support programs
- Community health resources and support
- Financial assistance resources
- GuideWell assets and sponsored programs
- Member feedback

Long COVID care payer recommendations



A comprehensive plan is needed to alleviate the burden of long-term complications and treatment of COVID-19. Policy evaluations at the payer level should include:

- Access to physical therapy
- Mental health services for those at increased risk of depression, anxiety or PTSD
- Timely access to treatment



Thank You