

Good Afternoon

Wanted to share the latest on MDlive services for fully insured clients and ASO clients:

HCSC will temporarily enhance telemedicine benefits for all fully insured members whose product currently includes telemedicine benefits by eliminating cost sharing provisions for both medical and behavioral diagnoses. Our goal is to facilitate the continuum of care for our members, encouraging them to consult a qualified physician while avoiding unnecessary visits to clinics, hospitals, and emergency rooms, This will enable providers to preserve in person appointments for critical patients, encourage the enactment of social distancing for our communities, and ensure that those who need to can consult with their providers in a more conservative manner. ASO groups will be given the option to opt out of this benefit enhancement should they so desire. The benefit enhancements described above will be effective through 4/31/20, then subject to review.

How MDlive is currently handling calls:

If the member meets specific criteria for having contracted the Coronavirus, they are considered a Patient Under Investigation (PUI). Given the importance of this designation, the following actions are **MANDATORY** from MDLIVE Physicians:

1. **Instruct the patient**, including pediatric patients, to immediately go to a local Emergency Department (ED) if the patient has:
 - **Severe Symptoms:** Such as significant difficulty breathing, severe vomiting or confusion
 - **Very High-Risk Patients:** Poorly controlled asthma, COPD, cystic fibrosis or other pulmonary disorders; Symptomatic coronary artery disease, CHF or other cardiac disorder, immunocompromised state
 - **Complicated Pregnancy:** multiple gestation; treatment by high-risk OB or maternal-fetal medicine specialist; uncontrolled comorbid
 - **Children under age 36 months** with fever 100.4 or above a. Instruct the patient to avoid public places as much as possible to limit potential exposure.
2. **Confirm name of the facility and call ahead.** Give notification to ED staff to expect the impending arrival of a PUI.
3. If the patient has a mild illness, **advise the patient to review information on the CDC website:** <https://www.cdc.gov/coronavirus/2019-ncov/downloads/sick-with-2019-nCoV-fact-sheet.pdf> and
 - Stay home except to get medical care
 - Separate yourself from other people and animals in your home
 - Notify your Primary Care Physician (if you have one) of your condition. Call ahead before visiting your doctor
 - Wear a facemask
 - Cover your coughs and sneezes
 - Avoid sharing personal household items
 - Clean your hands often
 - Clean all high touch surfaces every day
 - Monitor your symptoms

- Discontinue home isolation in consultation with healthcare providers, and state and local health departments
- 4. **Notify the patient's local Health Department.**
 - The Health Departments can be found here: a. Give notification that you have identified a PUI.

If after hours at health department, every state has after-hours/on-call phone. This can be found here: <https://www.cste.org/page/EpiOnCall>

Thanks,

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Upcoming PTO:
Thursday, April 16th
Friday, April 17th

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