



# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™

## Managed Care

### Update from Leadership

April 17<sup>th</sup>, 2020

As we close another week during the COVID-19 pandemic, we would like to recognize the hard work and dedication of our Managed Care team. During this unique time, you have risen to meet the current challenges showing we are truly **One Team**. We have included the weekly updates below along with recurring announcements, resources and team recognition.

#### Policies

1. The Managed Care COVID-19 Employee Exposure Management policy has been finalized.
  - a. If you are using the **intranet**, you can access the COVID-19 Employee Exposure Management policy through the Managed Care COVID-19 page in the Management Updates section. The Coronavirus link is highlighted in yellow on your Managed Care homepage.
  - b. If you are using the **internet**, you can access the page using the link below.  
<https://www.ttuhscc.edu/coronavirus/documents/REVManagedCareCOVIDEmployeeExposureManagementPolicy.pdf>
2. The CMHC Coronavirus Disease 2019 (COVID-19) policy, B14.52, has been updated.
  - a. If you are using the **intranet**, you can access the CMHC Coronavirus Disease 2019 (COVID-19) policy through the Managed Care COVID-19 page in the Management Updates section. The Coronavirus link is highlighted in yellow on your Managed Care homepage.
  - b. If you are using the **internet**, you can access the page using the link below.  
[https://www.ttuhscc.edu/coronavirus/documents/B1452COVID19Policy4152020\\_REV.pdf](https://www.ttuhscc.edu/coronavirus/documents/B1452COVID19Policy4152020_REV.pdf)

#### Media Communication

1. *All comments and communication* to the media regarding COVID-19 **from TTUHSC Managed Care must go through Ashley Hamm, TTUHSC Vice President for External Relations**.
  - a. This includes all comments, posts, and tweets on Facebook, Instagram, Twitter, LinkedIn, etcetera.
  - b. Please do not comment on COVID-19, **Managed Care or TDCJ operations** on any of these platforms or allow family and friends to use your name and experience in their comments.
2. When **identified as a TTUHSC Managed Care employee**, comments, posts and/or tweets in reference to COVID-19 on Facebook, Instagram, Twitter, LinkedIn, etcetera should align with CDC, Federal, State and Local guidelines.

#### Fraud Alerts

The U.S. Department of Health and Human Services Office of Inspector General warned of fraud schemes during the COVID-19 pandemic. Here are a few tips from the OIG to protect yourself against fraud, <https://oig.hhs.gov/coronavirus/fraud-alert-covid19.asp>.

1. Beneficiaries should be cautious of unsolicited requests for their Medicare or Medicaid numbers.
2. Be suspicious of any unexpected calls or visitors offering COVID-19 tests or supplies. If your personal information is compromised, it may be used in other fraud schemes.
3. Ignore offers or advertisements for COVID-19 testing or treatments on social media sites.
4. A physician or other trusted healthcare provider should assess your condition and approve any requests for COVID-19 testing.
5. If you suspect COVID-19 fraud, contact National Center for Disaster Fraud Hotline (866) 720-5721 or [disaster@leo.gov](mailto:disaster@leo.gov)

### COVID-19 Hotline

1. A TTUHSC Managed Care Hotline has been established to provide information regarding TTUHSC patients who test positive for COVID-19.
2. The Hotline ICN nurse will only answer questions pertaining to COVID-19, all other questions will be directed to TDCJ channels.
3. Starting April 10<sup>th</sup>, 2020, the Hotline will be open Monday through Friday from 2-5pm CST. Families can call (806) 743-3285. Only one family member will be designated on the Release of Information (ROI) form, thus the nurse will only be able to offer information to that one individual listed on the ROI.

### PPE

1. All unit staff will be issued and wear a surgical or cloth mask while on the unit. Need for additional PPE will be based on involvement with direct patient care.

### Travel

1. **Anyone traveling for Managed Care business must** fill out the Managed Care Travel Form on SharePoint. Connect to the **VPN** if you are working remotely or away from the TTUHSC network *prior to clicking the link below*.
  - a. [https://sp.ttuhscc.edu/sites/CMHC/it/\\_layouts/15/listform.aspx?PageType=8&ListId=%7B09D014C8%2D2E1F%2D443D%2DAFCC%2DA934C1DDA35C%7D&RootFolder=](https://sp.ttuhscc.edu/sites/CMHC/it/_layouts/15/listform.aspx?PageType=8&ListId=%7B09D014C8%2D2E1F%2D443D%2DAFCC%2DA934C1DDA35C%7D&RootFolder=)
2. Personal travel is **strongly discouraged**. Everyone who travels for personal reasons is required to fill out a form through TTUHSC Office of Institutional Health. This includes traveling across the state to a second home or permanent residence.
  - a. [https://tthsclubbock.co1.qualtrics.com/jfe/form/SV\\_brrvsD5jj35Ca7b](https://tthsclubbock.co1.qualtrics.com/jfe/form/SV_brrvsD5jj35Ca7b)

### Prevent the Spread

1. If you experience symptoms of any sickness, you are **not allowed to report to work**. This includes but is not limited to headaches, runny nose, sore throat, coughing, fever.
  - a. Contact your supervisor and refer to the Managed Care COVID-19 Employee Exposure Management policy.
    - i. <https://www.ttuhscc.edu/coronavirus/documents/REVManagedCareCOVIDEmployeeExposureManagementPolicy.pdf>

- b. **CDC Guidance** - Discontinuation of Home Isolation for Persons with COVID-19 (Interim Guidance)
    - i. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>
  - c. **CHMC Infection Control Manual** – Coronavirus Disease 2019 (COVID-19)
    - i. <https://www.ttuhscc.edu/coronavirus/documents/InfectionControlPolicyCOVID-19ApprovedJointMedicalDirectors.pdf>
2. Important things you can control to help prevent the spread:
- a. Cover your cough or sneeze.
  - b. Don't touch your face.
  - c. Wash your hands often (20 seconds with soap and water).
  - d. Keep your surroundings clean, especially surfaces shared with others such as doorknobs, telephones and bathroom surfaces.
  - e. Avoid sharing household items. Do not share drinking glasses, towels, eating utensils, bedding, or any other items until you are no longer asked to self-isolate.
  - f. Social distancing (stay six feet away from others).

### Communication

1. Communicate with team members and supervisor frequently.
2. Read updates on the Managed Care Coronavirus page and sent via email. You can access information through the Managed Care homepage, the Coronavirus page link is highlighted yellow. If you are not on the intranet, you can visit the Managed Care COVID-19 page through the link below.
3. <https://www.ttuhscc.edu/coronavirus/managed-care.aspx>

### Resources

#### 1. **Managed Care COVID-19 Page**

The Managed Care COVID-19 page includes a resource section for of the communications and information we have shared with you via email.

- a. If you are using the **intranet**, you can access the Managed Care COVID-19 page through your homepage. The Coronavirus link is highlighted in yellow.
- b. If you are using the **internet**, you can access the page using the link below.  
<https://www.ttuhscc.edu/coronavirus/managed-care.aspx>

#### 2. **Texas Health and Human Services COVID-19 Mental Health Support Line**

If you or someone you know is feeling overwhelmed by the COVID-19 pandemic, **help is available**. Speak with a mental health professional for help dealing with anxiety, depression, stress, grief or worry 24/7.

- a. Call the toll-free COVID-19 Mental Health Support Line at (833) 986-1919.
- b. If you are using the **intranet**, you can access the Mental Health Support Line information through the Managed Care COVID-19 Resources. The Coronavirus link is highlighted in yellow on your Managed Care homepage.
- c. If you are using the **internet**, you can access the page using the link below.  
[https://www.ttuhscc.edu/coronavirus/documents/20D0427HHSCCOVID\\_BHSupportLineFlyerENG.pdf](https://www.ttuhscc.edu/coronavirus/documents/20D0427HHSCCOVID_BHSupportLineFlyerENG.pdf)

#### 3. **The TTUHSC Counseling Center**

- a. A message from the TTUHSC Counseling Center website:  
*During this time of unprecedented unknowns and uncertainty the one thing we are sure of is that managing your mental and physical health is critical to your well-being. It is our hope*

that you will utilize some of these resources to enhance your own well-being and the well-being of those around you.

- b. Contact the TTUHSC Counseling Center at (806) 743- 1327 or (800) 327-0328. They provided telehealth counseling services via a HIPAA-compliant Zoom platform.

<https://www.ttuhscc.edu/centers-institutes/counseling/>

- c. COVID-19 Resources – TTUHSC Counseling Center

For resources to manage stress and anxiety associated with COVID-19, click the link below.

<https://www.ttuhscc.edu/centers-institutes/counseling/resources.aspx>

- i. Kids Resources

- 1. Big Life Journal

[https://biglifejournal.com/collections/all?gclid=Cj0KCQjwmdzzBRC7ARIsANdgRRkCsIkt8Hg2z\\_CngzVXj5aMoQPRW8M6cOkhtKaWtrZ86tFjn9IyqYcaAnbmEALw\\_wcB](https://biglifejournal.com/collections/all?gclid=Cj0KCQjwmdzzBRC7ARIsANdgRRkCsIkt8Hg2z_CngzVXj5aMoQPRW8M6cOkhtKaWtrZ86tFjn9IyqYcaAnbmEALw_wcB)

- 2. Cosmic Kids Yoga

<https://www.youtube.com/user/CosmicKidsYoga>

#### 4. TTUHSC COVID-19 Site

The TTUHSC COVID-19 site provides access to COVID-19 resources including communications from Interim President Dr. Lori Rice-Spearman, previous Townhall meetings, and HR resources.

- a. If you are using the *intranet*, you can access the Managed Care COVID-19 page through your homepage. The Coronavirus link is highlighted in yellow.
- b. If you are using the *internet*, you can access the page using the link below.

<https://www.ttuhscc.edu/coronavirus/default.aspx>

This week we would like to recognize the Behavioral Health team for their *Integrity*, reporting every day with a *Beyond Service* attitude and remaining committed as *One Team*. The Behavioral Health team reports to their post every day and honors their commitment to their patients showing *Integrity*. Several mental health clinicians (MHCs) have volunteered to remain on a regular schedule so that they can meet their patient care needs. The MHCs also keep an eye out for medical symptoms when treating mental health needs. The MHCs cognizance helps support their medical partners to find early signs of illness. Through these actions, the Behavioral Health team has been a good example of *Beyond Service*. Lastly, the Behavioral Health team has been committed to eliminating patient backlog, quality patient care and colleague support as *One Team*. They have joined together to provide emotional support as needed to staff on their units during the COVID-19 pandemic. The Behavioral Health team also helps fellow MHCs clear their patient backlog through telehealth support and chart reviews. The Behavioral Health team sets a great example of the TTUHSC *Values Based Culture* and we commend them for helping Managed Care and our patients move forward.

Remain cognizant of those around you and follow social distancing suggestions. Remember that self-care is important in order to continue caring for your families and our patients. Thank you for living our *Values Based Culture* on a daily basis.

We are all in this together.

Cynthia Jumper, MD, VP Health Policy and Special Health Initiatives

Denise DeShields, MD, Executive Medical Director

Will Rodriguez, MSOLE, Executive Director