



# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™

## Managed Care

### Leadership Update May 29<sup>th</sup>, 2020

Another week has passed and stellar efforts from our Managed Care team have shown. Our numbers remained steady and you all have done a wonderful job managing our patients and providing quality care. As the CDC updated the COVID-19 symptoms list this week, we need to ensure everyone follows the updated return to work section of our COVID-19 Employee Exposure Management policy and begin the [daily self-screening](#) detailed by President Lori Rice-Spearman starting June 1<sup>st</sup>, 2020.

The current CDC COVID-19 symptoms list includes fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting and/or diarrhea. These symptoms may appear *2-14 days* after being exposed to the COVID-19 virus. With these new details, it is imperative that Managed Care employees follow the return to work section of the Managed Care COVID-19 Employee Exposure Management policy. The updated policy will be uploaded to the [Managed Care COVID-19 page](#).

Currently, 74 percent of the total number of our symptomatic COVID-19 positive patients have recovered. As of this morning, Managed Care has 24 employees who tested positive with 20 recovered. We have 288 symptomatic patients who tested positive with 213 recovered. Additionally, TDCJ Strike Force COVID-19 screenings were completed at Lynaugh and Fort Stockton while screening began at Smith yesterday. Remember that the COVID-19 screening offered to Managed Care employees is voluntary, free of charge and encouraged.

#### 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.
- c. [COVID-19 Resources – TTUHSC Counseling Center](#)  
For resources to manage stress and anxiety associated with COVID-19, click the hyperlink above.
  - i. Kids Resources
    - 1. [Big Life Journal](#)
    - 2. [Cosmic Kids Yoga](#)

### 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>

Thank you for your perseverance through this trying and uncertain time. You show the [TTUHSC Values](#) of *One Team, Beyond Service* and *Visionary* in your approach to caring for our patients on a daily basis. Remain cognizant of your health and social distancing but most importantly, remain diligent with your self-care. You must take care of yourself before you can take care of anyone else.

We are all in this together.

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

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