

SUPPORTING FRONTLINE PROVIDERS

The COVID-19 crisis hit fast and hard, requiring our health care systems to prepare for a potential surge in hospitalizations and quickly reorganize to ensure necessary care is still available.

Embodying the diversity of California communities, non-profit local plans that serve more than 7.5 million Medi-Cal beneficiaries employed multiple strategies to lend financial assistance to clinics, hospitals, physicians and specialists, and other providers during COVID-19.

WHAT LOCAL PLANS ARE DOING



EXPEDITE

Expediting claims payment, shortening reimbursement timelines to providers who have seen patients and delivered care.



ADVANCE

Advancing capitation, claims, or incentive payments to providers to support financial stability despite decreased utilization.



INCREASE

Enhancing rates and increasing incentive payments to providers, such as hospitals and skilled nursing facilities.



FUND

Investing in the health and safety of frontline workers by donating PPE for providers.



REIMBURSE

Reimbursing doctors for telehealth visits at the same rate as in-person visits as more patient care transitions to virtual office visits.



GRANT

Offering direct assistance through provider grants to ease financial strain created by COVID-19.

SUPPORTING LOCAL COMMUNITIES



MEMBERS

Recognizing the interruption in regular medical care and the often high levels of medical intervention required for many members, local plans added new services and remained connected to their members to ensure they had needed supports during this pandemic.

- **Hotlines and Direct Outreach** with COVID-19 and health+wellness info
- **Telehealth Services** to encourage virtual care
- **Prescription Assistance** with expanded supply and early refills



COMMUNITY

Local plans are dedicating additional resources to support local non-profits and community programs serving low-income, homeless and high-risk populations during the stay-at-home orders.

- **Food Bank Programs**
- **PPE for Local Senior Facilities, Clinics and Law Enforcement**
- **Meals for Seniors and Home-Bound**
- **Support for Local Community-Based Organizations**



EMPLOYEES

During this health care pandemic, local plans are ensuring the health and safety of their workforce without interruption of the plan's operations and ability to serve their Medi-Cal members. Local plans have:

- **Transitioned** a majority of staff to safely work from home
- **Increased On-Site Safety** with PPE, sanitation and social distancing
- **Encouraged** health+wellness ensuring staff are aware of the many supports and services offered to employees

About LHPC

Local Health Plans of California (LHPC) is a statewide trade association representing all 16 not-for-profit health plans that provide access to critical and comprehensive health care services for over 7.5 million low-income Californians enrolled in the state's Medicaid program, Medi-Cal, in 36 counties.