



COVID-19 and Mercy Care

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Outline

- Information about COVID-19
- Data on Respiratory Illnesses in Arizona 2019-2020
- Current COVID-19 Reporting in Arizona
- Practical Guidance for Our Members
- Testing and Treatment
- Practical Guidance for Our Providers
- Practical Guidance for Us as Employees

Resources

- COVID-19 and Mercy Care Unily Site
- All that is happening at Mercy Care
- Links to
 - CDC, ADHS
 - Maricopa and Pima Co
 - AHCCCS
 - CVS
- Expect changes and updates!

The screenshot shows the AetNet website interface. At the top, there is a navigation bar with 'AetNet' logo and links for Workspaces, Documents, People, Conversations, and Stories. A user profile for 'Wilson, Charlon' is visible. Below this is a red navigation bar with links: Home, About Us, We Are Mercy, Marketing and Communications, 4755 Mercy Care Building, and Mercy Honors. A secondary red bar contains links: Listen in with Lorry, DDD Contract, AHCCCS Complete Care Contract, Career Focus, and Meeting Effectiveness. A third red bar includes 'Working Remotely Resource Center' and 'COVID-19 and Mercy Care'. The main content area is titled 'COVID-19 and Mercy Care / Mercy Care Culture Site'. It features a 3D model of a coronavirus particle on the left. The main text is titled 'How Mercy Care is addressing COVID-19' and includes a list of updates: 'Daily meetings are taking place with key leaders to keep them apprised.', 'Weekly meetings are held to discuss communication needs.', 'Workgroups have been created to address key member, provider and teammate needs.', 'Teammate communications (like the emails below) will continue as frequently as needed. We want to keep you informed, but not overwhelm you with messages.', 'Members are receiving information from us via our website (www.MercyCareAZ.org), social media channels such as Facebook, Twitter and Instagram, and emails are being sent to members who have provided Mercy Care with their email addresses.', and 'Providers are receiving information via email, fax blasts, social media, and Mercy Care's website. As provider questions come in and are answered, they are posted as FAQs on the provider portion of our website.' Below the text is a section for 'Mercy Care teammate emails' with several links: '031820 COVID-19: Only employees are permitted at our buildings', '031720 COVID-19: Helpful resources for you', '031620 COVID-19: Arizona school closures', '031320 How to access your desk phone voicemail from any phone', and '031320 COVID-19 and you - How to manage stress and other updates'. At the bottom, there is a grid of resource cards: 'AHCCCS COVID-19 FAQs', 'CVS Coronavirus resource center', 'CDC COVID-19 webpage', 'ADHS COVID-19 page', 'Maricopa County Public Health COVID-19 page', and 'Pima County Public Health COVID-19 page'.



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Aetna Business Unit Town Hall on COVID-19

Aetna Business Unit Town Hall on COVID-19

By Lynch, Karen S (Rohan) EVP AND PRESIDENT, AETNA - Tue, Mar 17, 2020 11:00 AM



Dear Colleagues,

I know the uncertain environment and rapid change to our daily lives make this a challenging time, and I want you to be aware that your leaders and I are here for you. Your health and safety remain our top priority as we

uncement-provider-COVID-19-by-andie-meoli

News



Leadership Announcement – Provider Operations by Angie Meoli



Medicaid Strategic Initiatives Monthly Roundup



Names in the News: Katerina Guerraz

By - Lynch, Karen S (Rohan)



March 17th Town hall focused on COVID-19. Dr William Fried provides a very thorough overview of the virus, the illness, and the pandemic at the global and national level. The presentation can be streamed to your computer.

What is COVID-19?

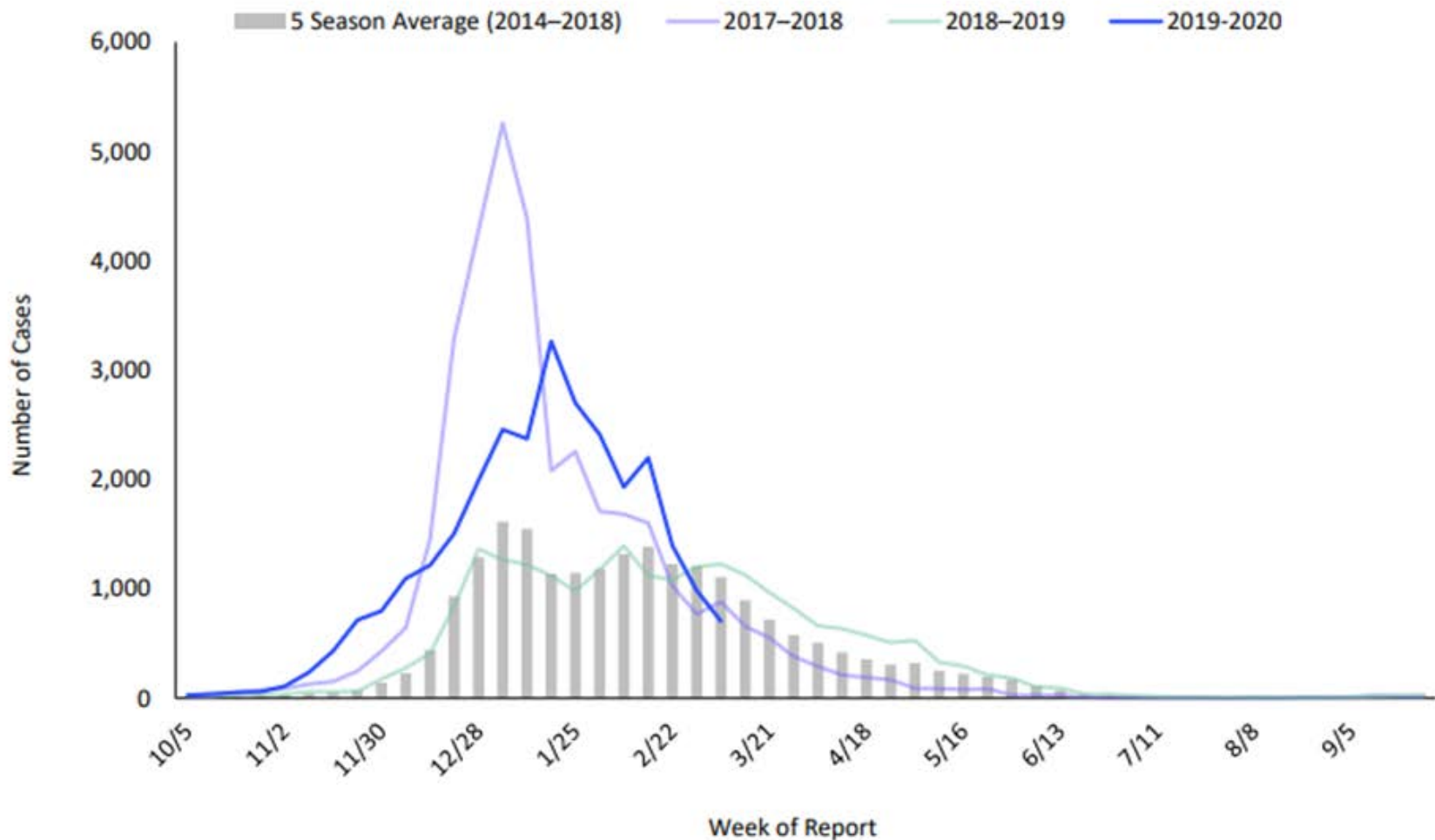
- Coronaviruses are a family of viruses that cause illness ranging from mild (the common cold) to severe (SARS and MERS)
- The new coronavirus (“novel coronavirus”, 2019-nCoV, SARS-CoV-2) causes the illness Coronavirus Disease 2019 (COVID-19)
- COVID-19 symptoms are similar to other common respiratory illnesses such as “colds and flu”
 - fever, cough, shortness of breath may stand out
- Incubation is from 2 to 14 days (time for symptoms to appear)

What is COVID-19?

- The virus spreads very quickly and extensively through a community
 - Droplets and secretions
- For every 100 people who contract the virus (estimated)
 - 80 will have mild or no symptoms
 - 15 will have illness severe enough to make a person feel ill
 - 5 will have severe illness which can lead to acute respiratory distress needing intubation and ICU level care
- Certain groups have higher risk of having severe illness and death, based on age and co-occurring medical conditions

COVID-19 and Public Health Terminology

- Social Distancing – for every person
 - To prevent or delay contracting the virus
- Quarantine – for a person who may become ill
 - Ex's: Traveler from a Level III country, Passenger on a cruise ship where illness occurred, caregiver of a person who is ill
- Isolation – a person who is ill
 - To protect others
- Cohorting – people who are ill
 - Having people with the same illness grouped together but separately from others

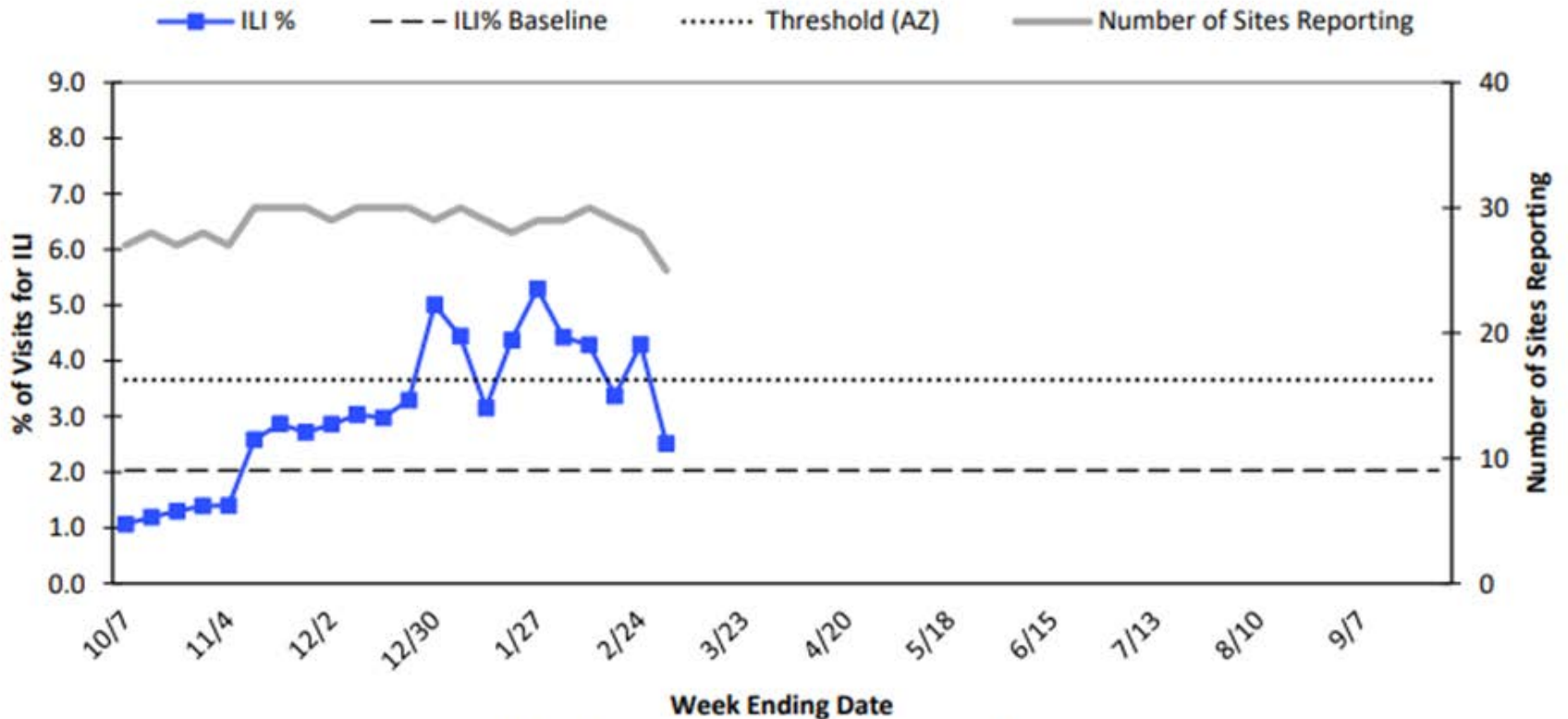


Number of Lab-Confirmed Influenza Cases Reported, by Week of Report: 2014–2020

Arizona Department of Health Services’ Influenza reporting – which tracks number of positive laboratory tests for Influenza A and B in the State. This year had an increased number of positive tests. However, as you see, the number of positive tests (deep blue line) for influenza continues to decline even as the COVID-19 pandemic is occurring.

Influenza-Like Illness (ILI) Surveillance from Sentinel Outpatient Providers

ILI percent was below the threshold at 2.5% in week 9.



Percentage of Visits for ILI at Sentinel Providers, 2019-2020, Arizona

CDC’s Arizona-specific Influenza-like Illness (ILI) surveillance reporting – tracks reporting of flu-like illnesses at sentinel sites within the State. As you can see, this also shows the sentinel sites are reporting a decline in the number of influenza-like illnesses consistent with the seasonal flu.

- Home**
- Public Resources
- Frequently Asked Questions (FAQs)
- EMS and 9-1-1 Resources
- Local Health Resources
- Schools (Childcare & K-12) and Universities
- Community & Business Partners
- Healthcare Providers, Facilities, and Partners

- Ebola
- Foodborne Diseases >
- Hepatitis >
- Influenza (Flu) >
- Vaccine-Preventable Diseases >
- Valley Fever >
- Vector-Borne & Zoonotic Diseases >
- Waterborne Diseases >
- Tuberculosis, STDs, and HIV/AIDS
- Infectious Diseases A-Z
- Communicable Disease Reporting >
- Disease Data, Statistics & Reports >
- Disease Investigation Resources >
- Legal Requirements
- Contact Us

Signup for email updates 

Coronavirus Home



Coronavirus Disease 2019 (COVID-19)

- The Arizona Poison Control System is available to answer questions about COVID-19 from Arizona providers (for testing, patient guidance) and the general public (for testing, isolation, quarantine): 1-844-542-8201
- The President's Coronavirus Guidelines for America – 15 Days to Slow the Spread of Coronavirus (COVID-19)
More at [Whitehouse.gov](https://www.whitehouse.gov)

Testing at ASPHL for COVID-19 in Arizona

Number of Positive	15
Number of Pending	102
Number of Ruled-Out	148
Number of People Tested	265



This is NOT the total number of tests that have been conducted in Arizona as it does not include tests at private labs. The number of COVID-19 cases DOES include these private lab tests.

COVID-19 Cases in Arizona

Private Laboratory	13
Arizona State Public Health Laboratory	14
Total Cases	27
Total Deaths	0

Arizona Level of Community COVID-19 Spread

Minimal

Arizona Community Risk

Low with some areas of heightened risk

*Individuals will be counted in the category that their positive test was first reported from.

Date Updated: 3/18/2020

Updated Recommendations 3/17/2020

- If someone in your family has tested positive for COVID-19, keep the entire household at home and contact your medical provider.

- ADHS strongly recommends that dining establishments in areas of known community spread (excluding Maricopa, Pima, and Pinal) discourage dine-in traffic and instead provide outdoor pick up or drive-through service.

- Do not visit nursing homes or retirement or long-term care facilities unless to provide critical assistance.

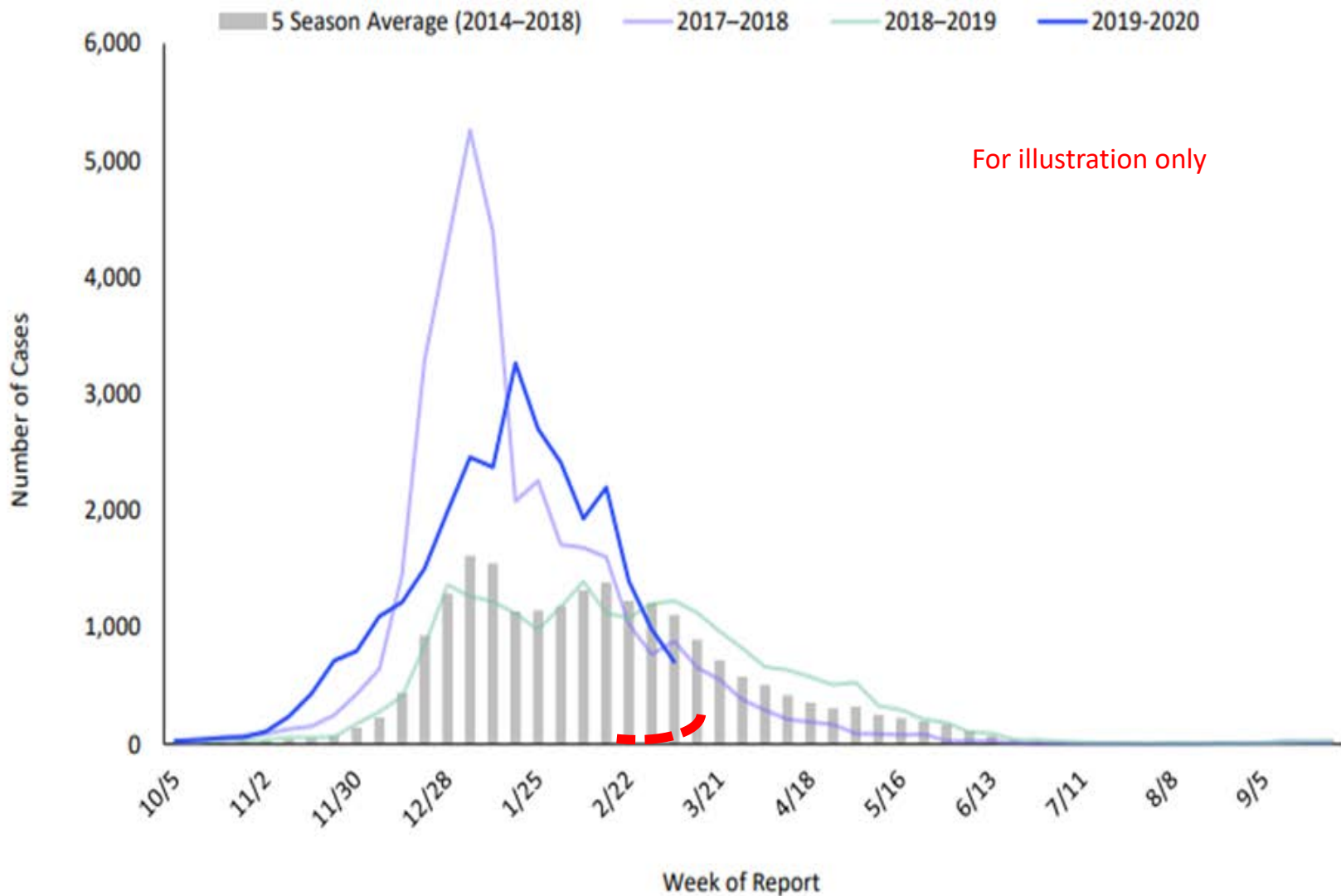
- Recommendations to cancel or postpone mass gatherings of 10 or more people.

- State-wide closures of Arizona schools from Monday, March 16, 2020 through Friday, March 27, 2020.

- Recommend telework and other alternatives when available.

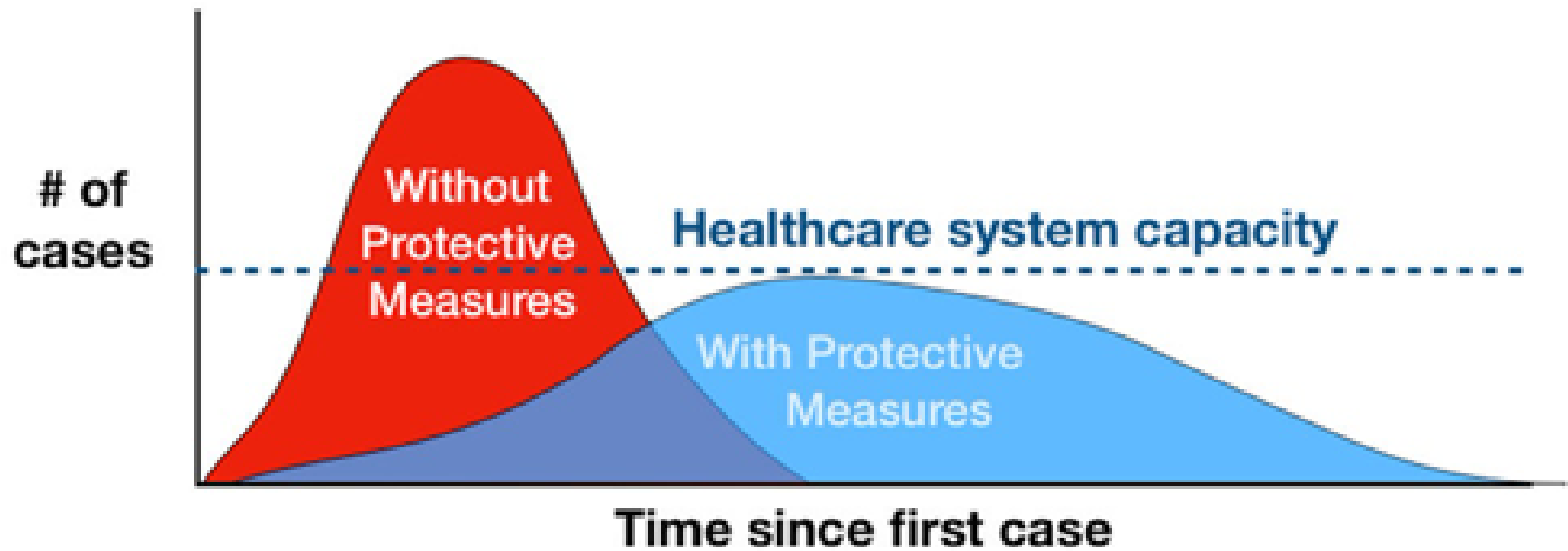
- Increase hand hygiene (wash with soap and water for at least 20 seconds).

- Stay home when you are sick.

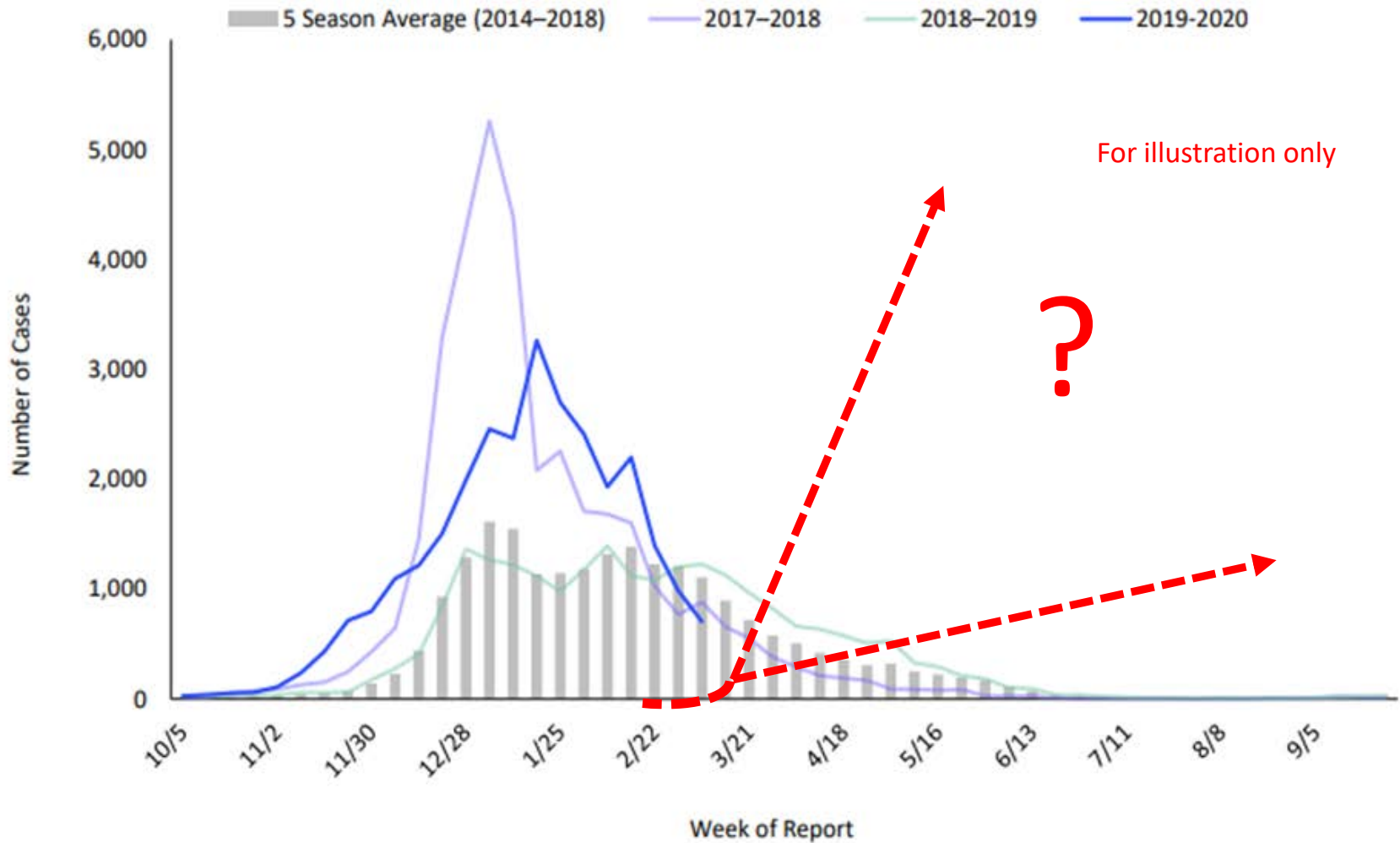


For illustration only

Number of Lab-Confirmed Influenza Cases Reported, by Week of Report: 2014–2020



Adapted from CDC / The Economist



Number of Lab-Confirmed Influenza Cases Reported, by Week of Report: 2014-2020

Practical Guidance for Our Members

Use the CDC Resources

- [How to Protect Yourself](#)
- [10 Things to Manage Your Health at Home](#)

Don't forget their ongoing needs for chronic conditions and social support

- Will require us to be innovative to help our members maintain “Social Distance” while not losing these important supports (medical, behavioral, social)

What will be the experience of a person who is ill or being evaluated for COVID-19?

- Self-care will be common for mild illness
 - Be prepared for self care and self isolation
- People who are frail or are at higher risk of having moderate or severe illness and death will need more communication and access to supports
 - If at home, family or friends who are practicing both excellent hygiene and self quarantine
 - Telephonic or telehealth connections
 - If in the clinic or hospital, healthcare providers with adequate PPE (Personal Protective Equipment)
- No specific treatments are currently available

Testing for COVID-19

- Testing is only indicated for people who are ill and:
 - Public Health laboratories are only performing tests under certain public health indications
 - Commercial laboratories are only performing tests when ordered by a physician/NP/PA
- For many people with mild or moderate illness, the clinician may decide that testing is not warranted
- The test sample is collected by a healthcare professional who has appropriate PPE
 - Nasopharyngeal swab (a medical “q-tip” in the nose)
 - Placed in viral transport media (a small specialized test tube)
 - The viral transport media is then sent to the lab
- Lab results may take 3 to 6 days (estimate)

Recovering from COVID-19

- A person who tested positive for COVID-19 should:
 - Remain in home isolation for 7 days after COVID-19 testing if your fever and symptoms of acute infection are gone OR until 72 hours after fever and symptoms of acute infection are gone, whichever is longer
- A person with fever and respiratory symptoms who was not tested for COVID-19 should:
 - Stay home away from others until 72 hours after fever and symptoms of acute infection are gone

Practical Guidance for Our Providers

Use the CDC Resources to help themselves stay healthy

- [How to Protect Yourself](#)
- [10 Things to Manage Your Health at Home](#)

Help them use the resources for protecting themselves and their facilities

- CDC, ADHS and Maricopa County Guidance for Healthcare Providers and Facilities

We need to help them be efficient and able to adapt to increased demands as the number of cases increase

- Will require us to be innovative to help our providers

Practical Guidance for Us as Employees

Use the CDC Resources to help ourselves stay healthy

- [How to Protect Yourself](#)
- [10 Things to Manage Your Health at Home](#)

Our values

- Compassion, Innovation, Collaboration, Advocacy

Our ability to help members and providers

- Effective communication
- Knowledge of our systems and our ability to perform under challenging circumstances

Questions?

If you have questions about the information shared throughout the COVID-19 webinar series, email your questions to:

ProviderRelations@MercyCareAZ.org

Mercy Care will hold a Q&A panel webinar next week to address as many of those questions as possible

If you need an immediate response, email your PR Rep directly.

Reminder

Location closures

- Notify your Provider Relations Representative, or
- Email: ProviderRelations@MercyCareAZ.org

Thank You



mercy care