

Kaiser Permanente COVID-19 Activation

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What We'll be Covering



Care Delivery Response



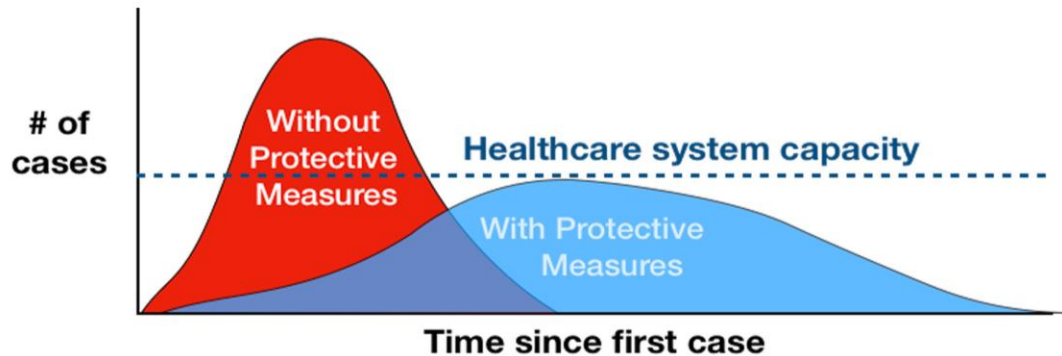
Facility safety



Plan Information

Care Delivery Response Overview

- We have been very successful in transforming to a ‘Virtual First’ care delivery strategy
 - Over 85% of visits are now being conducted virtually
- We are postponing and rescheduling nonurgent procedures
- We are increasing capacity for mail-order pharmacy services
- We continue to closely monitor and follow public health recommendations
- All of these actions work to effectively “Flatten the Curve”



Adapted from CDC / The Economist

Making Facilities Safer When In-person Care is Required

- **Surge triage assessment areas**

- South Baltimore, Gaithersburg, Largo, Capital Hill, Tysons, Woodbridge
- Now open to midnight



- **Personal Protective Equipment (PPE)**

- Increasing and managing our supply
- Recycling, sterilizing, and reusing
- Laundering scrubs for staff providing direct care to patients with, or suspected of having, COVID-19



Making Work Environment Safer

Screenings at every building

Universal Masking

Temporary Benefits and services

Temporary Remote Work policy

Cleaning Work Spaces



Adapting to Meet the Need

To most effectively focus our resources, we have temporarily consolidated Kaiser Permanente Medical Office Buildings in the Mid-Atlantic region.

Level	NOVA	DCSM	BALT	TOTAL
Open	<ul style="list-style-type: none"> • Tysons • Woodbridge • Reston • Manassas <i>(except UC, which will close)</i> • Fredericksburg <i>(except UC, which will close)</i> • Burke • Falls Church 	<ul style="list-style-type: none"> • Capitol Hill • Largo • Gaithersburg • Kensington <i>(except UC, which will close)</i> • HCH POB 	<ul style="list-style-type: none"> • S. Baltimore • Woodlawn <i>(except UC, which will close)</i> • White Marsh 	<p>14 MOBs + HCH</p>
Limited to Ancillary services	<ul style="list-style-type: none"> • Colonial Forge • Springfield • Alexandria • Ashburn • Haymarket • Fair Oaks <i>(Call Center remains open for staff)</i> 	<ul style="list-style-type: none"> • Camp Springs • Frederick • Marlow Heights • Northwest • Prince George's • Silver Spring • Shady Grove 	<ul style="list-style-type: none"> • Abingdon • Annapolis • Baltimore Harbor • North Arundel • Towson • Columbia Gateway • GBMC POB • Nottingham PT 	<p>20 MOBs + GBMC</p>

Caring for Low-intensity Patients

- Partnering with the State of Maryland to add bed capacity
- Identified four facilities -- Largo, South Baltimore, Gaithersburg, and Kensington
- What we will do
 - An extension of our CDUs
- What we won't do
 - ICU
 - ER
 - Trauma Care



Supporting Employers and Members Through Coverage

What we cover:

- Testing, Diagnosis and Treatments for COVID-19
- We won't charge for hospitalization!



Special Enrollment Periods for Individuals & Family:

- **Maryland:** Extended to 6/15
- If an employee loses eligibility, we offer a number of ways to help members:
 - COBRA
 - State-based exchanges
 - The federally facilitated marketplace
 - Kaiser Permanente Individual and Family (KPIF) coverage
 - Kaiser Permanente Medicare Advantage Plans
 - Eligible members experiencing high medical expenses may apply for our Medical Financial Assistance program (MFA). Learn more at kp.org/mfa.



Addressing Health and
Racial Inequities made
evident by the pandemic

Thrive Local will facilitate comprehensive, coordinated services in our communities



Thrive Local is a partnership between Kaiser Permanente and Unite Us.

Thrive Local will...

Connect health care and social service providers to deliver integrated care

Enable organizations across communities to work together through a **shared technology platform** that connects individuals to an array of services

Launch in June 2020 in MD and DC

Thrive Local provides integrated **clinical and social care**, supported by **data integration** and **partnerships** with community-based organizations

Thank you