



We can all agree COVID-19 brought about a seismic shift in the delivery of healthcare in 2020. This article reflects on services shifts, challenges those shifts create and approaches for providers and payers to anticipate and navigate the initiatives.

65%



We are forging new ground with increased volume and new challenges (65% increase in Telehealth)

- Acceptance on broad utilization of telehealth services.
- Unprecedented need for testing for safety and treatment plans.
- Lifestyle changes as a result of being at home.
- Increase in mental health concerns.
- Regulations for healthcare support and care.



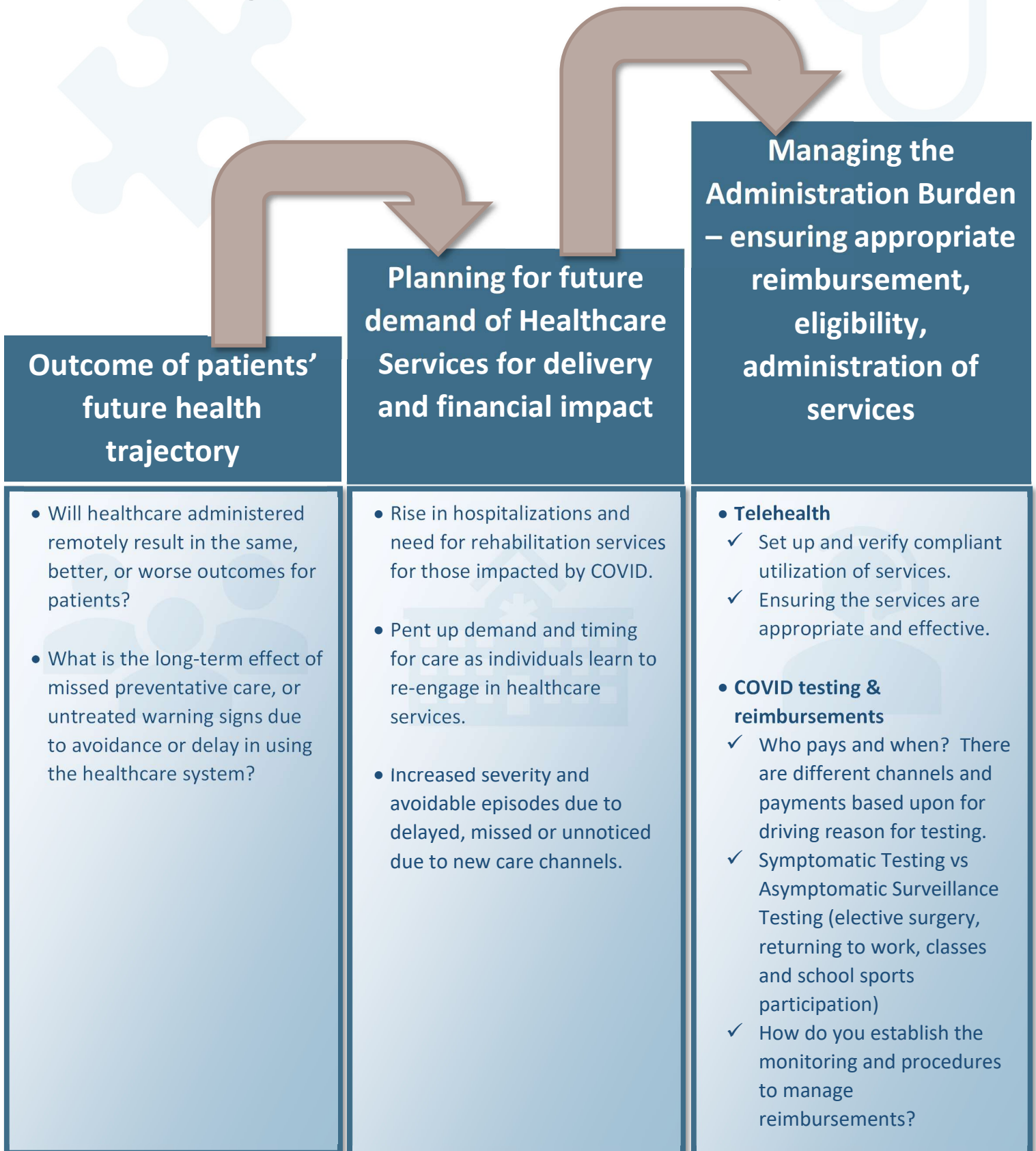
Healthcare Utilization Significantly Declined from Emergency Room to Preventative Care (40-75% reduction)

- Hospitals halted all elective procedures impacting inpatient admissions and outpatient services.
- Regularly scheduled services stopped.
- Clinics closed their doors, only to re-open with reduced services.
- Post-acute care, nursing homes, hospice are challenged by COVID outbreaks amongst patients and staff.
- Patients have concerns with in-person doctor visits.
- Home healthcare visits became the anomaly if they occurred at all.



40-75%

These shifts have caused unknown and concerning challenges for the Healthcare Industry.





Providers and Payers alike need to plan and adapt to the new landscape.

We are helping our clients navigate the new normal. Examples include:

Future Health Outcomes for People



- Identification of patients at higher risk of additional negative outcomes due to lifestyle change utilization during COVID.
- We recommend and have population health analytics to monitor near and long-term effects.



Planning, Forecasting & Managing Utilization



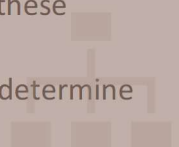
- Leveraging Population Analytics with Social Determinants of Health and behavioral analytics.
- COVID specific testing and treatments strategy.
- Use of services like Telehealth used in different ways.
- Monitoring and forecasting utilization of delayed services.



Administration of Services



- We have developed analytics and insights to help identify and address the submission, administration and processing of these claims.
- Alignment with CMS, the CDC, state policies and ability to determine reasonable use without standard medical chart review.
- Development of clear policies, data capture and analysis to *identify* appropriate use and submission of these claims.



We are in unprecedented times without a known outcome. That said, we can make more informed decisions and strategies by leveraging data to navigate your organization through these unexpected shifts.