



# Thought Leadership Roundtable Discussion

Friday, March 27, 2020

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## Vālenz TPA Advisory Team

Rob Gelb, CEO

Amy Gasbarro, COO

Larry Eisel, CFO

Tom Cox, VP, Client Services

Jordan Hersh, VP, Enterprise Solutions

# Coronavirus (COVID-19) Roundtable – Flexible Agenda

- Introductions
  - TPA Thought Leaders
  - Vālenz TPA Advisory Team
- Where are we today
- Hearing from the Leaders
  - Your business
  - Your clients' businesses
  - The questions being asked
- Legislation and related
- Actions, resources and FAQ responses needed
- Next steps

# Coronavirus (COVID-19) Vālenz Call to Action To Date

- What Vālenz has done thus far in response
  - Creation of task force – March 6<sup>th</sup>
  - Travel moratorium – March 9<sup>th</sup> – presently through 5/1/2020
  - Business Continuity Plan enabled – March 13<sup>th</sup>
    - Remote/work from home for all team members
  - Enhanced on-line security – on-going, remote model
  - Increased our client interactions
    - Offering support
  - New Contact Line for COVID-19 Updates - [\(866\) 362-6145](tel:8663626145)
  - Online resource center for all internal and external stakeholders
    - <https://www.valenzhealth.com/valenz-covid-19-communications-business-continuity-plan/>
  - HIPAA review and training available and reminders

# Coronavirus (COVID-19) S/T Business Interruption Questions

- Impact on operations
  - Volume/Flow
  - Coverage questions
  - Employer business actions
    - Layoff
    - Furlough
    - Shut operations down
- Medical management
  - Mix/flow of claims
  - Expertise with infectious disease with underlying conditions
  - Service requests, approvals – process
  - Utilizing technology

# Coronavirus (COVID-19) L/T Implications – Data?

*"(COVID-19) is touching every American, it's going to touch every insurer ... These costs have to be paid; the question is how are they going to be paid."*

*- Peter Lee, Covered California, Executive Director*

- Cost of a COVID claim (data on pneumonia being utilized)
  - OOP implications to members (~\$1,300)
  - With/without complications (\$11-24k – ICU/Vent 11-21 days)
- Implications to plan cost?
  - Early data – potentially 4-40% increase
- Coverage
  - Design
  - Member cost
- Reimbursement/pricing options
- Stop-loss implications (Laser expansion?)
- High-risk population scoring
  - Leveraging SDoH and DM further?

# Coronavirus (COVID-19)

## Actions taking place

- Congressional Legislation
  - HR 6201
    - Provides Paid Leave
    - Establishes Free Coronavirus testing
    - Expansion of Unemployment Benefits
    - Expands food assistance
    - Protects frontline health workers
    - Economic assistance to states
  - State Level Actions
    - Restaurant, Bar, Gym and Other Public Gathering restrictions
- Federal Government – Executive Actions
  - Declaration of State of Emergency
  - Enhanced travel bans
  - DHS Additional airport screenings
  - Small Business Administration (SBA) loan programs
  - Tax payment deferrals (no interest)
  - FEMA/Stafford Act Funds release
  - CMS actions
  - Public/Private Partnerships – WalMart, Target, CVS, Walgreens, LabCorp, Quest and Roche

# Coronavirus (COVID-19) Additional Resources

- Valenz Health Website - COVID 19 resource center
  - [www.valenzhealth.com/valenz-covid-19-communications-business-continuity-plan/](http://www.valenzhealth.com/valenz-covid-19-communications-business-continuity-plan/)
- Center for Disease Control
  - [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)
- Occupational Safety and Health Administration
  - [www.osha.gov/covid-19](http://www.osha.gov/covid-19)
- Johns Hopkins University Resource Center
  - <https://coronavirus.jhu.edu/map.html>
- Harvard University Health
  - <https://www.health.harvard.edu/diseases-and-conditions/coronavirus-resource-center>
- World Health Organization
  - <https://www.who.int/health-topics/coronavirus>
- US Department of Education
  - <https://www.ed.gov/coronavirus>

# Coronavirus (COVID-19) Roundtable – Recap of Agenda

- ~~Introductions~~
  - ~~TPA Thought Leaders~~
  - ~~Vālenz TPA Advisory Team~~
- ~~Where are we today~~
- ~~Hearing from the Leaders~~
  - ~~Your business~~
  - ~~Your clients' businesses~~
  - ~~The questions being asked~~
- ~~Legislation and related~~
- **Actions, resources and FAQ responses needed**
- **Next steps**