

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

PROVIDER TYPES: **Medical Group/ IPA/MSO****Primary Care**

- IPA/MSO
- Directs

Specialists

- Directs
- IPA

 Hospitals**Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

FOR QUESTIONS CALL PROVIDER SERVICES:
(888) 562-5442, Extension:

Los Angeles/Orange Counties

X123017

Riverside/San Bernardino Counties

X120613

Sacramento County

X125682

San Diego County

X121735

Imperial County

X125682

MITIGATING HEALTH IMPACTS OF SECONDARY STRESS DUE TO THE COVID-19 EMERGENCY (APL 20-008)

This is an advisory notification to Molina Healthcare of California (MHC) network providers regarding Mitigating Health Impacts of Secondary Stress due to the COVID-19 Emergency.

This notification is based on All Plan Letter (APL) 20-008, which can be found in full on the Department of Health Care Services (DHCS) website at: <https://www.dhcs.ca.gov/Documents/COVID-19/APL-20-008-Mitigating-Secondary-Effects-COVID-19.pdf>.

The purpose of this APL is to offer recommendations on mitigating negative health outcomes to members due to the Novel Coronavirus Disease (COVID-19) emergency. MHC recognizes the importance of providing critical information to all Californians to help address and wherever possible, mitigate the secondary health effects of this pandemic. While Californians have come together to practice 'physical distancing' to slow the spread of COVID-19, public anxiety regarding COVID-19, compounded by the economic distress due to lost wages, employment, and financial assets; mass school closures; and necessary physical distancing measures can result in an increase in stress-related morbidity and mortality. Widespread communicable disease outbreaks, such as COVID-19, natural disasters, economic downturns, and other crises result in well documented, short- and long-term physical and mental health impacts, including increased cardiovascular, metabolic, immunologic, and neuropsychiatric risk.

These impacts result from:

- Disruption of access to care, including preventive care and medications;
- Disruption of access to resources needed for health maintenance such as nutritious foods and safe places to exercise; and
- Overactivity of the biological stress response, resulting in neurologic, endocrine, and immunologic dysregulation, also known as the toxic stress response.

Specifically, the negative health outcomes can include:

- Increased rates of heart attack and stroke.
- Increased blood pressure.
- Exacerbations of chronic obstructive pulmonary disease and asthma.
- Increased hemoglobin A1c levels among diabetic patients.
- Immune dysregulation – with increased risk for infection, autoimmune disorders, and poorer oral health.
- Poorer perinatal and birth outcomes, including preterm birth and low birth weight.
- Increased intimate partner violence.
- New or recurring mental and behavioral health conditions including: depression, anxiety, suicidality, post-traumatic stress disorder, obsessive-compulsive disorder, and substance use disorder (inclusive of alcohol and drugs).

Providers play an essential role in helping to address and, where possible, mitigate some of the negative health outcomes identified above with appropriate adaptations to provide

disaster-responsive, trauma-informed care, and ensuring providers supplement their usual care with measures aimed at regulating the stress response system.

To mitigate secondary negative health outcomes, it is crucial that providers stay informed as to the most current guidance and best practices relative to COVID-19, as well as do the following, whenever possible:

- Providers should support continuity and integration of medical and behavioral health services via telehealth and related adaptations in delivery during the crisis. Providers have a crucial responsibility to ensure strong care coordination and service linkage among primary care, behavioral health, and other specialty care, among other areas of health care services. During a public health crisis such as COVID-19, this role is more important than ever.
- MHC will continue to educate providers on disaster-responsive, trauma-informed care. This education or training should include the crucial roles of:
 - Ensuring physical and emotional safety of patients.
 - Building trust between providers and patients.
 - Recognizing and responding to the signs and symptoms of stress on physical and mental health.
 - Promoting patient-centered, evidence-based care.
 - Ensuring provider and patient collaboration in treatment planning.
 - Sensitivity to the racial, ethnic, cultural, and gender identity of patients.
 - Supporting provider resilience.
- MHC will ensure providers learn the signs of and assess for stress-related morbidity, and create responsive treatment plans, including supplementing usual care with measures that help regulate the stress response system, such as:
 - Supportive relationships.
 - Age-appropriate, healthy nutrition.
 - Sufficient, high-quality sleep.
 - Mindfulness and meditation.
 - Adequate physical activity.
 - Mental health care.

ACEs oriented, trauma informed care training is available for providers, as well as the ACEs screening services, billing codes, and minimum provider fee schedule described in Proposition 56 Directed Payments for Adverse Childhood Experiences Screening Services in APL 19-0018:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2019/APL19-018.pdf>.

Providers must be certified no later than June 30, 2020. If providers are not certified, no payment will be received.

Additional resources on how to mitigate the stress-related health outcomes anticipated with the COVID-19 emergency can be found on www.ACEsAware.org. ACEs resources and information for Medi-Cal can be found on the DHCS webpage at: <https://www.dhcs.ca.gov/provgovpart/Pages/TraumaCare.aspx>.

See the Pediatric ACEs Screening Clinical Workflow at: <https://www.acesaware.org/wp-content/uploads/2019/12/ACE-Clinical-Workflows-Algorithms-and-ACE-Associated-Health-Conditions.pdf>.

ACEsAware offers several resources to support providers in mitigating stress-related outcomes that arise as a result of COVID-19:

- **Please register for the upcoming webinar: *Primary Care & Telehealth Strategies for Addressing the Secondary Health Effects of COVID-19* scheduled on Wednesday, May 27th from 12:00 PM to 1:00 PM. Please register here: <https://www.acesaware.org/heal/educational-events/>. Materials from previous webinars are also available at this link.**
- Download the ACEsAware COVID-19 Resource List: https://www.acesaware.org/wp-content/uploads/2020/05/ACEs-Aware-COVID-19-Stress-Management-Resource-List-4_27_2020_revised_a11y.pdf.

To opt out of Just the Fax: Call (855) 322-4075, ext. 127413.

Please leave provider name and fax number and you will be removed within 30 days.

- For more information on toxic stress response visit:
<https://www.acesaware.org/treat/the-science-of-aces-toxic-stress/>.
- For information on the Principles of Trauma Informed Care visit:
<https://www.acesaware.org/treat/principles-of-trauma-informed-care/>.

In addition, to the COVID-19 pandemic rapidly evolving, MHC providers are encouraged to monitor updates and guidance from key regulatory agencies central to the COVID-19 response. Links to these agencies are highlighted below. Just The Fax provider communications and other information from Molina is included in the link. For more information on Mitigating Health Impacts of Secondary Stress Due to the COVID-19 Emergency, please review the links provided. Thank you for your partnership in caring for Molina members.

MHC JTF Link:

<https://www.molinahealthcare.com/providers/ca/medicaid/comm/Pages/bulletin.aspx>

Centers for Disease Control and Prevention (CDC):

https://www.cdc.gov/coronavirus/2019-ncov/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2Findex.html

California Department of Public Health (CDPH):

www.cdph.ca.gov/covid19

Centers for Medicare & Medicaid Services (CMS):

<https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit>

CA.GOV California Coronavirus (COVID-19) Response:

<https://covid19.ca.gov/manage-stress-for-health/>

California Surgeon General's Playbook: Stress Relief for Caregivers and Kids during COVID-19:

https://covid19.ca.gov/pdf/caregivers_and_kids_california_surgeon_general_stress_busting_playbook_draft_v_2_clean_ada_04072020v2.pdf

Department of Health Care Services (DHCS):

<https://www.dhcs.ca.gov/Pages/DHCS-COVID-19-Response.aspx>

DHCS COVID-19 guidance on Telehealth:

<https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-Response.aspx>

Supplement to APL 19-009, Emergency Telehealth Guidance – COVID-19 Pandemic:

<https://www.dhcs.ca.gov/formsandpubs/Pages/AllPlanLetters.aspx>

Principles of Trauma Informed Care:

<https://www.acesaware.org/treat/principles-of-trauma-informed-care/>

Substance Abuse and Mental Health Services Administration Concept of Trauma and Guidance for a Trauma-Informed Approach:

<https://store.samhsa.gov/product/SAMHSA-s-Concept-of-Trauma-and-Guidance-for-a-Trauma-Informed-Approach/SMA14-4884.html>

For general information on COVID-19, please visit the California COVID-19 Response webpage at: <https://covid19.ca.gov/>.

These resources will continue to be updated. For any additional questions or concerns please contact your Provider Service Representative by email listed below:

County Provider Services Inbox emails:

San Diego County: MHCSanDiegoProviderServices@MolinaHealthCare.Com

LA/OC Counties: MHC_LAProviderServices@MolinaHealthCare.Com

Inland Empire County: MHCIEProviderServices@MolinaHealthCare.Com

Imperial County: MHCImperialProviderServices@MolinaHealthCare.Com

Sacramento County: MHCSacramentoProviderServices@MolinaHealthCare.Com

QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (888) 562-5442. Please refer to the extensions on page one.