

COVID-19 INITIATED PROGRAMS AND SERVICES TO MEMBERS

In the midst of the COVID-19 pandemic, AultCare continues to lead our communities to improved health by providing additional levels of support to our members through this challenging time.



POPULATION HEALTH MANAGEMENT AND DISEASE MANAGEMENT

Provided support to COVID-19 positive patients; made over 850 phone calls by an AultCare registered nurse to share education material



TELE-MONITORING FOR COVID-19 POSITIVE PATIENTS

Monitored over 85 members for COVID tele-monitoring including pulse oximetry and temperature readings; available access to an AultCare nurse during business hours



PHARMACY

Implemented emergency access to benefits: allowed 8,024 early refill overrides at pharmacies; made adjustments to formularies to prefer supplemental treatments, such as inhalers



VIRTUAL VISITS/ TELEHEALTH VISITS

Implemented telehealth policies to increase access to AultCare Network providers (Primary Care Providers and Specialists) March 2020; this has been expanded through May 2021; processed over 71,700 virtual/telehealth claims



COMMUNICATION TO NETWORK AULTCARE PROVIDERS

(Primary Care Physicians and Specialists)

Prepared communication to providers encompassing: COVID-19 testing locations and procedures; submission requests for future elective procedures requiring a Prior Authorization, and resources from the CDC and ODH



HAND SANITIZER DELIVERIES

Delivered 28 Purell stands to practices; supplied half gallon Purell countertop pumps to 30 practices; distributed facial coverings to 408 providers



INSTITUTION OF ESSENTIAL WORKPLACE SOLUTIONS (EWS)

Assembled local experts to evaluate company preparedness, educated on employee symptom tracking, hosted 6 educational seminars, with over 150 attendees, and ensured the understanding of CDC guidelines



HEALTH AND WELLNESS CENTER: EMPLOYER GROUP ASSISTANCE

Connected employers to clinical experts and acquired essential materials (masks, hand sanitizer)