

Response to COVID-19 service gaps to members and providers

At Summit Community Care, we strive to serve our providers and members and providers by supporting them through the COVID-19 pandemic. Below, we have outlined the ways in which we have changed our operations to better support you during this challenging time.

Expanded supplemental services for providers/members

- We implemented supplemental support services (SSS) to request additional supports (supportive living assistance) and emergency revisions of plans for members with intellectual/developmental disability (I/DD) waivers due to service gaps directly connected to COVID-19.
- We implemented SSS, without authorization, for any PASSE member (behavioral health BH or I/DD) who needs additional supports as a direct result of COVID-19, including indirect and direct engagement with members and families, such as:
 - Telephonic intervention with a member.
 - Collateral resources development with internal or external resources to ensure appropriate and accurate services are being delivered to the member.
 - Direct engagement with a member through line-of-sight interaction to ensure the member is safe in their home or community setting.
 - Face-to-face goal-based interaction with the member through the use of behavioral assistance or supplemental supports.
- We increased payment levels for supplemental support services in June retrospective to April 1, 2020, based on continued service needs and payment gaps.



Prospective payment for providers

We implemented value-based payment agreements with a significant number of Behavioral, I/DD and substance use disorder (SUD) providers to assist with and increase service delivery needs for our members from September through November 2020.

Pharmacy initiatives

During the months of the COVID-19 crisis Summit Community Care:

- Lifted the authorizations for COVID-related medications.
- Allowed members to receive 90-day prescriptions for most medications.
- Temporarily lifted limits on refills for all medications.



Other service delivery efforts

- We honored the \$15 per member transition payment for adult developmental day treatment (ADDT)/early intervention day treatment (EIDT) programs who reopened transitioned members back to those programs.
- We remained flexible with providers on accommodating authorization requests and extended discharge dates for members in hospital and residential settings.
- We worked with providers and Department of Human Services (DHS) to expand, authorize and pay for additional telehealth services during COVID.



Community support: assistance to providers and members throughout Arkansas

- Addressed food insecurity:
 - Implemented meal delivery service for qualified I/DD members.
 - Served over 450 members with a meal plan that provided each member with at least one meal a day for 8 weeks.
- Personally delivered 5,000 masks, hand sanitizers, and touchless thermometers to 32 providers statewide.
- Rerouted marketing dollars and partnered with Central Arkansas Development Center's emergency food distribution to:
 - Provide 10,000 50-pound boxes of perishable and non-perishable items to 19 counties in central Arkansas.
 - Provide masks, gloves, hand sanitizer, and lunch to volunteers.
 - Conduct packing and distribution of needed supplies, with help from Summit Community Care associates.
- Partnered with Anthem Foundation to provide two \$5,000 grants to Boys and Girls Club of Central Arkansas.
- Supported back to school events:
 - Partnered with Washington Middle School in El Dorado by providing 650 students with school supplies.
 - Implemented "2 Summit Up: School Supply" closets in 10 schools throughout Arkansas.
- Served as exclusive sponsor for Arkansas Foodbank during September for Hunger Action Awareness Month.
 - Sponsored \$10,000, feeding over 50,000 Arkansas families.



Care coordination efforts

- Continued monthly visits with members, including face-to-face visits post Phase 2 of reopening.
- Implemented internal safety measures according to CDC guidelines.
- Applied additional training to all care coordination regarding COVID-19, member response and safety protocols.
- Provided additional COVID-19 education and resources to members.