

Lehigh Valley Business Coalition on Healthcare

The latest on COVID-19 and its impact on business

July 27, 2020

Geisinger



COVID Current Status

Jaewon Ryu, MD, JD
President and CEO

Getting Back to Business Safely

- This is not an easy time for anyone, and we've been doing all we can to help.
- We all want to get back to "normal" but until there is a vaccine, we need to learn to live with COVID-19.
- Economic recovery and limiting the spread of the virus can happen together.
- Resources available at [Geisinger.org/businessresources](https://www.geisinger.org/businessresources)

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COVID-19: Business resources and FAQs



Getting back to business: Business resources and FAQs

Check this page for the latest information on COVID-19, including frequently asked questions and downloadable resources to help guide you through reopening your business.

As your partner through these uncertain times — and always — we want to make sure you have the resources you need to support your business in reopening during the pandemic. This includes information on how to keep yourself, your staff and your patrons healthy and safe when you reopen your doors.

Bookmark this page and check back for the latest updates. Here you'll find frequently asked questions (FAQs) and additional resources you can reference any time.

[Watch our chamber town hall videos](#)

Read our Frequently Asked Questions:

- [FAQ – Reopening our businesses](#)
- [FAQ – Geisinger preparedness](#)
- [FAQ – COVID-19 things to know](#)

[Downloadable resources](#)



[Geisinger.org/safe](https://www.geisinger.org/safe)

Geisinger COVID-19 hotline

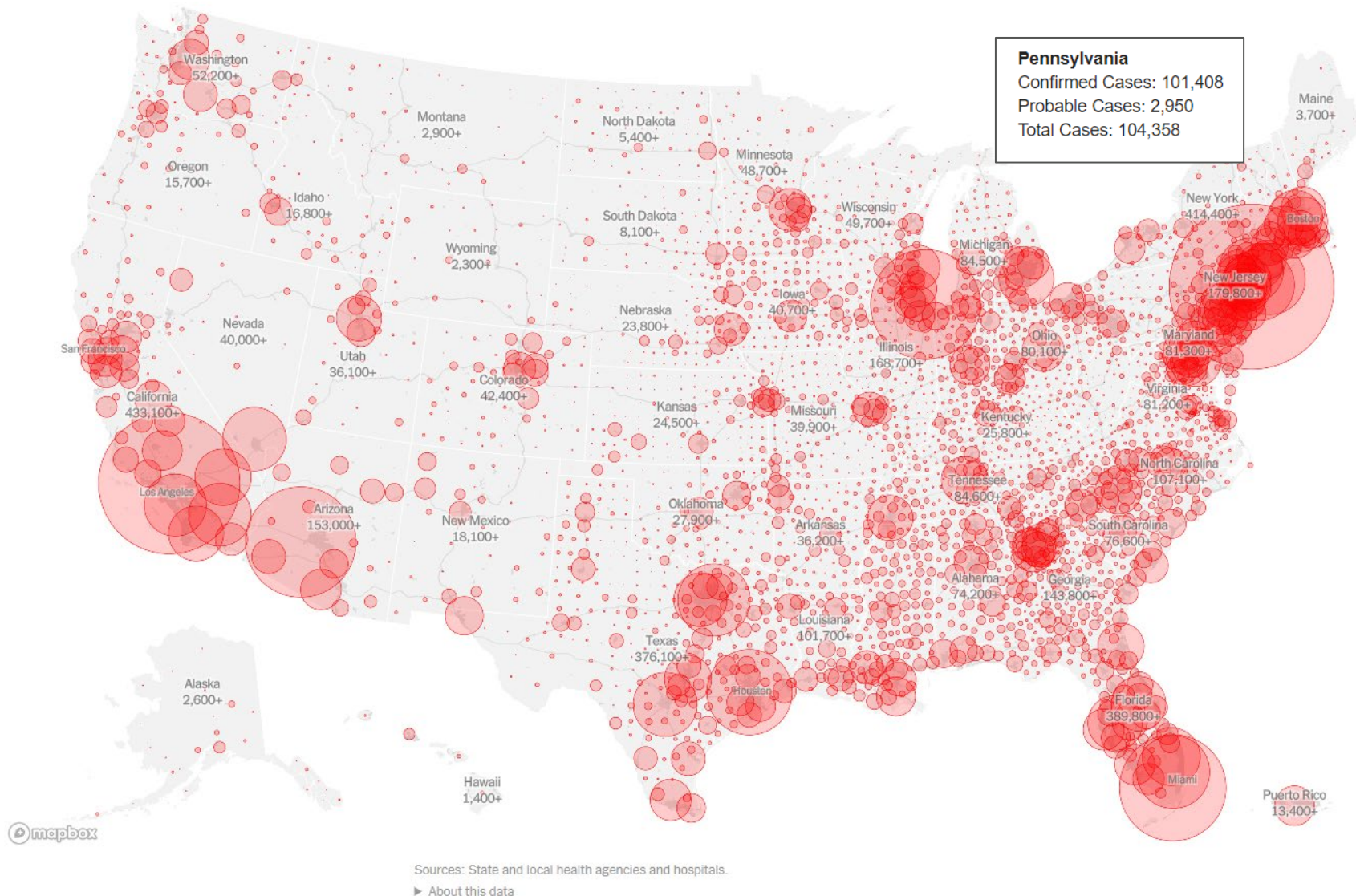
570-284-3657

Call our 24/7 hotline for answers about care recommendations and more.

Visit [Geisinger's Coronavirus Resource Center](#) for the latest information and helpful resources.

[Get virtual care now](#)

Nationally the virus continues to spread



- Approximately 4 million cases in U.S.
- Virus continues to spread, especially in the Sun Belt states
- Increasing hospitalization rates
- Masking is critical to stopping rampant transmission

But here in Pennsylvania we have leveled off

As of July 3, the entire state is in the green phase

COVID-19 REOPENING PHASES	
WORK & CONGREGATE SETTINGS	SOCIAL SETTINGS
GREEN PHASE <ul style="list-style-type: none">• ALL BUSINESSES MUST FOLLOW CDC AND PA DEPARTMENT OF HEALTH GUIDELINES	<ul style="list-style-type: none">• AGGRESSIVE MITIGATION LIFTED• INDIVIDUALS MUST FOLLOW CDC AND PA DEPARTMENT OF HEALTH GUIDELINES

For current information visit:

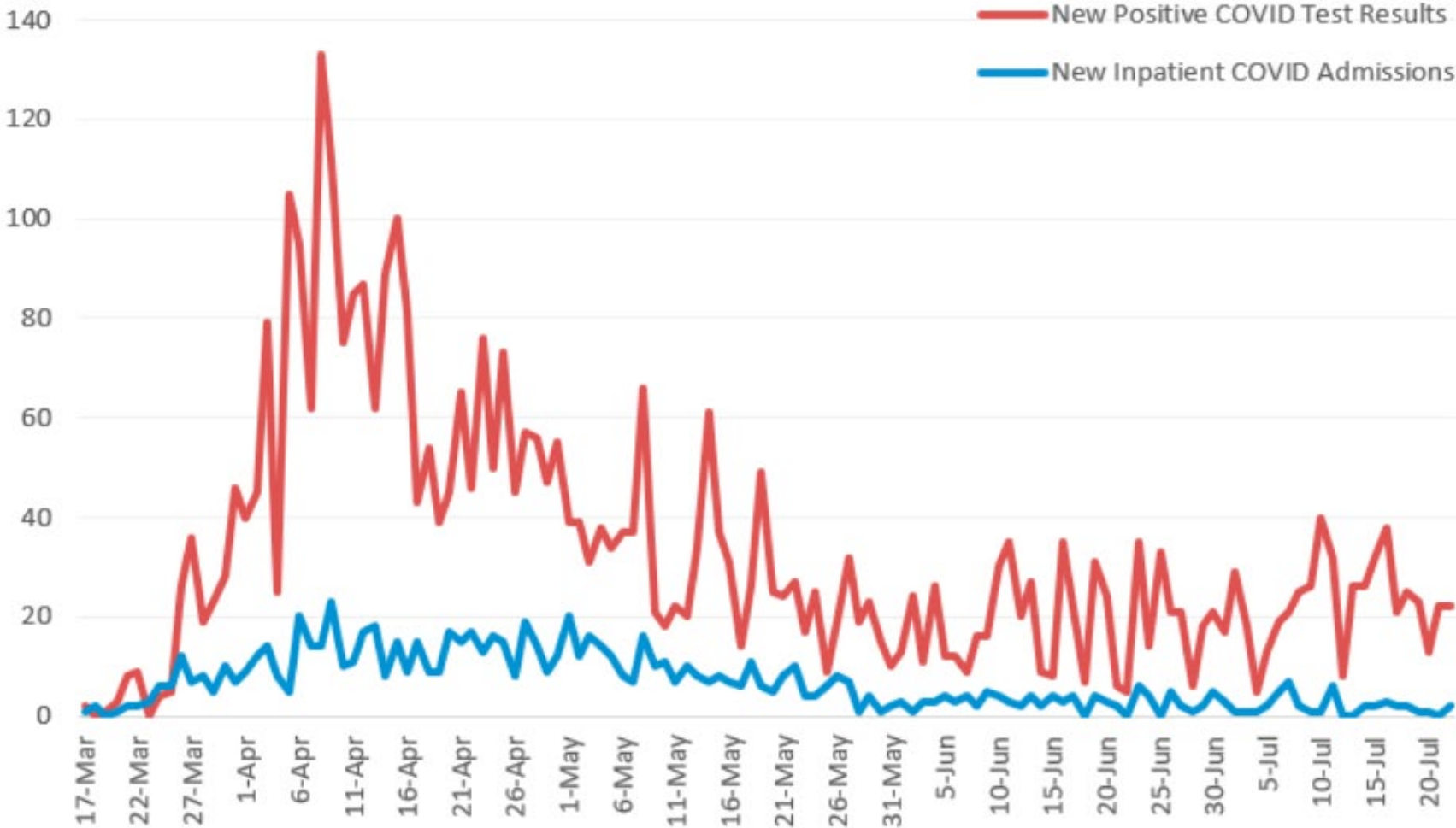
<https://www.pa.gov/guides/responding-to-covid-19/>



Geisinger Patient Trends During COVID

NUMBER OF COVID+ NEW ADMISSIONS AND POSITIVE CASES BY DAY

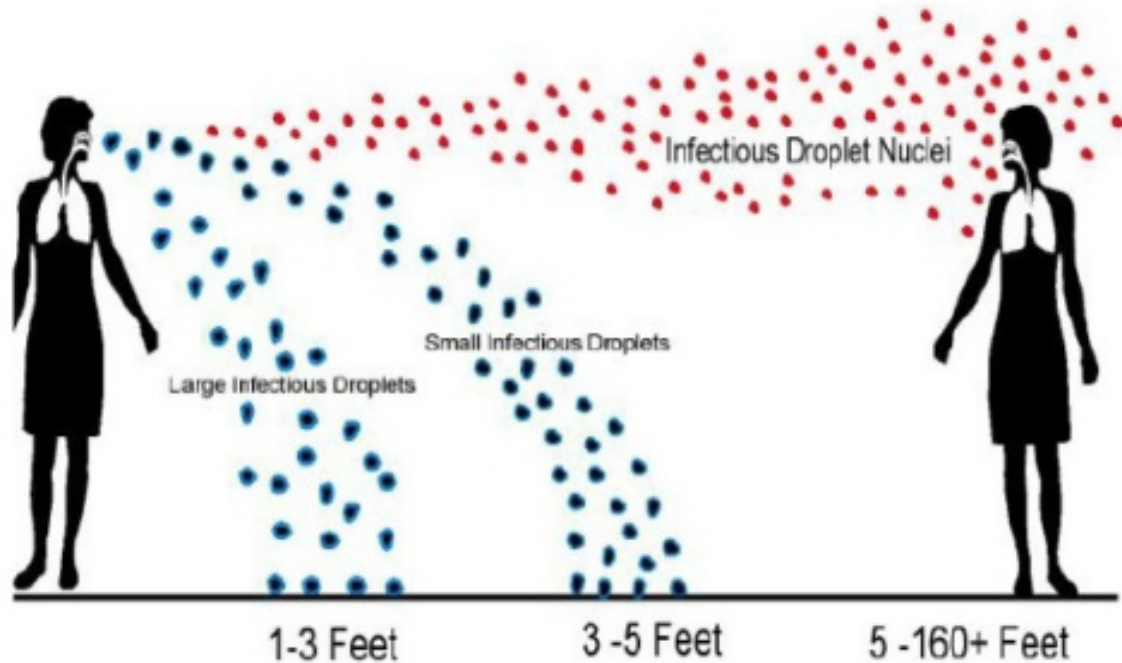
Positive cases are based on test result date



- Almost 4,500 tested positive
- 67,500 tested negative
- More than 600 discharged from the hospital
- 140 deaths

Staying in business = Controlling spread

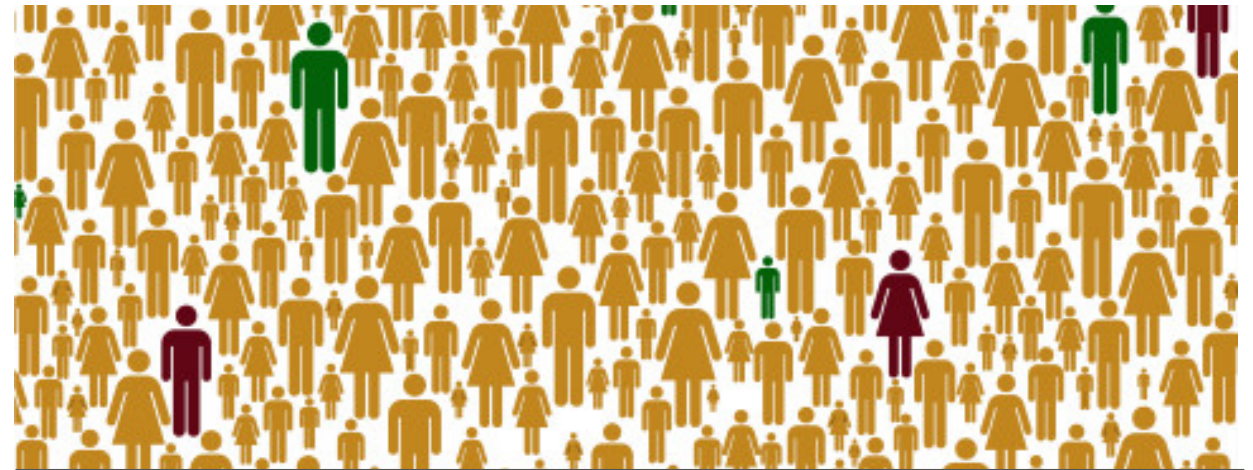
Infectious Droplets & Droplet Nuclei travel lengths



- In closed, crowded indoor spaces, there has been transmission beyond the 6 foot radius of most large droplets
- The methods we use to prevent spread have been working
- Wearing masks as part of universal source control is the most effective way to capture droplets of any size
- Cloth facemasks block over 95% of even tiny droplets from being inhaled

What about immunity?

- Going green does not mean we are safe from further spread
- No evidence of being even close to herd immunity in PA or elsewhere
- School reopenings this fall could spark greater opportunity for virus spread
- Flu shots will be more important than ever this year
- Vaccine development continues with three different companies in the US entering into Phase 3 trials this summer



WORLD NEWS MAY 20, 2020 / 3:32 PM / UPDATED 2 HOURS AGO

Swedish antibody study shows long road to immunity as COVID-19 toll mounts

Johan Ahlander, Niklas Pollard

5 MIN READ



STOCKHOLM (Reuters) - A Swedish study found that just 7.3 percent of Stockholmers developed COVID-19 antibodies by late April, which could fuel concern that a decision not to lock down Sweden against the pandemic may bring little herd immunity in the near future.



Latest treatments

Treatment protocols

- Hydroxychloroquine now removed from guidelines
- Remdesivir
- Anticoagulation guidelines
- Multisystem Inflammatory Syndrome in Children (MIS-C)

Clinical trials

- Convalescent plasma – Administration of available plasma continues under the Mayo Expanded Access Protocol
- Sarilumab Clinical Trial continues to enroll patients
- Ongoing and active evaluation and engagement from our research experts



Employee health overview

Allison Hess

Vice President of Health and Wellness

Healthcare partner for our communities



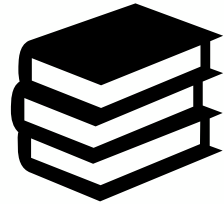
Employer/Chamber

Town Halls

Digital Tool-Kit

Virtual support

Back-to-work resources:
[Geisinger.org/
businessresources](https://www.geisinger.org/businessresources)



Schools and Universities

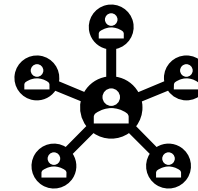
Consultation and expertise

Testing strategies

Education and Prevention

Digital solutions

Multiple Town Halls



GHP Employer groups

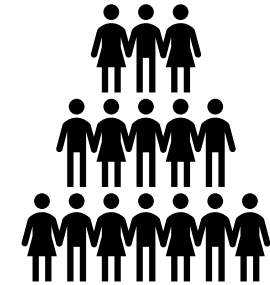
Dedicated local resources for consultation and support

Customized/local support

Enhanced virtual programming

Town Halls

Enhanced back to work digital tool kit



GHP Members

Enhanced virtual services including telemedicine

Benefit adjustment

Expanded home based services including home monitoring devices

Tight integration to CE resources

Symptom checking:

One of the following new symptoms:

- Cough
- Shortness of breath
- Fever (defined as 100.4°F/38.0°C or greater)
- Chills or repeated shaking
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell
- Congestion or runny nose
- Nausea and vomiting
- Diarrhea

**These symptoms are subject to change. Review CDC and DOH websites for most up-to-date information.*

Employer recommendations – layering protection

- Screen employees daily before starting work
- Continue social distancing (6 feet between employees) at workstations
- Mask
- Educate and provide signage
- Avoid non-essential travel
- Continue work from home where possible
- Follow CDC and DOH guidance for cleaning
- Manage and monitor exposures
- Highlight digital solutions for healthcare services

<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>



Continued support during unprecedented times

- Enhanced digital health and wellness resources
- Employer/member communication
- Adjusted services to support COVID efforts
- Dedicated team to support your reopening efforts

Wellness programs success stories

Diabetes Prevention Program (DPP)

“The coolest thing about having DPP online during COVID-19 is that it is still keeping me accountable when many other things have been shut down or postponed.”

Freedom From Smoking

“After 35 years of smoking I decided to try to quit ... the support I got from my classmates was positive ... they knew exactly what I was going through.”

Digital screening toolkit

- [geisinger.org/coronavirus/businessresources](https://www.geisinger.org/coronavirus/businessresources)

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[Downloadable resources](#)

[Additional resources](#)



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GHP employer digital toolkit

- A library of downloadable resources for your business

Collections / GHP EmployerHUB

Created by Alexa Blanchard

Share Download (57) Settings

Description

Enter a description for your collection

Collection details

Created 48 days ago

Viewed 411 x

Shared (2)

Published online Remove online visibility
<https://dam.geisinger.org/web/3615677dfcfcbc...>

Shared with specific people

Who has access

0 57 Files Order by Date added

The grid displays 24 PDF documents, each with a thumbnail and a title. The documents include:

- Outbreak relief filer for groups
- What to do if you've lost cover...
- Daytime sleepiness
- Provider Reopening GHP
- Telemedicine Patient Video Vi...
- Telemedicine Patient Fast Facts
- Return to work toolkit - wellne...
- COVID-19 wellness resources
- Visitation precautions signage...
- Staying safe during COVID-19...
- Stay apart to stay safer.
- Virtual meeting tips
- Working from home
- Social distancing tips
- Returning to work
- Social distancing at work
- Masking tips
- How to wash your hands
- Masking for kids
- Hygiene for health
- Cleaning and disinfecting tips
- Home isolation tips
- COVID-19 terms to know
- Caring for the sick at home

Supporting our communities

- Discharge transportation program
 - Over 200 rides provided since March 30th
- Emergency food distribution program
 - Over 500 boxes delivered
- Provided culturally sensitive COVID-19 information and education for Latino communities and employers
- First responder testing
- Nursing Home Support
- Partnered with local food providers

Long live our neighbors.

Neighborly | Your local resource connection

Support Site Tools My Program Tools People I'm Helping BE Brian

Neighborly is your go-to resource to connect with everything from food and housing to medical care.

Start Here

- Neighborly Quick Reference Guide (Click Here)
- Neighborly FAQ (Click Here)

Zip

Welcome to Neighborly!

Neighborly lends a hand to help you find free or reduced-cost services in your community. Search for local support resources to access food, housing, transportation, utility assistance, medical care, job training and more.

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NeighborlyPA.com

8,500+ programs listed and growing

Geisinger

Home Patients & visitors Geisinger staff & providers GHP members News & resources How to help

Coronavirus Resource Center

We're all in this together

By being smart and safe, communities can overcome anything, including the coronavirus pandemic. And Geisinger's teams are prepared, trained and ready for whatever comes our way. Together we can beat COVID-19.

Watch: COVID-19 update

Patients & visitors

- Get virtual care now >
- FAQs >
- Clinic and service updates >
- Información en español >

Staff & providers

- Employee information >
- Community providers >
- GHP providers >
- Vendor policy updates >

News & resources

- Latest coronavirus news >
- Helpful advice from our experts >
- COVID-19 video library & podcasts >
- Community resources >



Health Insurance Update

Kurt Wrobel

President, Geisinger Health Plan and EVP,
Insurance Operations

It's an honor to serve our groups

Highest in member satisfaction among commercial health plans in PA for 2020

J.D. Power's 6 key factors:

- Billing and payment
- Cost
- Coverage and benefits
- Customer service
- Information and communication
- Provider choice

For J.D. Power award information, visit [jdpower.com/awards](https://www.jdpower.com/awards).



Helping members and groups financially

- Eliminated cost sharing for COVID testing and treatment for inpatient, in-network services through September 30, 2020
- No cost sharing for telemedicine services through September 30, 2020
- Working closely with our employer groups and members on premiums
 - Began accepting credit card payments for employer groups

Broker/employer communications

- Weekly bulletins sent to brokers and employers
- Focuses on:
 - COVID-19
 - Business reopening
 - Education
 - Wellness and more

Special Weekly Bulletin: July 9, 2020

Stay informed about safety precautions

[Geisinger.org/safe](https://www.geisinger.org/safe) is full of the most up-to-date information about Geisinger's latest safety measures as we navigate the COVID-19 pandemic and beyond.

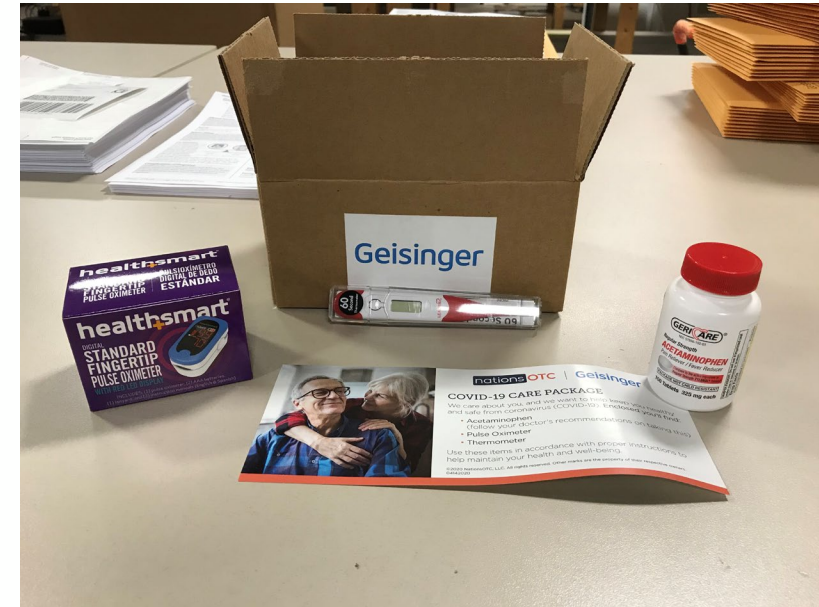
Want the latest updates sent right to your inbox? Simply scroll down until you see the blue email sign-up box.

Employer profile: How one local pharmacy continued to thrive (and even grow) during coronavirus

Customers have always been the top priority for DePietro's Pharmacy. So

Outreach to members and providers

- Proactive outreach to members
 - Contact with all COVID-positive members, including COVID kit
 - Reaching out to members who have not filled medications
- Constant communication with provider network, including:
 - Multifaceted provider town halls
 - Frequent updates on provider portal
 - Active outreach to providers (phone and email)



Our new normal



- We are working from home with full continuity of business
- Some employees may work from home permanently
- We're maintaining our service capacity across all functions
- Ongoing webinars for groups, brokers and providers



The value of care and coverage

- Geisinger's clinical enterprise and health plan work together to manage costs, develop innovative programs, improve access to care and offer a network of top-quality providers.
- In challenging times such as the pandemic, the benefit of provider and payer working together is even more important.
- We will continue to innovate, with the goal of greater access to high quality, cost-effective healthcare.

Thank you

Geisinger