COVID-19 Skilled Nursing Facility Provider Update

March 21, 2020

As a trusted partner in care for the senior population, naviHealth seeks to reinforce the CMS and CDC directives associated with COVID-19. We support providers in implementing the following precautions:

- Restricting visitors, volunteers and non-essential personnel
- Eliminating communal dining and group activities, including group therapy
- Eliminating Leave of Absence (LOA)for short and long-term residents
- Implementing active screening of residents and healthcare personnel for fever and/or respiratory symptoms
- Utilizing masks and other personal protective equipment as appropriate when respiratory symptoms are present
- Delaying admission decisions on any patient actively ruling in/out COVID-19
- For known or suspected cases of COVID-19:
    - Treating patients in private rooms with the door closed
    - Following instructions from Physician/Department of Public Health on testing, treatment, transfers and containment

Reporting Additional Skilled Nursing Facility Initiatives - Clinical Operations Changes:

If your skilled nursing facility (SNF) has put into place any additional interventions and/or precautions that may impact naviHealth managed members, **we seek notification of these measures** as soon as practical. Examples of precautions/initiatives/changes may include but are not limited to:

- Halting any new admissions to the facility
- Decision to deny new short stay or long-term patients with a confirmed positive COVID-19 diagnosis
- Decision to deny new short stay or long-term patients with a respiratory condition
- Decision to isolate all new admissions for 14 days (private room)
- Decision to volunteer to be a center for "cohorting" positive COVID -19 patients (should the need arise)
- Decision to deny or eliminate facility discharges (this should only occur if the safety and well-being of the patient is at risk)
- Electively reporting a COVID-19 diagnosis in facility (without PHI disclosure)

- Elective reporting of Home Health Agencies not accepting discharge cases
- Significant operational challenges due to limited staffing because of illness

Clinical Care and Practice

naviHealth recognizes the challenges SNFs are facing during this unprecedented time and appreciates the abundance of caution being taken to preserve the health and well-being of our most fragile population. To that end, naviHealth encourages providers to ensure:

- 1:1 therapy treatment for naviHealth managed members
- The intensity of therapy outlined in the **nH Predict | Outcome** report is provided weekly
- Stable patients are discharged timely
- Referrals are made to Home Health Agencies with the capacity to accept new cases
- Unsafe discharges to the community are offered a non-skilled stay until ready to discharge safely
- Caregiver training occurs either virtually (with technology assistance), in a safe off unit environment or on the day of discharge at pick up
- The use of ES1 is reserved for those with active infectious symptoms who are quarantined to a private room

To reduce the burden to the provider during this crisis, naviHealth offers:

- The delivery of clinical updates every 7 days or more (as indicated) – discuss individual cases with the naviHealth Care Coordinator
- Final CMG level determination after discharge for those patients with an unexpectedly short length of stay

Any patient-specific challenges or discharge planning considerations should be discussed directly with your naviHealth Care Coordinator. Report any changes in clinical operations, to your Provider Relations Manager. We recognize things may change quickly; therefore, operational changes may be updated at any time. naviHealth will continue to distribute communications via your Provider Relations Manager. Please direct any questions you may have to them.