

RECOMMENDATIONS DURING COVID-19



ADDRESSING HEALTH DISPARITIES (PART 1)

Long-standing systemic health and social inequities have put some members of racial and ethnic minority groups at increased risk of getting COVID-19 or experiencing severe illness, regardless of age.

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A REMINDER OF RESOURCES FOR MCPs (PROVIDER FOCUSED)



Communicating with Sensitivity

- ▶ Build skills for understanding and addressing negative member experiences, including accessing care, by using a [communication tool](#). Take a test on [implicit bias](#) and provide [training](#) on reducing implicit bias.
- ▶ Provide and link members to resources addressing [social determinants of health](#) and [cultural barriers](#) to health care (i.e., [community services programs](#), [Stay Play Grow app](#)).
- ▶ [Promote COVID-19 ready communication](#) play book in multiple languages.



Targeting Outreach Strategies

- ▶ Leverage the role of [CHWs](#) (e.g., story of [Meza](#)) in assisting members with chronic health conditions. Inform members of the importance of preventive care services during a pandemic.
- ▶ Ensure that all members have access to resources that are current, relevant, accurate and credible (i.e., [COVID-19 resources in multiple languages](#)).
- ▶ Promote and reinforce member's accessibility to translation and interpretation services, transportation, social support, and virtual health services.
- ▶ Collaborate with community partners that members trust (e.g., faith based organizations, local public health, social service organizations).



Tracking Disparities

- ▶ Track disparities among racial and ethnic groups in COVID-19 cases, complications and outcomes to inform disparity reduction activities.
- ▶ Tracking Racial Data: [The COVID Racial Data Tracker](#); [US Census Bureau](#); [California Department of Public Health](#); [Centers for Disease Control](#).

RECOMMENDATIONS DURING COVID-19



ADDRESSING HEALTH DISPARITIES (PART 2)

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ADDRESSING SOCIAL DETERMINANTS OF HEALTH AND ADDITIONAL RESOURCES



Addressing Food Insecurities

- ▶ Reinforce that eligible families can now use their [Pandemic Expansion Benefits Transfer Program \(P-EBT\) card](#) to make purchases online at Amazon.com and Walmart.com.
- ▶ Inform about the availability and ongoing access to foodbanks (i.e., [Farm to Family Program](#)).
- ▶ Success Story: Anthem's [home delivered meal program](#); United Health Care's infant formula 30 day program.



Addressing Mental Health Concerns by Integrating Trauma-Informed Framework

“We heard from a young Spanish-speaking immigrant who asked whether ‘we were saving medications for the privately insured’ and from a young man who shared that his symptoms of COVID-19 had triggered traumatic flashbacks from his immigration journey of feeling suffocated in a box with no control.”

- ▶ Make [goals of care conversations](#) routine during clinic visits, using [VitalTalk](#) script.
- ▶ Give members uninterrupted time to speak about their concerns and worries so that providers can understand members' life experiences that contribute to their fears.
- ▶ Ensure that behavioral health resources are available, with appropriate coordination (i.e., [Psychhub.com](#); [FACE COVID](#); [ACEs Connection](#) resource).