Children’s Health TAC Update

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Eastern Kentucky Flooding

Passport Response
Eastern KY Response

Impacted Area Member Related Immediate Response

• Member lists for those living in the impacted areas were pulled immediately and all members on the list were texted within hours

• Every impacted area member who had filled a prescription in the last 30 days received texts notifying them that emergency refills would be approved and where to get them

• Every impacted area member active in Care Management, those who were in the middle of an inpatient stay, and those who rely on refrigerated medications received multiple outreach calls by the CM team. Calls were cascaded over 2 weeks with a focus on verifying safety and addressing needs of every member on the list.

Impacted Area Provider Related Response

• Every network provider in the impacted area received calls from the Passport team offering support and assistance.

• Prior Authorizations of all services were suspended for providers in the impacted area through August 31, 2022.

• eNews went to all providers on July 29th to remind them of the ways they could reach out to Passport, as well as other resources, to assist them in their 24/7 efforts with members
Eastern KY Response

Impacted Area Passport Employees

- Emergency outreach procedure deployed immediately to staff to determine safety and any needs.
- Passport Plan President personally contacted every impacted employee to determine how we could assist them.
- Emergency PTO was provided to impacted employees so that they could put their family, friends, and community needs first.
Eastern KY Response

- MolinaCares Accord committed $100,000 through the Governor’s Relief Fund and the Foundation for Appalachian Kentucky within hours of learning about the flooding. Shortly after making the commitment, we were notified that a generous donor matched our contribution to the Foundation.

- Donation Drives held at all Passport One Stop Health Centers (OSHC) to gather needed supplies for flood victims with delivery to Hazard. The Hazard OSHC became a distribution center ongoing.

- Over 290 car seats were donated to support families in Eastern Kentucky through our Hazard OSHC.

- Molina staff (nationwide) were provided a list of vetted donation sites and were encouraged to give as able.

- All Passport staff were encouraged to find ways to volunteer and use their VTO benefit to ensure they had time to help. Staff are provided with 24 hours paid volunteer time off annually.

- Passport staff spent multiple days in person assisting families in impacted areas navigate the loss of important papers (e.g., identification, wills, etc.) and assisted with FEMA paperwork.

- Partnered with KHAP’s spearheading of Remote Area Medical (RAM) to provide free dental, vision and medical services in Lick Creek, KY. Passport staff were able to volunteer for the event.
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