



Carvel Tefft, MD, SFHM, MMM

Vice President of Medical Management, Pacific Partners Management Services, Inc.

Dr. Tefft is a physician executive with 15 years of experience in clinical, hospital administrative and IPA leadership positions. He currently serves as Vice President of Medical Management for PPMSI, the business entity which supports the Santa Clara County IPA (SCCIPA). Dr. Tefft graduated from Brown Medical School, trained in Internal Medicine, and after 5 years of Primary Care, transitioned to hospitalist work.

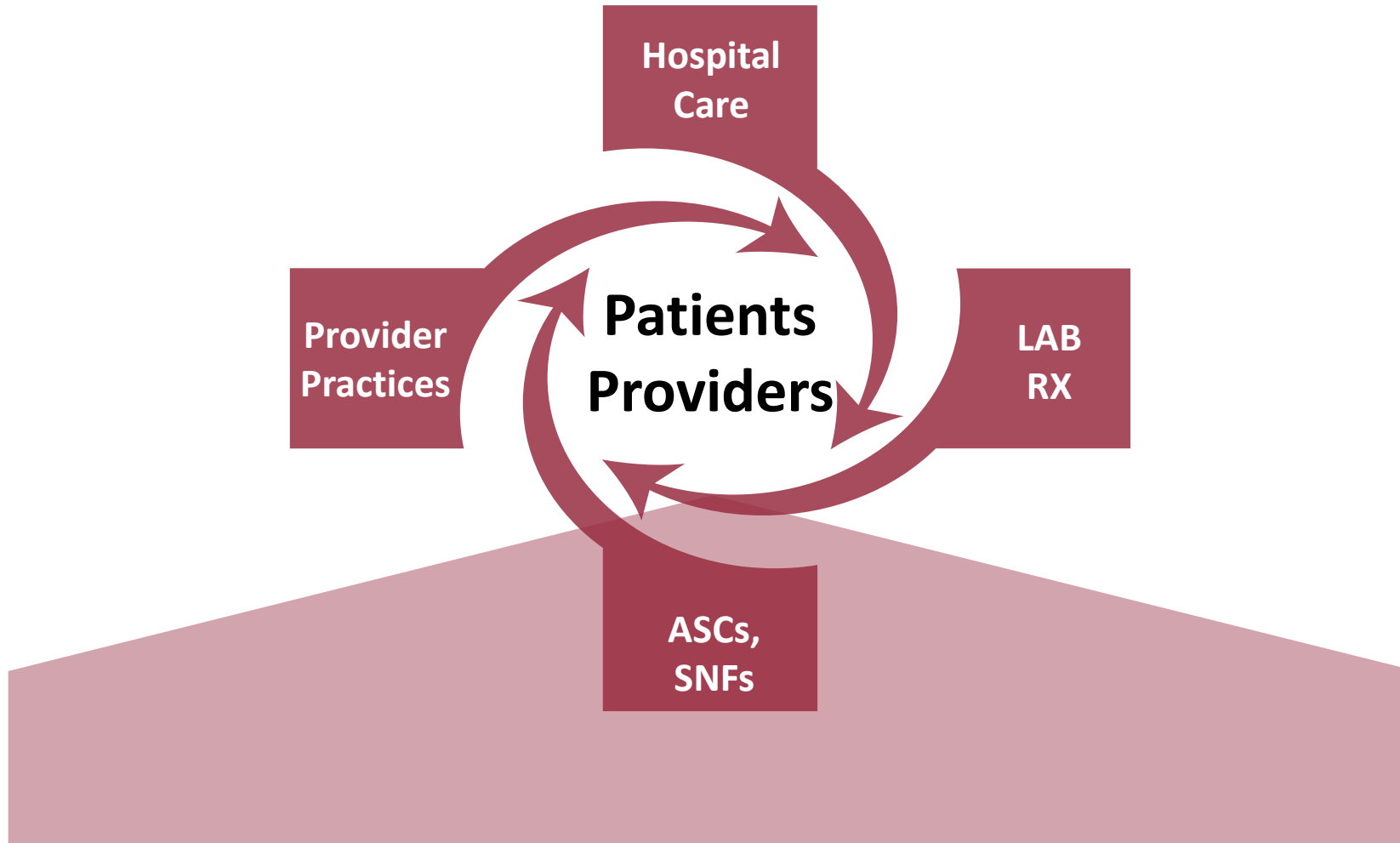
As the founding Director of the Summit Hospitalist Service (Oakland, CA), Dr. Tefft oversaw the growth of the group into the largest hospitalist service in the East Bay during his seven year tenure. After earning a Masters in Medical Management at USC, he accepted a position as the Administrative Medical Director for the three Sutter campuses in Berkeley and Oakland. Prior to his current role, Dr. Tefft was Director and then Vice President of Health Resource Management at Hill Physicians Medical Group.

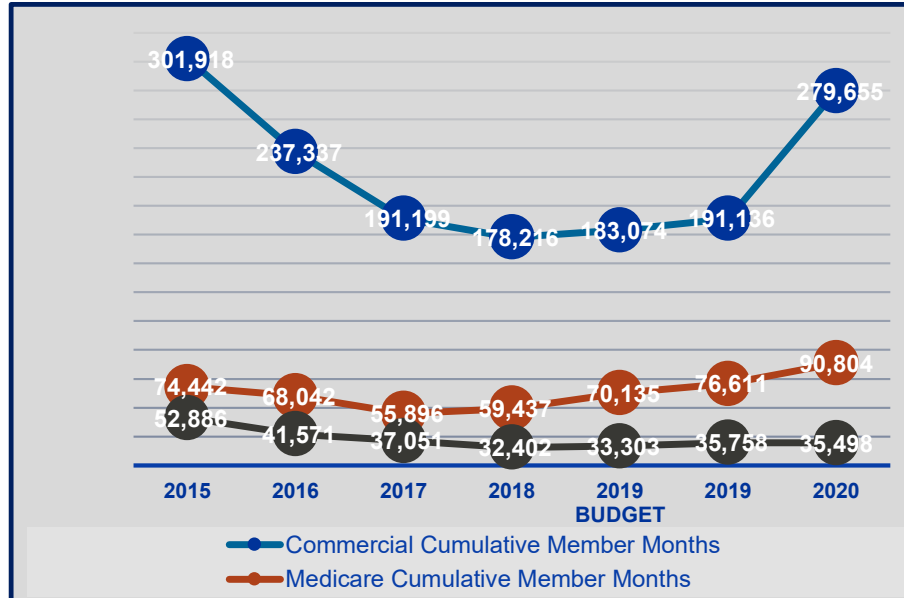
PPMSI/SCCIPA Response to COVID-19 Pandemic

Right Care Initiative

4/28/20

Carvel B. Tefft, MD, MMM, SFHM
VP of Medical Management, PPMSI





SCCIPA	PCPs	Specialists	Total
Non-exclusive	174	625	791
Exclusive	67	-	67
Total	241	625	866

Hospital Contracts

1. El Camino Hospital Los Gatos
2. El Camino Mountain View
3. **Good Samaritan Hospital (HCA)**
4. O'Connor Hospital
5. **Regional Medical Center San Jose (HCA)**
6. Saint Louise Hospital
7. Santa Clara Valley Medical
8. Stanford Hospital and Clinics
9. Lucille Packard Children's Hospital
10. UCSF

SCCIPA Physician Specialties Covered

- Acupuncture
- Allergy
- Allergy and Immunology
- Anesthesiology
- Audiologist
- Cardiology
- Cardiovascular Surgery
- Chiropractor
- Colon and Rectal Surgery
- Critical Care Pulmonary
- Dermatology
- Emergency Medicine
- Endocrinology
- Family Practice
- Gastroenterology
- Genetics
- Geriatrics
- Gynecology Oncology
- Hand Surgery
- Hematology/Oncology
- Hospitalist
- Infectious Diseases
- Infertility
- Internal Medicine
- Maternal and Fetal Medicine
- Neonatal-Perinatal Medicine
- Nephrology
- Neurological Surgery
- Neurology
- Obstetrics and Gynecology
- Oncology
- Ophthalmology
- Optometry
- Oral Surgery
- Orthopedic Surgery
- Otolaryngology
- Pain Management
- Pathology
- Pediatric Cardiology
- Pediatric Gastroenterology
- Pediatric Neurology
- Pediatric Ophthalmology
- Pediatrics
- Physical Medicine/Rehab
- Plastic Surgery
- Podiatry
- Psychiatry
- Psychologist
- Pulmonary Disease
- Radiation Oncology
- Radiology
- Registered Dietician
- Rheumatology
- Sleep Studies
- Surgery/General Surgery
- Thoracic Surgery
- Urgent Care
- Urology
- Vascular Surgery

“Put your own mask on first...”



Our staff is our biggest asset. Their safety & wellness allows us to serve our Providers and Members.

Group I - Implemented 3/12/2020

- First phase of team members to be moved to remote work force

Group II & III – Implemented 3/16/2020

- Remaining team members moved to remote work force and *expedited* due to Bay Area Shelter-in-Place Order
Executed 3/16

Provider Outreach- Access to Care

- 1050 Outbound Provider Calls
- Office hours (Normal, Reduced, Closed)
- Limited scope to telehealth or urgent only
- Need for PPE
- COVID testing capability

Practice Notices (Fax, Email, SCCIPA.com)

- Links to best sites for up to date COVID information
- Use of Telemedicine: billing codes and enhanced Fee-For-Service payments
- CARES SBA financial relief information
- CMS/DMHC waivers and Health Plan webinar notices

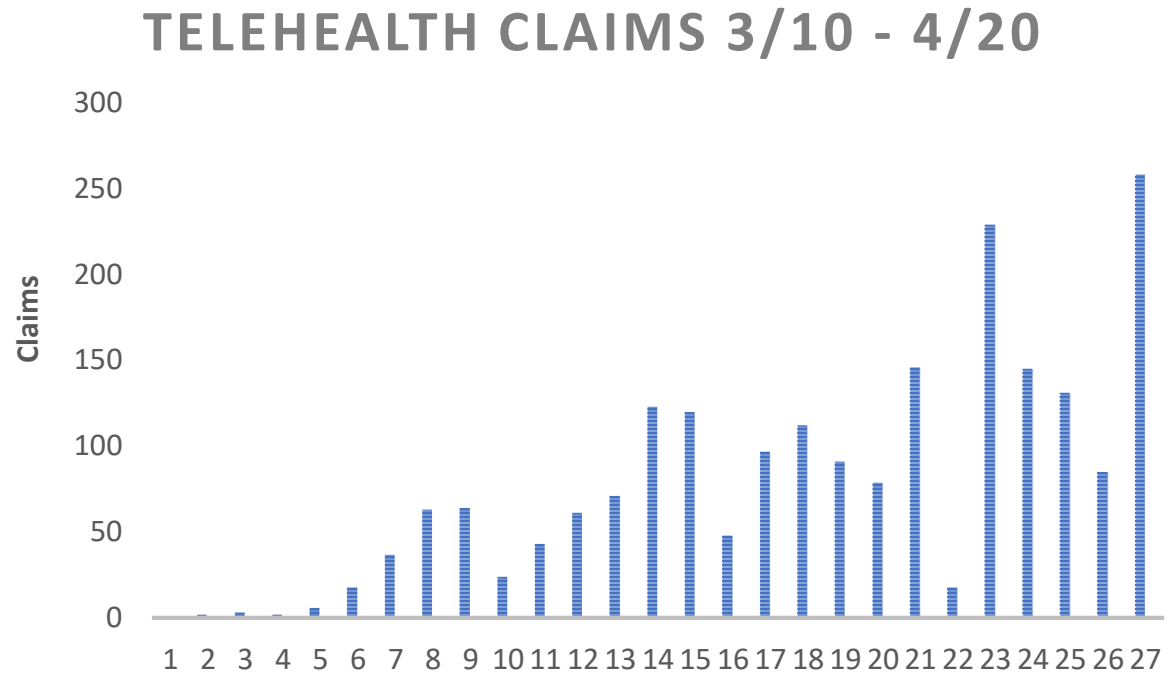
Member Communication

- Updates on SCCIPA website with safety precautions and links to current COVID information
- Supplemented Customer Service staff as needed

PPE Response

- Executive team lobbied for support from all contracted Health Plans
- Donations were received
- Distribution process created for delivery to the SCCIPA network

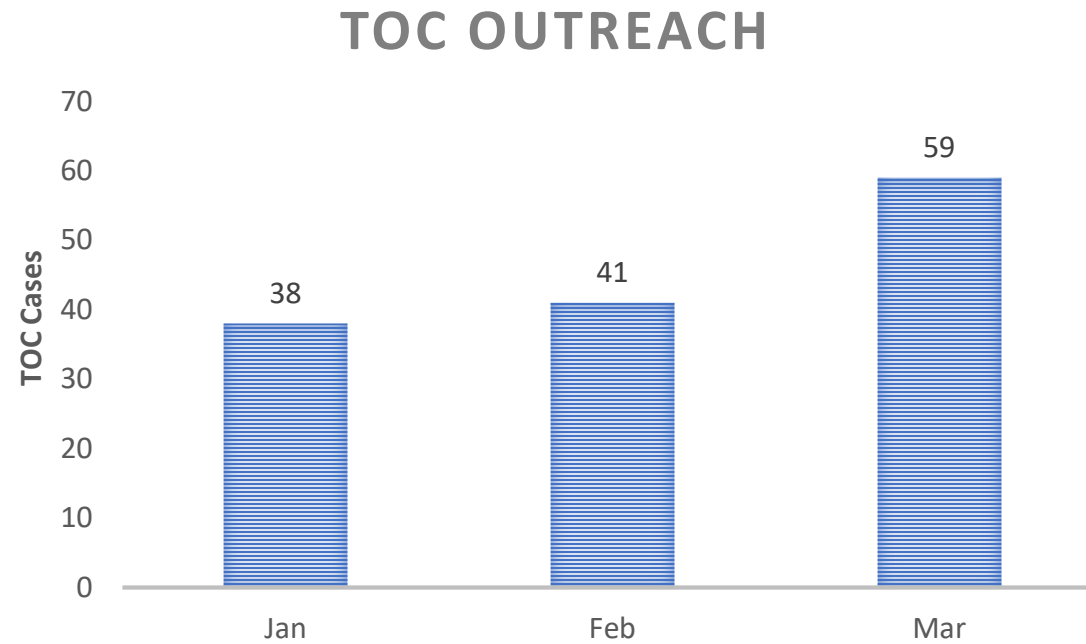
Change in POS



Medical Management

- Expanding Transition of Care (TOC) and Revitalizing RAF report
 - Outreach to ALL seniors and high risk Commercial
 - Proactive outreach to high risk seniors
- Seamless processing of auths
 - Making exceptions when it's the right thing to do
- Assisting with urgent inpatient management
 - Opening up hospitals to prepare for the surge
 - Avoid SNFs if at all possible
- Provider outreach and support
 - Personal phone calls/emails by VP and CMO

Expanding Scope of TOC



SCCIPA Care Concierge at Work

- ❖ Patient d/c with both COVID and DVT in lower leg. Xarelto prescribed for DVT wasn't covered by health plan. Out of pocket cost is nearly \$500 for 30 days. Case Manager found a one month supply free at Better Health Pharmacy.
- ❖ Patient discharged from hospital, and assigned PCP did not have capacity to see new patients during shelter in place. Found another PCP to accept post-discharge.
- ❖ Member did not receive HH RN after d/c from hip surgery and daughter was worried about surgical incision getting infected. Refused SNF placement in setting of COVID. Member had PT/OT orders with no RN but CM able to assist in getting HH RN to arrive next day. Also able to assist in getting her DME needs delivered in a timely manner.

“But what’s heartwarming is receiving calls from 3 different patients that I case managed years ago just to check in on me to make sure I’m doing ok during this pandemic.”

Thank you