Recommendations During COVID-19

MANAGING HYPERTENSION (PART 1)

Older adults and people with severe underlying medical conditions that may include hypertension, seem to be at higher risk for developing more serious complications from COVID-19 illness.

Source: www.unsplash.com

A REMINDER OF RESOURCES FOR MCPs

Provider Virtual Approaches

► Remote Biometric Monitoring: Sensor kits that wirelessly transmit biometric data to a phone from medical devices, such as blood pressure (BP) cuffs. Based on results, the patient is contacted and triaged by a nurse or pharmacist.

► Tele Tuck-in Program: A call center care team calls patients at home who need ongoing assessment, medication access and management, including education and reminders to receive vital immunizations. Refer to ACC guidance.

► Telehealth: An audiovisual conference platform app for member screening exams, lab follow-up and case management by the care team.

► Mobile Health Platforms: Automated text messaging applications of personalized care support and instructions to members (e.g., VA Annie).

Support for Members

► Targeted Messaging: Data-driven high risk member outreach to avoid contributors to high BP and use of My Cardiac Coach, a progress tracker for monitoring BP and weight.

► Self-Care under Safe Conditions: Self-care information amid COVID-19 and stress management tips for members.

► Free Online Support Network: The American Heart Association has a free online support network that connects people with similar health concerns (e.g., find high BP under chronic conditions).

► BP Monitoring Log: Use of a downloadable printable BP log to alert members of BP changes over time. Choose and provide BP device, if available option, with validated clinical accuracy of readings.
Recommendations During COVID-19

Managing Hypertension (Part 2)

Older adults and people with severe underlying medical conditions that may include hypertension, seem to be at higher risk for developing more serious complications from COVID-19 illness. [Center for Disease Control](https://www.cdc.gov)

A Reminder of Resources for MCPs

**IMPORTANT TAKE-AWAYS**

**Pharmacy Support**

- Increased Pharmacy Access and Medication Availability
  - Drive-thru or curbside pick-up
  - 90-day or greater supply of medications
  - Medication mailing and waiving of fees
  - Use team-based care approach, including pharmacist.

- Pharmacy Follow-up
  - Pharmacist-led medication management, review, reconciliation, and counseling.
  - Coordination with providers on care for high risk members.

**Member Support**

- For Vulnerable and High Risk Members
  - Emotional support calls for vulnerable groups (e.g., [Friendship Line California](https://www.friendshiplineca.org) for the elderly).
  - [Medi-Nurse](https://www.medicalaid.com) advice line for Medi-Cal fee-for-service beneficiaries who don’t have a regular doctor, as well as the uninsured.
  - Updated [DHCS](https://www.dhcs.ca.gov) COVID-19 information for members and beneficiaries.
  - Remind members to take cardiac medications (i.e., [RAAS antagonists](https://www.americanheart.org)) as prescribed.
  - Assure members, using community health workers for messaging, that they can continue to safely receive vital health services and [needed immunizations](https://www.cdc.gov/vaccines) to keep members healthy.
  - Assure members that it is safe to go to the ED with symptoms of a heart attack or stroke.