Reimagining Health

How COVID-19 has changed the landscape
Pandemic: Forcing us to think differently

• Exposed a number of intersecting vulnerabilities – physical health, behavioral health, health inequities, social drivers of health

• Underscored the importance of each of these vulnerabilities, that “health” is more than simply the absence of illness

• Forced us to reconsider models of care delivery – virtual and moving more in-home

• Got us into the same boat and rowing in the same direction
Our Focus in Action

• **Outreaching to members at risk**
  – 20,000 connections in Indiana: food adequacy, isolation support, medication needs and telemedicine services

• **Increasing access** through promotion of telemedicine

• **Delivering relief** to Hoosiers in need

• **Partnering with NAMI** (National Alliance on Mental Illness) to support the “You are Not Alone” awareness campaign for Mental Health Month during May
We encourage virtual care options when possible / clinically appropriate.

Prior to COVID, telemedicine services were limited to those listed on the State’s telemedicine code set.

To expand access, OMPP expanded telemedicine services to those outside the telemedicine code set.

Use of telemedicine by Anthem Medicaid members increased significantly as a result.
Behavioral Health Services

- Behavioral Health services represent 57% of the total amount paid on these ‘enhanced’ services.
Supporting our Communities

• Anthem Foundation’s partnership with Gleaner’s - $1M #NoOneRunsOnEmpty match campaign – provides 10 million meals!

• 50k+ PPE donations for CBOs, FQHCs, Health Departments

• 225 Chromebooks and iPads to facilitate distance learning and telemedicine for foster children, those experiencing homelessness and those in domestic violence shelters

• $50k in Walmart gift cards to meet basic needs of children and those experiencing mental illness

• $1M Rapid Response Loan Fund contribution through the Indianapolis Chamber of Commerce for the nearly 43 thousand small businesses in Central Indiana

• $100k donation to United Way of Central Indiana’s C-CERF (COVID economic relief fund) to support CBOs

• Anthem Foundation matching 200% of associate donations to Signature charities

• Anthem nurses participating in the Medical Associate Volunteer Program assisted overwhelmed hospitals
Investing in our Future

• Anthem has pledged $50 million over the next five years to focus on health disparities and racial inequities, behavioral health and the key drivers of health such as food insecurity, housing and economic recovery.
  – Leverage long-standing partnerships
  – Work with CBOs and FBOs also invested in our communities
  – Foster conversations around these issues and open dialogue

Our Goal

To create enduring change in our Indiana communities