

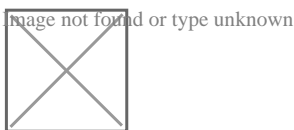


Connecting Texans: Texas Medicaid Managed Care Plans Support Texans During COVID-19

Description

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The COVID-19 pandemic poses unprecedented challenges for Texas and our nation, touching every facet of American life. During this crisis and into the future, Medicaid Managed Care Plans are connecting Texans to the personalized care and support they need to stay healthy and live their lives to the fullest. [Learn more](#) about how Texas Medicaid Managed Care Plans are responding to COVID-19.



Encouraging & Expanding Telemedicine

Patients now need to be able to receive the care they need from the safety of their homes. Telehealth programs provide Texans with care while reducing COVID-19 exposure and easing burdens on the health care system. Texans' health and well-being are Medicaid managed care plans' highest priorities; managed care plans have significantly expanded telehealth programs and

are eliminating patient costs for telehealth services to encourage the use of these programs.

Addressing Social Barriers to Care

No one should be left behind when it comes to access to health care. Social, cultural, and physical barriers to care have been worsened by the pandemic. Texans need to know that they can receive the care they need no matter the social barriers that stand in the way. Medicaid managed care plans are investing in services that meet the needs of Texans where they live, work, and play, including arranging transportation, coordinating meals, and navigating challenges with work and school.

Supporting Local Communities & Front-Line Workers

The resilience of local communities and front-line workers is central to the fight against COVID. Health plans are enabling their doctors, nurses, and other licensed medical experts to serve on the front lines and are providing communities with additional services, such as digital risk assessment tools and emotional support lines, at no charge. They are further working with state, federal, and local officials in a variety of capacities, from offering specific policy and regulatory changes to assisting the Governor, Texas Legislature, Congress, and administration so that our health care systems can successfully fight the virus.

Expanding Access to Testing & Treatment

Medicaid recognizes that everyone should be able to get COVID-19 tests and treatment. That's why managed care plans are eliminating patient costs for testing and related services; meaning no copay, coinsurance, or deductible is required from the patient. They are further covering the doctor visits, hospital stays, and treatments that patients need to recover. No one should hesitate to get tested or treated for COVID-19 because of costs.

Improving Access to Medication

Medicaid managed care plans are playing a critical role in ensuring patients have quick access to the medicine they need at controlled costs. To ensure that patients have enough of their medication on hand and to limit exposure to COVID-19, health plans have eased early refill restrictions on prescriptions and increased options for home delivery.

Providing Personalized Care & Coordination

During the COVID-19 crisis, managed care plans are ensuring Texans with complex medical needs have access to caring health plan nurses who provide one-on-one support and walk families through every step of the complicated health care system. They are also providing services that go beyond the walls of a doctor's office, making sure patients receive specialized, high quality care when and where they need it.

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