

## THE PSYCHOLOGICAL IMPACT OF COVID-19



### WHEN OUR MEMBERS NEED US THE MOST

The well-being of Molina members is our top priority. To be able to do this, we rely on your support to identify members in need. A COVID-induced trauma can look different for different individuals. It may be hypervigilance, post-traumatic stress disorder (PTSD), or watching too much news, leading to heightened stress and anxiety.

Increased stress and anxiety can be an extreme test of an individual's ability to cope – especially for individuals trying to maintain sobriety. As a result, members may increase substance use as a method of coping with stressful circumstances. Based on previous quarantines, researchers have predicted psychological outcomes continuing post quarantine to include PTSD, depression, and alcohol abuse.

### WHEN PROVIDERS AND MOLINA WORK TOGETHER, THE MEMBERS BENEFIT

Molina believes a holistic approach – integrating physical and behavioral health – is vital to assure the best outcomes. For example, a member may be exhibiting somatic or physical health issues, while the underlying root cause may be depression; it is only through this holistic approach that the member is appropriately diagnosed and treated.



#### HELPING PROVIDERS

Molina is here to help you:



Accelerating \$150 million in payments to providers



Extending previous authorizations until September 1, 2020



Providing parity in payment for tele-visits



Expediting credentialing

Using an integrated approach and the following interventions, we can help mitigate the consequences and psychological impact of COVID-19:

#### Quarantine No Longer Than Necessary

- Encourage getting outside
- Discuss ways to connect with others
- Remind of the benefits to society as a whole
- Limit exposure to news reports



#### Coordinate Access

- Provide care coordination
- Assess for needs and Social Determinants of Health
- Help members with resources



#### Improve Communication

- Provide facts
- Encourage research
- Express empathy
- Increase contact/check-ins



As a provider, when you are working with a Molina member who has complex needs, please know that we are here to help support you and your patient. Our screening tools can help identify underlying issues. Look for the red flags of trauma, and let us know when you would like support from our Case Management team. With our integrated approach, Molina can provide recommendations and referrals to the member, keeping you informed every step of the way.