



March 2020

COVID-19 Information and Links Available on PFK Website

The Partners For Kids team is working to assist our provider partners in accessing COVID-19-related information. In the days and weeks ahead, we will use the Partners For Kids website as the primary repository for this information. The home page of our website has been updated to include links to COVID-19 information available through Nationwide Children's Hospital and CAP4Kids' Community Resources During Coronavirus. We've added a [COVID-19 Resources](#) section to our website's Resources page; we'll add all of the COVID-19 related resources that we curate to that location. Current resources include the Ohio Department of Health's [Algorithm for Testing](#) of Coronavirus Disease 2019 and the Ohio Department of Health's Public Health Laboratory Coronavirus Disease 2019 [Testing Procedures](#). Nationwide Children's Hospital has also created a dedicated hotline for health care providers to answer questions regarding COVID-19. The phone number is 614-722-2009. This line is staffed by APNs and is available 9am to 5pm.

Partners For Kids Care Coordination Changes to Face-to-Face Visiting

As you are aware, there are many efforts underway to promote social distancing in the healthcare setting. Our PFK Care Coordination team has now moved to a telephonic/virtual approach to all previous "face to face" visiting encounters with providers, patients and families. All of our Care Coordination team members are able to provide Care Coordination services via telephone or by using video visiting software. You should not experience any change in the amount of contact you or your patients receive from their Care Coordinators, only that we will be reserving face to face visits with patients/families in the most extreme circumstances over the coming weeks. Please contact our Care Coordinators to ask questions, to request assistance in linking patients to needed services, or to discuss any barriers your patients and their families are experiencing! We are actively working with families to navigate the changing availability of appointments, needed medical supplies and transportation, etc. to help them through this challenging time. We will communicate to you once restrictions are lifted and we resume normal operations. Referrals for PFK Care Coordination or any questions can be directed to: e-mail PKFCareCoordination@NationwideChildrens.org or call (855) 562-4735.

Consider Telehealth as an Alternative Method to In-Person Visits During COVID-19

Primary care and behavioral health providers are currently receiving a high volume of appointment requests and are trying to balance providing access to services with containing potential exposures to the COVID-19 virus. Many offices are considering implementation of telehealth visits. Click [here](#) for the COVID-19 Resources on PFK's website that include telehealth policies from Ohio Department of Medicaid, CareSource, Molina and UnitedHealthcare Community Plan. Please note that Ohio Department of Medicaid is filing emergency rules to expand and enhance telehealth options for patients and providers, in particular to allow more patients to be served in their homes rather than traveling to addiction and mental health treatment centers.

Expanded Access to Medications during COVID-19 Pandemic

The PFK Pharmacy team has been in communication with the Ohio Medicaid managed care plans regarding the actions they are taking to facilitate medication access at pharmacies throughout the PFK network during this time. Changes to medication accessibility for patients at the pharmacy may include the following:

- Automatic overrides in place for refill too soon rejections
- 90-day supplies at the pharmacy level*
- Emergency and early refills

*The PFK Pharmacy team recommends writing prescription orders for 90-day supplies for maintenance medications, when possible and appropriate. Click [here](#) for detailed and updated information on medication access specific for each plan. As always, for questions about COVID-19 related pharmacy issues or PFK prescribing resources, please contact PKPharmacy@NationwideChildrens.org.



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OTC & Prescription Requests During the COVID-19 Pandemic

As families prepare for the COVID-19 pandemic, you may notice an increase in the number of calls requesting prescriptions for over-the-counter (OTC) items to be sent to the pharmacy such as acetaminophen or ibuprofen and/or an increase in requests for new refills for all medications. While it is important for families to be prepared in case of infection, it is equally important to not encourage hoarding of these items so as to inadvertently cause a medication shortage or backorder. When families request prescriptions for these items, use your clinical judgment to determine necessity before automatically sending prescriptions onward. If a prescription you have sent in the past has refills remaining at the pharmacy, families will still be able to access those refills over the coming months. Reassure families that filling and buying what is needed will allow enough to go around in the coming months.

Partners For Kids April QI Webinar featuring Dr. David Stukus “Benadryl is Obsolete (and other Pet Peeves from the World of Allergy)”

The next PFK Quarterly Webinar will take place Thursday, April 23rd from noon to 1 pm. Our featured speaker will be Dr. David Stukus, Associate Professor of Pediatrics, Division of Allergy and Immunology. He will be discussing the common myths around antihistamines, food allergy testing, eczema and penicillin allergy. The webinar is approved for 1 hour of category 1 continuing education for providers and staff. Physician participation may also fulfill their PFK Physician Incentive Program network requirement. If you would like more information, please email PFKProRelations@NationwideChildrens.org.

Partners For Kids Office Manager and Staff Retreat: Save the Date and Request for Posters

Save the date for the third annual Office Manager and Staff Retreat on June 19, 2020, featuring Dr. Jack Stevens, an expert in behavioral economics! Come with your questions about how to motivate patients to engage (and stay) in care. Also new in 2020, community practices are invited to display posters highlighting quality improvement projects. Poster presentations provide an opportunity for practices to share improvement strategies and celebrate success with other attendees. A QI coordinator will be assigned to assist each practice with poster development and printing. If you are interested in presenting a poster, please reach out to PFKQICoaching@NationwideChildrens.org by April 15, 2020.

Welcome New Members

We are pleased to welcome the following providers and practices who joined the PFK provider network in February 2020:

Timothy C. Boerema, LISW-S – United Methodist Children’s Home
Shannon M. Cheek, MD – Providers for Healthy Living
Misty L. Coleman, LISW – National Youth Advocate Program
Katelyn E. Do, LISW – United Methodist Children’s Home
Emily Hanlon, LISW – Buckeye Ranch
Nathaniel W. Johns, MD – United Methodist Children’s Home
Craig A. Plowgian, MD – Emerald Pediatrics
Michael A. Sivey, LPCC – United Methodist Children’s Home
Rhonda J. Taylor, LPCC – Mid-Ohio Psychological Services, Inc.
Melissa D. Winterhalter, MD – Central Ohio Primary Care Physicians, Inc.
Katie Wright, LISW – Buckeye Ranch



PARTNERS
FOR KIDS™

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Important Dates

April 7 – ~~CPP Pediatric Coding Seminar~~ (This session has been **canceled** to comply with social distancing guidelines but will be rescheduled at a later date.)

April 20 – Training Option for Behavioral Health Providers: “Motivational Interviewing,” 9:00am – 5:00pm, Discovery Auditorium (NCH campus). Lunch will be provided.

April 23 – Provider Relations e-Newsletter Distribution

April 23 – PFK Quarterly Webinar “Benadryl is Obsolete (and other Pet Peeves from the World of Allergy),” noon to 1pm.

Contact Partners For Kids Provider Relations

If you have questions regarding any of the information in this newsletter, please contact us at:

Email: PKProRelations@nationwidechildrens.org

Phone: (614) 355-5503

Visit us at PartnersForKids.org