



# COVID-19:

How has this affected  
CCO's and DCO's?

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The image features a solid orange background. On the left side, there are several large, white, abstract, curved shapes that resemble petals or leaves, arranged in a fan-like pattern. On the right side, there is a white, rounded rectangular shape that looks like a speech bubble. Inside this bubble, the text "Changing healthcare to work for you." is written in a bold, orange, sans-serif font.

Changing healthcare  
to work for you.

# OUR DCO PARTNERS

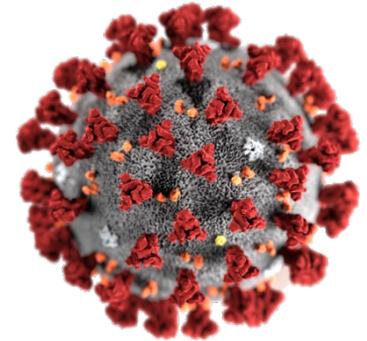
Capitol  Dental

Advantage Dental   
From DentaQuest

  
Willamette  
Dental Group

# COVID-19: How did it affect AllCare Health?

- Explored Telework Options
- Increased Cleaning with Janitorial Service
- Discontinued all Staff Member home, hospital, and clinic visits.
- Discontinued all in-person business operations meetings.
- Closed Businesses to the Public
- Communicated with Dental Partners
- Communicated with Community Partners



# OUR RESPONSE: COVID-19 Resiliency Fund

- Since April, \$930,588 has been distributed to 80+ Community-Based Organizations from the **AllCare CCO COVID-19 Resiliency Fund**.
- These funds supported Community-Based Organizations, including dental partners.
- They **improved their capacity to stabilize and promote health** within the communities of our service region for the duration of the pandemic and moving forward as the communities work towards addressing its long-term effects.



# OUR RESPONSE: COVID-19 Resiliency Fund

- These monies were in addition to **In-Kind Donations** and **Volunteer Support**. Here is one example:
  - AllCare Health staff compiled a list of members who need help **accessing food**. They worked closely with local food banks to develop a system for food deliveries.
  - AllCare's Care Coordinators **placed “orders”** a few nights before picking up boxes of food that the banks assembled.
  - These boxes were created specifically for an individual or family's needs, **tailored to accommodate allergies or special diets**.
  - Care Coordinators **picked up** the boxes behind the food bank and **delivered** with very little to no social interaction.

# How We Supported Our Dental Partners

- On March 25, 2020 all dental offices **ceased normal operations** until at least June 15<sup>th</sup> for PPE conservation and donation to hospitals.
- Dental partners in our Dental Care Organization **continued seeing emergency patients**—using ADA dental emergency guidelines to triage.
- We asked for an **'Access Plan'** from all DCO's for providing extended services to members after the order is lifted because of the pent up demand that could potentially occur.

# How We Supported Our Dental Partners

- CCO received **weekly updates** that included:
  - The number of **emergency patients** seen in the dental office.
  - The number of patients seen at the **emergency department.**
  - The **status of all offices** regarding staffing and offices that are open/locations.
  - Current **tele-dentistry** implementations and where this was taking place.



# MOVING FORWARD: Where Do We Go From Here?

- May 1, 2020 Governors Executive Order allowed dental offices to open back up for **normal operations**.
- AllCare Health **donated over \$35,000 to dental partners** from the COVID-19 Resiliency Fund toward oral health needs, mostly PPE.
- **Catching up with member appointments!** All the dental partners have done a tremendous job of seeing patients that had appointments canceled.
- Advantage Dental was very concise and thorough in their weekly updates to AllCare regarding the status of the offices during this trying time.