

COVID-19 Care Management Support

In order to meet the needs of the COVID-19 patients, the NEQCA Care Management Team has been educated on COVID-19 recommended practices including, but not limited to:

- Signs and symptoms of COVID-19
- Transmission guidelines
- Testing guidelines and sites
- New triage protocols
- Current recommendations to avoid ED utilization, hospitalization and to promote PCP telephonic visits and telehealth when appropriate
- Wellbeing Resources available for patients, providers and their staff

How our NEQCA Care Management Program is changing in response to COVID-19:

- Care Management will continue to monitor daily Patient Ping notifications of hospital and SNF discharge notifications and ED visits, to identify patients appropriate for Transitions of Care outreach.
- Care Managers will begin offering telehealth visits to appropriate patients starting April 8th, 2020 using the American Well telehealth platform.

What we need from you as providers to provide the best support to your practice:

- **Please refer confirmed, presumptive and those with pending COVID-19 test results, who are at home, to your Care Manager.**
- **Please provide your direct phone number to your Care Manager to expedite urgent matters.** If they cannot contact you directly, they will not be able to provide you with Care Management Services. If you use a secure texting system please add your Care Manager to the contact list.

Remember that your NEQCA Pharmacists are still available to answer medication-related questions. In addition, they will also be available for telehealth video calls or phone calls to patients for indications such as, but not limited to, medication counseling/teaching and inhaler technique counseling.

If you have any care management or Pharmacy questions, please call your Care Manager or Pharmacist at the numbers provided below.

4/13/20

NEQCA

New England Quality Care Alliance

Affiliated with  Tufts Medical Center

NEQCA Care Manager LCO Assignments		
LCO Formal Name	Care Manager	Care Manager Email
Highland Healthcare Associates	Dianne Barton	Dbarton@neqca.org
Primary Care Medical Associates	Nancy Barry	Nbarry1@neqca.org
Healthcare South	Lisa Cordeiro	lcordeiro@neqca.org
Plymouth Bay Primary Care, LLC	Maureen George	mgeorge@neqca.org
Primary Care Medical Associates	Jeanne Kelly	jkelly4@neqca.org
Plymouth Bay Primary Care, LLC	Mary Jane Murphy	Mmurphy11@neqca.org
Cape Physicians, LLC	Marcia Ozarowski	mozarowski@neqca.org
Milton/Highland	Susan Parker	sparker3@neqca.org
Milton Primary Care, LLC	Lisa Quirk	lquirk@neqca.org
Cape Physicians, LLC	Leslie Vickers	lvickers@neqca.org

Please note: If you are unable to reach your NEQCA Care Manager, you may contact:

Mary Miller, Regional Clinical Manager, mmiller3@neqca.org,

Joan Mullarky, Regional Clinical Manager, jmullarky@neqca.org,

Pat Seidel, Director of Care Management, pseidel@neqca.org

NEQCA Pharmacist LCO Assignments		
LCO Formal Name	Pharmacist	Pharmacist Email
Cape Physicians, LLC	Patricia Stock	pstock@neqca.org
Hallmark Health	Yvonne LeBlanc	yleblanc@neqca.org
Healthcare South, PC	Yvonne LeBlanc	yleblanc@neqca.org
Highland Healthcare Associates	Ken Ray	kray@neqca.org
MassBay Medical Associates, LLC	Patricia Stock	pstock@neqca.org
MetroWest Health Care Alliance	Kasey Arabasz	karabasz@neqca.org
Milton Primary Care, LLC	Patricia Stock	pstock@neqca.org
Plymouth Bay Primary Care, LLC	Kasey Arabasz	karabasz@neqca.org
Primary Care Medical Associates	Ken Ray	kray@neqca.org
Tufts Medical Center PO Non-Community Community	Paul Abourjaily Ken Ray	pabourjaily@tuftsmedicalcenter.org kray@neqca.org

Please note: If you are unable to reach your NEQCA Pharmacist, you may contact:

Yvonne LeBlanc, Pharmacy Manager, YLeBlanc@neqca.org

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