

## 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	<a href="mailto:Dbarton@neqca.org">Dbarton@neqca.org</a>
Primary Care Medical Associates	Nancy Barry	<a href="mailto:Nbarry1@neqca.org">Nbarry1@neqca.org</a>
Healthcare South	Lisa Cordeiro	<a href="mailto:lcordeiro@neqca.org">lcordeiro@neqca.org</a>
Plymouth Bay Primary Care, LLC	Maureen George	<a href="mailto:mgeorge@neqca.org">mgeorge@neqca.org</a>
Primary Care Medical Associates	Jeanne Kelly	<a href="mailto:jkelly4@neqca.org">jkelly4@neqca.org</a>
Plymouth Bay Primary Care, LLC	Mary Jane Murphy	<a href="mailto:Mmurphy11@neqca.org">Mmurphy11@neqca.org</a>
Cape Physicians, LLC	Marcia Ozarowski	<a href="mailto:mozarowski@neqca.org">mozarowski@neqca.org</a>
Milton/Highland	Susan Parker	<a href="mailto:sparker3@neqca.org">sparker3@neqca.org</a>
Milton Primary Care, LLC	Lisa Quirk	<a href="mailto:lquirk@neqca.org">lquirk@neqca.org</a>
Cape Physicians, LLC	Leslie Vickers	<a href="mailto:lvickers@neqca.org">lvickers@neqca.org</a>

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

**Mary Miller, Regional Clinical Manager, [mmiller3@neqca.org](mailto:mmiller3@neqca.org),**

**Joan Mullarky, Regional Clinical Manager, [jmullarky@neqca.org](mailto:jmullarky@neqca.org),**

**Pat Seidel, Director of Care Management, [pseidel@neqca.org](mailto:pseidel@neqca.org)**

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

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

**Yvonne LeBlanc, Pharmacy Manager, [YLeBlanc@neqca.org](mailto:YLeBlanc@neqca.org)**