

COVID-19 Frequently Asked Questions: Participants and Caregivers

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➤ **When will the centers reopen?**

We don't have a specific date. InnovAge is actively working on a reopening plan for all PACE and LIFE centers. Part of the planning process includes following the guidance of the Centers for Disease Control and Prevention (CDC) and state order requirements. InnovAge's priority is to keep participants and staff as safe as possible. More information will be shared with participants as the reopening plan comes together. Like you, we are eager to be back in the centers as soon as it is safe for everyone.

➤ **How will we know if our center is reopening?**

Before any center is reopened, InnovAge will host conversations with participants and caregivers at each center (as well as with employees). We will share the reopening plan and ask for your input and feedback. It is important to InnovAge to hear from you as we develop our plans to reopen our centers. We will also be sending mailed notifications to all participants and continue to make wellness calls.

➤ **How will you bring participants back to the centers, and what precautions will you take?**

When we do reopen the centers, we will be very thoughtful and conservative in our approach. Reopening will likely happen in phases, and it may look different for each state or each center. Many ways of working will need to change, including cleaning and disinfecting. The precautions will be incorporated into our reopening plan that is currently in development. We will share more information with our participants and employees over the coming weeks and months.

➤ **Will all InnovAge participants be tested for the COVID-19 virus and then tested again when the centers reopen?**

We are arranging for testing of participants if their symptoms indicate a need for it.

➤ **Will InnovAge give participants masks to wear outside of our homes?**

Yes. InnovAge has worked diligently to acquire adequate supplies throughout the pandemic. We provided each participant with a box of 50 disposable masks. Another set of 50 disposable masks, along with a reusable face mask, is being mailed to participants in July. We will continue to share supplies with participants as long as they are available.

➤ **What is InnovAge doing to keep participants safe?**

We're making daily wellness calls to check in on participants. We're also providing in-person visits when specific types of care require it, such as wound care, nursing care, and more. We've implemented telehealth for visits where meeting in person is not necessary. We are delivering meals and also providing housekeeping services as frequently and safely as possible for those who live in their homes.

- **Some participants don't want to sign the consent or participate in telehealth. They find it stressful and would like to do it over the phone. What is your response?** The Centers for Medicare & Medicaid Services requires us to obtain participant consent and is allowing us to do that through verbal consent for telehealth visits. Participants have the right to refuse and not consent to telehealth services, but we think this is an important service at this time and would encourage all participants to provide their consent. Participant confidentiality remains secure. A telehealth visit is like going in to see your doctor, only you are meeting through video instead of being together physically.
- **When staff come to visit us in our homes now, will they have Personal Protective Equipment (PPE)?**
Yes. We make sure that our staff who need to give direct care have the right PPE to protect both themselves and you.
- **Some of us are concerned about contracting COVID-19. How can we protect ourselves?**
The best way to reduce your risk is to continue to practice social distancing, wash your hands regularly with soap and water, avoid touching your hands to your face, and regularly clean used items and surfaces where you live.
- **Can telehealth be used for visits with specialty providers?**
Yes, CMS has approved the use of telehealth for participants for visits with specialty providers. As with face-to-face appointments with specialists, telehealth appointments also need to be approved and coordinated/scheduled by the IDT in line with normal InnovAge procedures.
- **Is InnovAge offering telehealth services to minimize face-to-face contact with participants?**
Yes. InnovAge centers provide options for participants to connect virtually with their care teams for medical needs or questions while staying safely in their homes. Telehealth will be used for routine and urgent visits, assessments, reassessments, change of status, and care planning.
- **How does it work? What equipment do we need?**
If a participant or their caregiver has a smartphone or tablet with FaceTime video conferencing, they can connect with their PACE provider. If participants do not have the necessary equipment, InnovAge is delivering loaned devices for one-time use for their appointment. After your appointment, InnovAge will retrieve the device and sanitize it for the next appointment. In many cases, being able to see you on a phone or tablet screen helps us better assess your care needs.
- **Is this available in all PACE | LIFE centers?**
Yes, telehealth services are available to participants served by all InnovAge PACE | LIFE centers.

- **Will all InnovAge providers (nurses, doctors, etc.) use it?**
Yes, all care team members are using telehealth.
- **Why hasn't InnovAge offered this before?**
Up to now, the Centers for Medicare and Medicaid Services (CMS) only allowed telehealth for certain healthcare services from primary care providers. The week of March 16, CMS provided approval to PACE organizations nationwide to use telehealth, and InnovAge has moved quickly to implement this at all of our locations. InnovAge was permitted to offer telehealth services to its participants more broadly.
- **Do InnovAge participants need to provide consent to receive telehealth services?**
Yes. InnovAge will follow all state laws regarding obtaining written or verbal consent. If you have questions about telehealth services, please contact your local center.
- **When did InnovAge centers close?**
InnovAge centers closed to participants during the week of March 16.
- **How will InnovAge provide my medical care?**
Our staff continues to coordinate care and support for participants through telehealth, home visits, wellness calls, and other services. This includes meals, supplies, medication deliveries, as well as specialty appointments and other treatments.
- **I received personal care in the center. Who will help me with this now?**
If you were receiving personal care and showers at your home or in the center, InnovAge will continue to provide the services in your home. InnovAge staff are regularly reviewing care plans for each participant to ensure all participants are receiving the services they need.
- **I depend on InnovAge for daily meals. How will I get my meals?**
InnovAge is conducting regular wellness checks by phone with all participants to assess their daily needs, including access to food, need for emails, and family support. If meals are needed, InnovAge delivers them to your home. If you have questions or additional meal needs, please contact your local center.
- **How will I get to my specialist appointments?**
Specialist appointments that are routine will be re-scheduled to a later date. Your primary care doctor and care team will let you know. They will also monitor your condition to determine if an urgent appointment to a specialist is required.
- **If my loved one – an InnovAge participant – is not feeling well, what should I do?**
InnovAge participants who are not feeling well should contact their PACE | LIFE center's clinical team.

- **How will I receive my medication?**
InnovAge works with GraneRx to deliver participants' medications on a regular schedule. This home delivery of prescribed medicines to all InnovAge participants will continue as scheduled. GraneRx is also following all CDC precautions as a healthcare provider.
- **Are there any specific steps you're taking for the seniors for whom you provide home care and go into their homes?**
Our home care staff receives the same training and must follow the same infection control plans and policies as our center staff. As InnovAge shifts to providing more care in participants' homes, we are able to do so in a way that ensures our seniors have the care they need in a way that protects their health and the health of our employees.
- **What kind of plan does InnovAge have in place for caring for participants with COVID19?**
InnovAge has a detailed control plan that outlines specific actions to ensure the safety of our participants and staff. In addition, we are closely monitoring and following all local, state, and federal guidance around COVID-19.
- **Are you working with state and local public health departments? Are you following national CDC recommendations or local state recommendations?**
Yes, InnovAge works closely with state and local public health departments to provide the latest in care for participants and employees.
- **You work with many facilities – hospitals, independent and assisted living facilities, nursing homes. What are you doing to ensure they are following control protocols? What if you discover they aren't; what will you do/are you prepared? How do you ensure those seniors receive the care they need?**
As part of InnovAge's quality control and contractual agreements, every facility we work with agrees to be part of our quality plan. Under these agreements, facilities are expected to comply with the same requirements and guidelines that InnovAge follows. If we find deficiencies, facility agreements may be terminated, and InnovAge works with caregivers and participants to find them other appropriate facilities.
- **Are you testing participants for COVID-19?**
Yes, we are able to test participants if their symptoms indicate a need for it.