

Old Payment Rules Are Hurting Health Center Patients During the COVID-19 Crisis

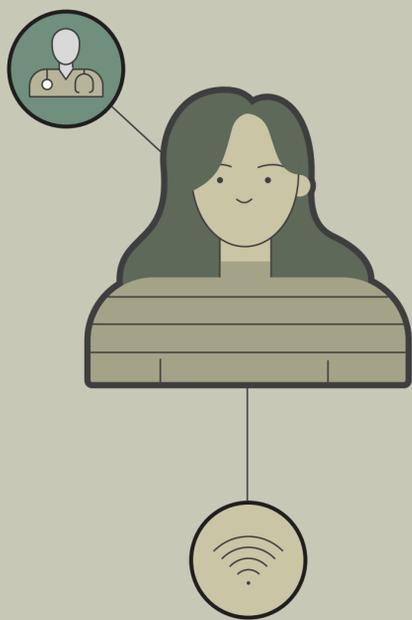
IT'S TIME FOR PATIENT-CENTERED PAYMENT

Old payment rules are hindering the ability of Federally Qualified Health Centers (FQHCs) and FQHC Looks-Alikes (health centers) to care for their approximately four million Medi-Cal patients, especially during the COVID-19 crisis.

Historically, health centers have only been paid for in-person visits, which have plummeted. Even with emergency payments for telehealth during COVID-19, many health centers are struggling to keep their doors open at a time when patients can't afford to lose access to care.

Patient-centered payment would give health centers the flexibility they need to better serve patients now and into the future.

See what kind of care is possible for patients under traditional payment versus patient-centered payment.



TRADITIONAL PAYMENT



PATIENT-CENTERED PAYMENT

✓	In-person visits with “billable” providers, mainly doctors and nurse practitioners.	✓
✓*	Technology-enabled visits, such as via phone, email, or telehealth. *COVID-19 has resulted in emergency changes that reimburse health centers for telehealth and phone visits. It's unclear if this will last beyond COVID-19.	✓
	Same-day behavioral health visits , so patients can receive medical and behavioral health services without making multiple trips to the health center.	✓
	Access to an expanded care team , which can include social workers and community health workers.	✓
	Social supports , such as connections to housing, nutrition, employment, and legal services.	✓
	Care outside the walls of the health center , such as at home, church, or other community settings.	✓
	Improved accountability , because payment is linked to new standards of access, quality, and outcomes for patients.	✓
	Stable access to care during a crisis , since revenue is not based on in-person visits only, but a reliable per-patient, per-month payment.	✓

PATIENT-CENTERED PAYMENT IS THE RIGHT THING TO DO FOR HEALTH CENTER PATIENTS.

Learn more at: www.chcf.org/modernizingpayment

© 2020 CALIFORNIA HEALTH CARE FOUNDATION