

To: AmeriHealth Caritas Louisiana Providers
Date: April 2, 2020
Subject: Register to Join a Coronavirus Disease (COVID-19) TeleECHO™ Clinic

Starting Tuesday, April 7, 2020, AmeriHealth Caritas Louisiana is launching a weekly Coronavirus Disease (COVID-19) TeleECHO Clinic to support Louisiana providers.

This virtual learning opportunity is free for participating AmeriHealth Caritas Louisiana providers; each session includes a presentation of new Health Advisory and Louisiana Department of Health (LDH) information, as well as a Q&A session with health plan staff on topics related to COVID-19, including:

- Billing and claims
- Authorizations
- Network updates

Please read on for more information and register to join this ECHO model™ clinic.

When will the COVID-19 TeleECHO Clinic take place?

The COVID-19 TeleECHO Clinic will be held weekly on Tuesday at 10 a.m. CT, starting April 7, 2020.

How do I register?

To register, please:

- Go to: <https://www.eventbrite.com/e/project-echo-acla-covid-19-teleecho-clinic-tickets-101217476196>.
- Choose **Select a Time** and then make your selection by clicking **Tickets**.
- Complete and submit the registration form.

Once you submit your registration form, health plan staff will email you to confirm your participation in the TeleECHO clinic. Your confirmation email will include additional instructions for participation.

Do I need special equipment to attend?

It is best if you have a webcam-equipped laptop, tablet, or smartphone to attend the TeleECHO clinics. Clinics will take place via a cloud-based software application called Zoom. The application is PC- and Mac-compatible and is available at no cost to participants. However, you may need to download Zoom to your laptop, tablet, or smartphone in order to participate.

How does a TeleECHO clinic work?

Practitioners from multiple locations connect at regularly scheduled times through teleconferencing. These virtual TeleECHO clinics allow practitioners to present de-identified

patient cases to a team of peers and experts for mentoring and shared learning. Case-based discussions may also be supplemented with short didactic presentations to improve content knowledge and share evidence-based practices.

All levels of AmeriHealth Caritas Louisiana practitioners are welcome to participate in Project ECHO at no cost; this includes physicians, physician assistants, nurse practitioners, registered nurses, psychiatrists, psychologists, social workers, community health workers, counselors, pharmacists, and emergency medical technicians.

Our health plan staff have been trained to facilitate the ECHO model and will guide the experience. AmeriHealth Caritas Louisiana's Chief Medical Officer, Behavioral Health Medical Director, and Market Pharmacist will also participate, as pertinent to the cases being reviewed. TeleECHO clinics are not intended to replace a practitioner's clinical judgment; the practitioner is responsible for determining applicable treatment for the patients under his or her care.

What is Project ECHO®?

The "Extension for Community Healthcare Outcomes," or ECHO model™, was developed at the University of New Mexico Health Sciences Center and is now used nationwide in the United States and internationally.

The ECHO model facilitates case-based learning for front-line practitioners via teleconferencing clinics. Similar to virtual chart rounds, the ECHO model creates a space where practitioners can share knowledge and build support to better manage patients with complex care needs. For more information on Project ECHO, please visit <https://echo.unm.edu>.

Where can I find more information on COVID-19?

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for update-to-date information for both providers and members, including frequently asked questions, cancellations and postponements, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.

Missed an alert? You can always find a complete listing of provider alerts at <http://amerihealthcaritasla.com/provider/newsletters-and-updates>.

Questions?

Please contact the TeleECHO Program Coordinator at 1-855-410-6639 or projectecho@amerihealthcaritas.com.

Don't miss important health plan news and updates! Register for our Network News email service!

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