

# NHA Services Preferred Business Partners COVID-19 Resources



Every business is impacted by the outbreak of coronavirus. Some differently than others. Health care providers are seeing unprecedented demand for services and in some cases and unprecedented demand for more workers. Accurate Background has provided a few best practices to consider when hiring an extended workforce during the COVID-19 outbreak. For additional information about the employee background check services available through Accurate Background contact John Lazarczyk at (949) 242-6551 or [JLazarczyk@accurate.com](mailto:JLazarczyk@accurate.com).



Chris Carlson, General Manager of Aureus Group, shares how the current COVID-19 crisis is affecting staffing and [discusses](#) how Aureus Group is responding during these challenging times. As Nebraska's health care leadership firm, we can supply Interim Leaders within short notice during this time of need. Areas of focus/specialty we can assist with include:

- Hospital CEOs and Presidents
- CFO – Finance/Accounting Leaders
- CNO – Nursing Executives
- CIOs and CTOs – Technology Leaders
- Practice Administrators – Clinic Leaders
- HIM Leadership
- Quality/Risk Management Leaders

For additional information contact Mike DeLanie at (402) 891-6900 Ext. 1028 or [mdelanie@aureusgroup.com](mailto:mdelanie@aureusgroup.com).

careLearning, in appreciation to the entire health care community, is providing a FREE online COVID-19 course that you can use on your current LMS platform to help educate your employees during this pandemic. It is currently available in a PowerPoint version so that you can edit, in an LMS-friendly format, ready for you to install. Click [here](#) to access the COVID-19 course.



It's natural for communities to turn to hospitals during times of health crisis. The outbreak of COVID-19 is a prime example of the important emergency-response role hospitals fill. Over the last several weeks, we've seen hospitals across the country prepare for and respond to growing numbers of cases and concerns of the novel coronavirus.

The pandemic also has driven hospital communicators to update crises communication plans and implement those efforts. CHC has provided several [best practices and resources](#) for communicating about COVID-19 emergency response. For additional information contact Phil Trent at (972) 943-1204 or [ptrent@communityhospitalcorp.com](mailto:ptrent@communityhospitalcorp.com).



If business operations at your location(s) are changing significantly in response to COVID-19 with impacts on your energy usage, you may be eligible for adjustments in load forecasts and/or appropriate scheduling to avoid additional costs. Will natural gas usage be lower at your hospital or hospital-owned facilities? If so, your natural gas contractual volumes may be higher than your actual usage, which could result in monthly buybacks for the difference. Constellation has a payment plan option to defer buyback and only pay for what you use now. Please contact Kelly Peschel at (402) 489-1569 or [Kelly.Peschel@constellation.com](mailto:Kelly.Peschel@constellation.com) for additional information.



NHA Services technology partner Five Nines can provide hospitals with several tools that enable non-clinical staff to continue to be productive while working remotely during the COVID-19 pandemic. These are five short videos available to NHA member hospitals:

- [5 Tip video for improving video meetings](#)
- [5 Tip video for maintaining security while working from home](#)
- [5 Tip video for avoiding isolation while working remotely](#)
- [5 Tip video for maintaining your health while working from home](#)
- [Five Nines Library of self-guided tutorial videos](#)

For additional resources and information contact Phil Taylor at (402) 403-1966 or [phil.taylor@gonines.com](mailto:phil.taylor@gonines.com).



NHA Services Preferred Business Partner FocusOne Solutions is working with NHA member hospitals to support them quickly during the current climate of staffing. Please [view a special message](#) to NHA members from FocusOne Solutions President Craig Wolf. You can also [download a copy of the FocusOne Solutions client agreement](#) if you would like to utilize their services. Having the blank client agreement available will assist you in saving valuable time. FocusOne Solutions is available to assist you in putting together market rates for staffing specific areas quickly. For questions please contact Courtney Dobernecker at (402) 938-2040 Ext. 2153 or [cdobernecker@focusonesolutions.com](mailto:cdobernecker@focusonesolutions.com).



As health care providers across the country eliminate elective procedures, there is increasing financial strain on their operations impacting cash flow. H4T's claim [denial dashboard](#) with claim reconciliation allows providers to capture a larger percentage of billing charges and pinpoint which claim lines are outstanding from each payor, procedure, and provider. As a response to providers during the COVID-19 pandemic, H4T will eliminate any implementation fees now through June 1st for the claim denial management solution (\$1,500 value). Providers can leverage this solution for as little as \$250 per user per month. For more information contact Craig Christenson at (402) 598-6561 or [Craig@h4-technology.com](mailto:Craig@h4-technology.com).



Since 2004, Idea Translations has provided translation, interpretation and content development services to hospitals and health systems all over the United States and globally. They have a team of health care industry experts including physicians, nurses, regulatory affairs professionals, pharmacists and chemists. To assist NHA member hospitals during the COVID-19 response, Idea Translations will not charge for Emergency/Rush fees related to COVID-19.

English to Spanish translations will be provided at a rate of \$0.05 per word (50% discount from regular rates) to hospitals for their COVID-19 communications. English to all other languages written translations will be provided at a 25% discount from contract rates. And access to the translation management system will be provided free of charge to all clients through 7/15/2020.

For additional information contact Sergio Atristain at (860) 781-6377 or [sergio@ideatranslations.com](mailto:sergio@ideatranslations.com).

# INFINITT

North America

As the nation continues to be impacted by the coronavirus, health care providers are looking to deliver high levels of patient care while minimizing clinicians' exposure to the disease.

Radiologists need the ability to read remotely, patients need to conduct virtual visits with physicians through telemedicine and now hospitals are beginning to expand the use of Digital Pathology. The U.S. Government has temporarily suspended regulations that require pathologists to be on-premise in a certified lab for primary diagnosis.

As a result, many pathologists can read digital images from home. The [INFINITT Digital Pathology Solution](#) (IDPS), acquires data from digital slide scanners and enables image analysis and remote diagnosis. Access to digital slides facilitates workflow efficiencies, collaboration, education, multi-disciplinary review and research. Considering the COVID-19 pandemic, the advantages of digitizing pathology have become more apparent.

For additional information on taking your pathology department digital contact Dan Wood at (214) 763-3259 or [dwood@infinittna.com](mailto:dwood@infinittna.com).



Attackers are continuing to use concerns over COVID-19 to distribute ransomware and malware, including for smartphones. The health care sector continues to be the largest single target of cybercriminals, and they are exploiting the current situation. Expect increased attacks in the name of COVID-19, particularly against businesses involved in testing as well as hospitals and other medical practices.

According to security researchers, it is likely there will be an increase in the number of health care providers impacted by ransomware in the coming months. Unfortunately, this increase may coincide with the peak of the COVID-19 outbreak. The seasonal spikes may be more pronounced than in previous years due to security weaknesses resulting from work-from-home arrangements, personal device usage and staffing shortages.

If you have questions about how you can help secure your IT infrastructure to protect against ransomware and other malicious cyber-threats contact Denise Mainquist at (402) 617-5417 or [dmainquist@itpacconsulting.com](mailto:dmainquist@itpacconsulting.com).



Like any outbreak of infectious disease, the spread of coronavirus can cause significant disruptions to our lives, our social interactions, our business and our economy. LMC/AssuredPartners is pleased to offer NHA member hospitals [valuable resources](#) related to the COVID-19 outbreak.

**FREE webinar** for NHA member hospitals “**Caring for the Mental Health of Our Employees**”. Wednesday, April 29, 2020, 10:00 – 11:00 am CT. Click [here](#) for more details on this webinar and the 2020 NHA Services/LMC Safety Webinar Series and to [register](#). For additional LMC/AssuredPartners information contact Chip Bryant at (402) 870-0603 or [chip.bryant@lmcins.com](mailto:chip.bryant@lmcins.com).



Lutz has developed a cash flow projection tool that allows facilities to estimate their cash balance and days cash on hand over the next six-plus months by week. The goal of this tool is to help facilities identify potential cash shortfalls and evaluate COVID funding opportunities, including Medicare Accelerated Payments, Paycheck Protection Program, FEMA, SHIP, HHS CARES funding, and other local/regional grants as needed.

The cash flow tool incorporates anticipated changes in patient revenue and expenses, including separate assumptions on salary expenses, other variable expenses and additional COVID related expenditures. The model accounts for Medicare accelerated payment recoupments beginning after 120 days after receipt to identify any cash flow impacts at that time. County tax receipts or other large non-patient service revenue cash flows are also incorporated.

The tool can also be easily updated throughout the six months plus time period to update assumptions or actual numbers based on the hospital's actual results on a weekly basis. Contact Paul Baumert at (402) 827-2315 or [pbaumert@lutz.us](mailto:pbaumert@lutz.us).



Health care systems across the nation have been forced to rapidly and continually adapt due to this unprecedented event, and this adaptation is just as prevalent in the medical transportation field. As this pandemic continues to spread across the United States and strain the medical system's resources, many medical facilities may be forced to redirect or relocate patients to neighboring medical facilities. In some regions, we are beginning to see some patients being transported to medical facilities outside of virus "hot zones" for necessary, non-emergency treatment.

These medical transports would result in increased financial exposure to the patient, due to additional or prolonged transports or the need to utilize air ambulance services due to the limited availability of ground ambulance services in a region. While private insurers may be responsible for some of these costs, the patient may be faced with increased cost-sharing (i.e. co-payment, deductible). This current situation has highlighted the importance of being prepared for such potential financial exposure.

MASA provides their members with financial peace of mind for these and other medical transportation needs. For additional information about making the MASA MTS member program to become available for your hospital employees and their families contact Andrew Zink at (314) 540-5729 or [AZink@MASAmts.com](mailto:AZink@MASAmts.com).



In further recognition of the difficult financial conditions many hospitals are facing as a result of the COVID-19 pandemic, we are renewing our offer to purchase clients' class action settlement claims. Accelerating the flow of this often overlooked and unexpected source of cash may prove invaluable to your facility. NHA members can take advantage of a Class Action Settlement Recovery Service, on a pure contingent fee basis with NHA Services Preferred Business Partner Managed Care Advisory Group (MCAG).

MCAG is an industry leader, representing over one thousand hospitals and recovering over \$250 million for its clients. The enrollment process is fast, easy, and has no upfront fees. NHA members can enroll in the service directly with MCAG for a no-risk contingency fee of 25% of recoveries. Member hospitals who already enrolled with MCAG do not have to re-enroll as MCAG will include your organization in applicable and future settlement filings. MCAG will contact you if additional information is required to complete your claim for any individual settlement.

- Click [here](#) to visit MCAG's website for NHA member hospitals
- Click the "Enroll Now" button on the right portion of the page
- Enter in your business information and that's it!

For additional information, contact Kimberly Johnson at (419) 841-9172 Ext. 2360 or [Kimberly.johnson@mcaginc.com](mailto:Kimberly.johnson@mcaginc.com).



Merritt Hawkins has issued a new advisory, Maintaining Physician Recruiting Efforts in the Wake of COVID-19. The advisory notes that among the many challenges presented by the pandemic is its inhibiting effect on physician recruiting efforts, as potential candidates are restricted from traveling for interviews. It then outlines various steps hospitals can take to keep recruiting momentum going through virtual and other channels in order to ensure they maintain a vital flow of talent.

A complete copy of the advisory can be accessed [here](#). For more information, contact Nathan Piller at (469) 524-1618 or [Nathan.Piller@merritthawkins.com](mailto:Nathan.Piller@merritthawkins.com).





By providing solutions that connect care providers to the patient via mHealth technologies, MyVitalz puts the focus of care where it belongs: on the patient. And because patients take their own vital signs, they become actively involved in their plan of care. The monitoring devices are simple, intuitive and easy to use. There's nothing to configure, no unnecessary home visits for installation, and no Internet connection is required.

For at risk patients, continuous rather than episodic monitoring can pinpoint when intervention by a health care professional may be most efficacious. Technology provided by MyVitalz allows you to easily monitor [COVID-19](#). MyVitalz can also offer COVID-19 IgG/IgM Rapid Diagnostic Tests.

[Click here](#) for testing details. For additional information contact Justus M. Decher at (402) 515-7509 or [justusmdecher@myvitalz.com](mailto:justusmdecher@myvitalz.com).



The NHA JobLink site is the premier site for posting health care specific jobs in Nebraska. NHA Services partners with a vast network of provider organizations – from local Nebraska employers to national health care associations to news sites, social communities and Google Jobs. During the COVID-19 pandemic, NHA member hospitals can post openings to the NHA JobLink site for 50% off regular prices (through June 30, 2020). Simply visit [nhajoblink.org](http://nhajoblink.org) and create an employer account if your hospital doesn't already have one. To obtain the special discount be sure to use the code "COVID19".

For additional information about NHA JobLink, contact Jon Borton at (402) 742-8147 or [jborton@nebraskahospitals.org](mailto:jborton@nebraskahospitals.org).



PatientPing is a great way to help increase patient appointment volume, and a tool for PCPs and other outpatient/ambulatory providers to gather new patient leads:

- We know that PCPs, FQHCs, and other physician-based organizations are struggling financially due to low appointment volume. Meanwhile, CMS and many commercial payers have waived telehealth restrictions and will reimburse telehealth appointments at the same rate as in-person.
- PatientPing can increase the number of follow-up, in-person and telehealth appointments these organizations can schedule and bill for by providing real-time notifications when a patient discharges from the hospital or when a patient visits the ED.
- PatientPing has always been capable of providing this information, but it wasn't a typical use-case that many PCPs could capitalize on. With extra appointment capacity, these organizations may be able to better incorporate the use of PatientPing into their workflow for this reason.
- Click [here](#) for a blog post about this enablement.

**Additional Resources:**

- [Assistance for Hospitals and Health Systems with COVID-19 patients](#)
- [Assistance for Post-Acute facilities with COVID-19 patients](#)
- [Assistance for ACOs and Provider Organizations with COVID-19 patients](#)
- [Assistance for Health Plans with COVID-19 patients](#)

For additional information contact Sarah Ludlow at (857) 500-2459 or [sludlow@patientping.com](mailto:sludlow@patientping.com).



RehabVisions has spearheaded the implementation of telehealth/therapy services for hospitals in Nebraska. They have a team of operations and compliance managers that can assist your facility in staying at the forefront of therapy services. They can assist your therapy department in running an assessment of staff and caseload.

Onsite therapy will always trump tele-services, but consider which clinicians have the skills to interact electronically. Assess which patients are appropriate for electronic services and which have the ability (skill and availability of internet). RehabVisions can also assist you in identifying the platform for your interactions. Ensure HIPAA compliance, ease of use and that the clinician and patient can connect visually and verbally. Assistance is also available for identifying procedures and documentation standards including consent.

[Click here](#) for additional details regarding telehealth/therapy services. For more information contact Doug Larmore at (402) 321-2560 or [DLarmore@RehabVisions.com](mailto:DLarmore@RehabVisions.com).





SUNRx recognizes the challenges your organization is facing in this changing environment and stands fully operational and ready to support our current Nebraska clients through the management of your 340B programs. We also recognize that opportunities still exist for 340B entities to heighten the value of 340B savings by providing access to affordable drugs to vulnerable populations. Below are two 340B considerations that may prove to be extremely helpful in offsetting some of the unanticipated expenses related to COVID-19.

1. Consider implementing a 340B Discount Card (CASH) to provide access to 340B pricing for some of your most vulnerable patients in your community – the uninsured. SUNRx stands ready to support your organization in vetting this “real time” solution for your organization.
2. Consider evaluating your 340B pharmacy program for optimal financial performance. SUNRx can provide you with a no-obligation rapid evaluation to assess both compliance risk and financial opportunity for your 340B program. The unanticipated costs associated with COVID-19 remains to be seen, and the optimal execution of your 340B pharmacy program can be a key element in off-setting this lost revenue for safety net providers across the country.

For additional information please contact Denys Ashby at (913) 709-9078 or [dashby@sunrx.com](mailto:dashby@sunrx.com).

### **About NHA Services, Inc.**

Our NHA Services Preferred Business Partners are hard at work identifying ways they can help your staff on the front lines to fight to care for the people of Nebraska. For questions related to how our association partners can be of assistance to your hospital, contact Jon Borton at (402) 742-8147 or [jborton@nebraskahospitals.org](mailto:jborton@nebraskahospitals.org).