

PSW continues to dedicate resources to support our Medicare Advantage (MA) and Accountable Care Organization (ACO) members. PSW provides interventions for high-risk clients to meet nutritional and healthcare needs.

### FOCUSED INTERVENTIONS

**TELEHEALTH:** identify potential client needs to coordinate telehealth opportunities that reduces in office visits.

- ▶ Appointment scheduling coordination with PCP
- ▶ Education and execution of DispatchHealth or urgent care options

**REMOTE PATIENT MONITORING\*:** helping patients improve their health and decrease emergency room visits and acute patient hospitalizations.

- ▶ Home delivery with customer service support for equipment set up

**NUTRITIONAL SUPPORT:** targeting clients with multiple co-morbidities, increased risk factors for COVID-19 (implied increased need for self-isolation), and may be facing financial instability.

- ▶ Utilization of community resources available
- ▶ Order and delivery coordination of meals to homes
- ▶ Using local supermarkets to provide food staples up to \$200\*\* for order delivery

**MEDICATION MANAGEMENT:** included with all interactions to support adherence.

- ▶ Education regarding mail order pharmacy
- ▶ Assist with navigating local pharmacies for home delivery
- ▶ Assist with drive through pharmacy utilization
- ▶ Coordinate services for immediate prescription needs for same-day refills and new prescriptions

**PET ASSISTANCE:** addressing patients with limited resources to support pet needs versus food and medication needs.

- ▶ Providing food and other resources for patient's pets

\*Services will be offered remotely.

\*\*Per patient. Restrictions apply.

**CONTACT PSW CARE MANAGEMENT**  
**FOR INFORMATION AND COORDINATION OF SERVICES**

360-786-8690 | [caremanagement@pswipa.com](mailto:caremanagement@pswipa.com)

For up to date information on COVID-19. | [www.pswipa.com](http://www.pswipa.com)

## RESOURCE AVAILABILITY FOR THURSTON COUNTY

### TELEHEALTH:

- ▶ **MULTICARE:** Costs waived during the COVID-19 pandemic. No fees, co-pays or co-insurance if you have COVID-19 or upper respiratory symptoms.

### NUTRITIONAL SUPPORT:

- ▶ Meals on Wheels
- ▶ Uber Eats / Door Dash / Grub Hub
- ▶ North Thurston County Public Schools (for children 0-18)
- ▶ Olympia Public Schools (for children 0-18)
- ▶ Amazon
- ▶ Costco
- ▶ Ralph's Thriftway
- ▶ Schwans
- ▶ Instacart (Fred Meyer, Alberstons, QFC, Petco, Target, Safeway)

### TRANSPORTATION:

- ▶ Intercity Transit  
intercitytransit.com | 360.786.8585
- ▶ DD Med Trans
- ▶ Senior Services for South Sound
- ▶ Redicab

### CHILDCARE:

- ▶ North Thurston County Public Schools (Y-Care)
- ▶ Lacey Boys and Girls Club
- ▶ Olympia Public Schools (Y-Care)

### HELPLINES:

- ▶ **SHMHA Disaster Distress Helpline** | 1-800-985-5990 (24/7)  
Provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.
- ▶ **WA State WARM Line** | 1-877-500-WARM (9276) (M-F, 5-9pm; Sat-Sun, 12:30-9pm)  
Call if you are experiencing: anxiety, loneliness, depression, problems with family or friends, or other emotional or mental health challenges.

### Emotional Support & Crisis Helpline | (24/7)

- ▶ **LIFELINE:** 1-800-799-4889
- ▶ **DISTRESS HELPLINE:** 1-800-985-5990

\*Subject to change at anytime. As of 4.15.2020

**CONTACT PSW CARE MANAGEMENT  
FOR INFORMATION AND COORDINATION OF SERVICES**

360-786-8690 | [caremanagement@pswipa.com](mailto:caremanagement@pswipa.com)

For up to date information on COVID-19. | [www.pswipa.com](http://www.pswipa.com)