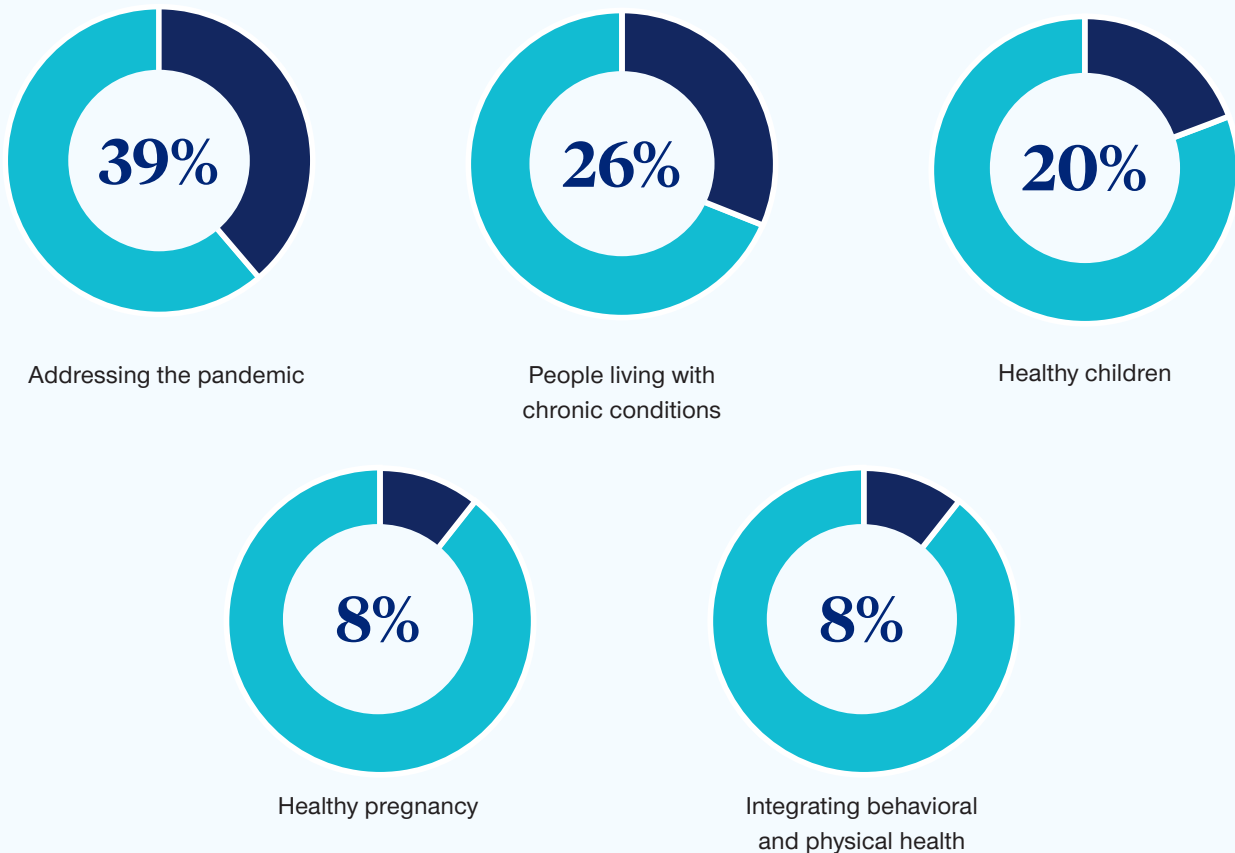


COVID-19 brought new challenges to Federally Qualified Health Centers (FQHCs), which are the primary care home for 30 million patients and 1 in 5 Medicaid beneficiaries.* Our FQHC Transformation Investments Program initiative was deployed shortly after the public health emergency was declared, offering investment dollars to fund timely actions. By helping FQHCs build capacity through focused pathways, centers were able to continue serving their communities.

Funding overview



Each FQHC was given the option to pick one of the following funding pathways to help them build capacity. Percentages reflect the portion of participating FQHCs that selected each pathway.



Source

*<https://bphc.hrsa.gov/about/healthcenterprogram/index.html>



Colorado

River Valley Family Health Centers serve 6,000 people a year across three rural clinic locations. Using the FQHC Transformation Investments to expand the center's telehealth capabilities allowed the center to direct funds toward hiring a registered nurse, who has helped members manage chronic conditions like diabetes and hypertension during the pandemic. The funding also allowed the center to open a full food pantry and provide food donations to patients in need.



Michigan

Family Health Center used the funding to virtually connect with patients who need help managing their blood pressure and hemoglobin. This included developing an integrated diabetes and blood pressure action plan for each patient to be used during telehealth. This has helped care teams write the proper prescriptions, provide educational resources and secure the right equipment so that patients can track their numbers during telemedicine visits.



Florida

Community Health Centers, Inc., which serves more than 68,000 individuals across 15 locations, completed only one telemedicine visit before the pandemic. Through funding to address the pandemic, they completed more than 5,000 telemedicine visits by the end of July 2020 and provided more than 3,000 drive-through COVID-19 tests. The center also expanded their ability to remotely prescribe and refill medicines and mail prescriptions to patients' homes.



Missouri

Located in Saint Louis, Family Care Health Centers serve more than half of our members in Missouri. Through their funding to address the pandemic, the centers established new negative pressure rooms, which allows them to isolate individuals experiencing COVID-19 symptoms and safely provide health and dental services to these patients. This innovative idea has kept staff and patients safe, and can be used in the future to limit transmission of COVID-19 and other respiratory illnesses.



Louisiana

Winn Community Health Center's FQHC Transformation Investment allowed them to dedicate a full-time staff member to care for the subset of their 2,400 UnitedHealthcare patients who live with a chronic condition. These individuals received consistent outreach to help them identify issues, manage their conditions and access needed services and supports.



Texas

Gateway Community Health Center is a long-established FQHC in Laredo, Texas, and approximately 60% of their patients fall below the poverty line. By expanding their telehealth capacity, the center was able to see 500 new patients each month and has been able to conduct nearly 1,900 telemedicine visits. The center is also extending their telemedicine capabilities into 100 nurse stations across four school districts to connect children and young adults with virtual care.