|  |  |  |
| --- | --- | --- |
| paycheck protection programThe Paycheck Protection Program is a loan designed to provide a direct incentive for small businesses to keep their workers on the payroll.SBA will forgive loans if **all employees** are kept on the payroll for eight weeks and the money is used for payroll, rent, mortgage interest, or utilities.Who Can Apply?This program is for any small business with less than 500 employees (including sole proprietorships, independent contractors and self-employed persons), private non-profit organization or 501(c)(19) veterans organizations affected by coronavirus/COVID-19. **Funds are limited and applications are accepted on a first-come, first-served basis!**Loan Details and ForgivenessThe loan will be fully forgiven if the funds are used for payroll costs, interest on mortgages, rent, and utilities (due to likely high subscription, at least 75% of the forgiven amount must have been used for payroll). Loan payments will also be deferred for six months. No collateral or personal guarantees are required. Forgiveness is based on the employer maintaining or quickly rehiring employees and maintaining salary levels.  Forgiveness will be reduced if full-time headcount declines, or if salaries and wages decrease.If you wish to begin preparing your application, you can download a copy of the [PPP borrower application form](https://www.sba.gov/document/sba-form--paycheck-protection-program-borrower-application-form) to see the information that will be requested from you when you apply with a lender.NCCHCA COVID QUESTIONS: COVID19@NCCHCA.ORG  |  | task recommendations for staffAll Staff * Pay some staff to continue working remotely from home instead of using continued lay-offs or furloughs
* Stagger staff to create a three-shift coverage
* Pay for on-call staff coverage
* Offer a night shift schedule (HRSA is allowing modifications to hours of operation during this period)
* Offer a split shift schedule for those with childcare or other concerns that limit full 8 hours dedicated time to work
* Implement shorter shifts and provide full week pay

Administrative Staff – multidisciplinary (HR, Admin, Billing, C-suite)* Prepare for next OSV
* Update practice policies and desk procedures
* Develop online training sessions between staff
* Focus billing staff on denied claims work activities and educate on temporary coverage/billing guidance documents from payers
* Apply for additional grants/funding related to COVID-19 response and preparation

Clinical Staff* Pay for staff to conduct telephonic visits without concerns associated with costs
* Prepare for upcoming NC Medicaid SDOH screening by doing screening now and integrate into workflows
* Initiate direct outreach calls to patients to remind them of safety precautions during pandemic such as social distancing, medication refill strategies
* Perform controls/maintenance on machines/equipment
* Allow providers to have “catch up” charting time

Ancillary Staff* Catch up on scanning
* Do deep clean at all health center sites
* Encourage distance-learning options, especially those related to UDS measure topics, care management, and re-certifications/licensure education opportunities
* Develop/improve upon pandemic and emergency response protocols
* Engage in communications/social media outlets to run donation drives for PPE and cleaning supplies
* Participate in local, state, and national coalitions on COVID-19, especially among special populations: farmworkers, homeless, public housing, refugees, veterans (strengthen relationships and offer services if patient count is low!)
* Engineer new protective measures inside the clinics (plastic screens for front desk, isolation rooms, creating signs to direct patient flow through the clinic, etc.)
* Screen, flag, and establish periodic follow-up contacts with patients with pre-existing conditions or within age ranges that are most “at-risk”
* Update educational materials, advocacy for policy change, and other programmatic development materials among outreach programs
* Evaluate referral needs and identify potential gaps in resources for patients to concentrate efforts on
* Promote Marketplace Special Enrollment Period for individuals who have lost job-based health insurance and assist them with enrolling in a plan
* Assist current Marketplace consumers w/ updating income/other info in their Marketplace applications to see if they qualify for PTCs and/or CSRs
* Assist individuals w/ Medicaid enrollment who may be newly eligible
* If not already, educate staff around Medicare chronic care management, consider possible workflows or scripts for implementing or contracting with an external entity
* NC Medicaid is coming out in the next phase with some sort of payment around well child checks & vaccinations - work on developing approaches/workflows for conducting these visits/vaccines
 |