

# What is the COVID Care program?

The COVID Care program was designed to serve Crossover members who have a positive diagnostic test result, are presumed positive due to symptoms, or predicted to be at high risk for serious health outcomes with exposure to virus. The goal is to immediately render effective care or monitoring, as well as to have continuous contact with your care team for the duration of the illness. Designed to be a personalized 30-day cycle of care, the COVID Care program is focused on managing your symptoms, reducing transmission, and offering needed support for you to safely return back to full health.

## HOW DOES ENROLLMENT INTO THE PROGRAM WORK?

You are referred into the program by your Crossover physician who reviews your test results, symptoms, or elevated health risk. A registered nurse will then be responsible for your enrollment into the COVID Care program and reaching out to start your care plan.

## WHAT SHOULD I EXPECT IN THE PROGRAM?

### Day 1: Program Intake

1. A standardized intake form is completed to assess current status, and to ensure a safe quarantine environment, access to food, medications, and social support.
2. A COVID Severity Index survey is completed.
3. Follow-up frequency and preferred communication methods are reviewed and confirmed.
4. You will be given the option to enroll in and consent to use your de-identifiable data in a COVID Care Program clinical study.

### Day 2-15: Acute Stage

1. Structured followup is initiated at a prescribed frequency by a registered nurse or doctor.
2. Educational modules are reviewed to let you know what to expect.
3. Required Resources list is reviewed (food, medications, social support, transportation, etc.).
4. Supportive care, as needed, is rendered to the patient with specialists on the Crossover care team (such as mental health support, or fitness coaching). Referral Coordinators manage any medical records, labwork, or secondary appointments needed (i.e., a pulmonologist) in your prescribed care plan.

### Day 16-29: Recovery Stage

1. Structured followup initiated at a prescribed frequency by a registered nurse or doctor.
2. Educational modules are reviewed (i.e., return to work protocols).
3. Immunity Testing completed and documented for presence of antibodies.
4. Supportive care as needed, as well as options to participate in research, donate plasma, etc.

### Beyond 30 days: Discharge Survey and Program Experience

1. The care team's COVID Care Program summary is reviewed with you before you are discharged
2. Physician/RN provides a member experience survey.
3. Research data points confirmed and submitted for COVID Care program improvements.