

Impact of Medicare Call Center During a Pandemic

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Background

- Roseman University of Health Sciences runs a student-led on-campus Medicare Call Center.
- Operates in partnership with Nevada Medicare Assistance Plans (MAP), formerly (Nevada-SHIP), on Saturdays from 10:00am - 3:00pm.
- Student volunteers are trained to field overflow voicemails from the MAP office and offer unbiased counseling on a variety of topics: Medicare, advantage plans, state and federal subsidy programs, and other local resources.

Objectives

- ★ Compare the number of beneficiaries served during the Covid-19 pandemic months of March - September 2020 to the same months in 2018.
- ★ Secondary outcomes: compare number of volunteers, number of volunteer hours and estimated total cost savings for beneficiaries between 2018 and 2020.

Methods

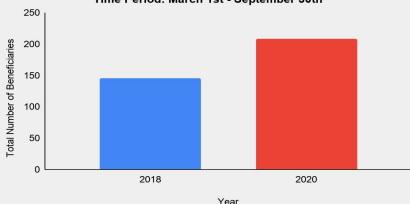
Data from 2018 and 2020 was pulled and analyzed using descriptive statistics from secure, internal call logs as well as the STARS national tracking registry for MAP.

Results:

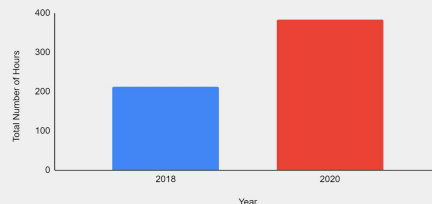
- Eleven volunteers participated in the call center ([11] 2018, [11] 2020).
- Number of beneficiaries served increased in 2020: 201 in 2020 versus 145 in 2018 (38.6% increased).
- Total number of hours was higher in 2020; 383.5 hours versus 212 hours in 2018 (80.9% increased).
- Total estimated annual healthcare cost savings were also higher in 2020; \$122,571.00 compared to \$63,515.20 in 2018 (93% increased).

Implications: Many services geared toward the senior population have been affected by the SARS-2 Covid-19 pandemic. This project demonstrates how appropriately trained pharmacy students were able to assist with the increased needs of beneficiaries in the state of Nevada during this pandemic. Partnerships between schools of pharmacy and state-funded senior care services like MAP empower students to positively impact patients lives even during periods of a pandemic shut-down.

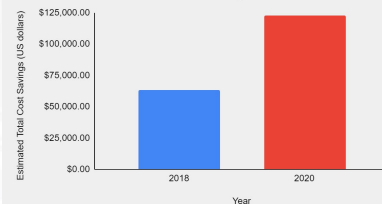
Total Number of Beneficiaries Assisted by Volunteers in the Medicare Call Center
Time Period: March 1st - September 30th



Total Number of Volunteer Hours in the Medicare Call Center
Time Period: March 1st - Sept 30th



Estimated Total Cost Savings for Beneficiaries Assisted by Medicare Call Center
Time Period: March 1st - September 30th



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