



CHCANYS COVID-19 Survey Results

April 7, 2020

NY Community Health Centers (CHCs) are losing \$30M in revenue on a weekly basis and expect to lose \$390M in revenue in the next three months.

Although CHCs' visit volume is declining, they continue to provide high-quality care to anyone who needs it

- Health center visit volume has declined, on average, 56% between March 14 and March 28
- 100% of CHCs have sites open for in-person visits as needed
- 98% of CHCs reported providing health care services via the phone or video conferencing to patients located in their homes
- Some CHCs are preparing for a surge of patients post-COVID-19 hospitalization and are equipped to administer follow up care

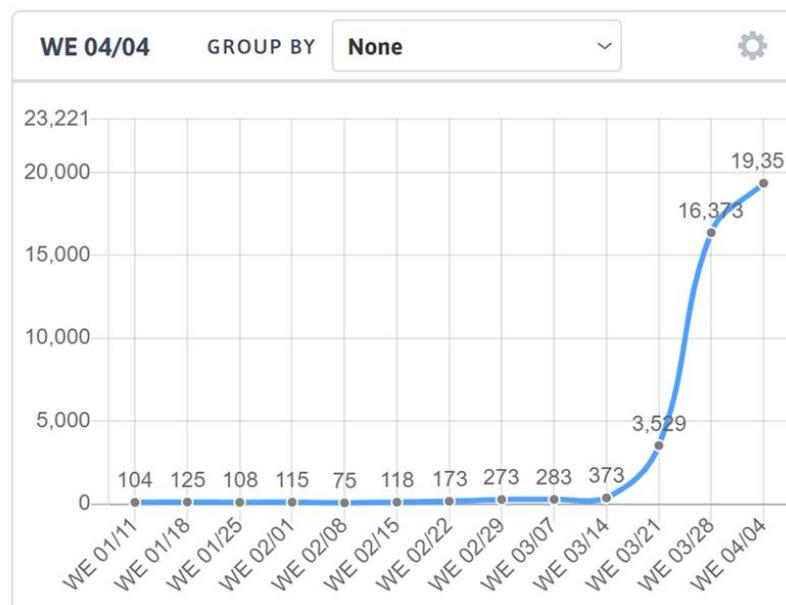


Figure 1. Telehealth visits per week at 47 Center for Primary Care Informatics (CPCI) connected NYS health centers; January 11, 2020 - April 4, 2020

CHCs are only being paid a fraction of their in-person rate for telephonic visits

- The New York Medicaid payment rate for remote visits is approximately 1/3 of CHCs' in-person rates, even though the visits often take more time to execute

The lack of steady funding is forcing CHCs to make cuts to staff or reduce scheduled hours

- 70% of CHCs report having furloughed, laid off staff, or reduced scheduled hours as a result of COVID-19 related circumstances
- 58% of CHCs have clinical staff that are currently furloughed, laid off, or working reduced hours

Resources are tight: Not all CHCs will benefit from the CARES Act

- Employers with more than 500 employees cannot take advantage of new loan programs issued by the Small Business Administration, making about 20% of NYS CHCs ineligible
- About 6% of NY CHCs remain ineligible for federal funding earmarked specifically for CHCs
- To date, NY CHCs that are eligible for federal funding have received just \$5.2M total across the entire State

This weekly survey ending on April 5, 2020 had a response rate of 68%.