Watson Health

Partner with IBM to provide guidance and leadership during the COVID-19 crisis

COVID-19 has brought communities and government agencies to a standstill. Social support from governments will be critical for helping people bounce back.

COVID-19 Emergency Income and Food Assistance Programs

Challenge:
COVID-19 creates economic challenges for U.S. and international health and human services agencies. Washington, New York, and Colorado have begun putting new emergency unemployment solutions in place.

Solution:
IBM Social Program Management has been proven to support government agencies in rapidly creating, administering and reporting on new disaster income assistance programs. When combined with our new Kubernetes deployment on the IBM Cloud, IBM is uniquely positioned to stand up the full program in as little as six weeks. In 2001, after 9/11, the State of New York was faced with increased unemployment. Under emergency response, the state created a new unemployment program targeted at those impacted by the terrorist attacks. IBM deployed the solution in partnership with the state in six weeks. In Scotland, the team is currently deploying a new program every three months. Following Hurricane Gustav in Louisiana, the team deployed expedited application and benefits delivery.

Community Connect for COVID-19 Containment

Challenge:
States and counties will create containment areas to limit COVID-19's spread. Government agencies can deploy case workers or invoke National Guard support for citizens, including delivering food to citizens' homes and evaluating those who are already ill and vulnerable, such as the elderly or lung cancer, COPD, and emphysema patients. These populations require services such as food and medication delivery, clinical visits, home care, telehealth counseling, income support, etc.

Solution:
The government needs help reducing the number of people congregating in hospitals, spreading the virus, and taking up beds – ideally, they would identify needs and deliver help to people's homes directly. IBM can partner with agencies as they stand up new containment areas. Case workers, the National Guard and providers would use IBM Watson Care Manager to assess individuals needs; create plans including required services; document notes on progress/decline; send requests and confirm services from community service providers; track populations beyond the containment periods; and report on population status and trends.

COVID-19 Analytics for Population Health

Challenge:
The COVID-19 virus presents a material emergency threat to the populations Medicaid serves - agencies must be able to manage population health and expenditures.

Solution:
Government agencies must be able to identify high risk populations; assess risk levels by geography, provider, beneficiary or other dimension; track the health of the high-risk population (both confirmed and potentially suspect cases); and inform the direction of resources and applications for federal grants, support COVID-19 focused 1115 waivers and 1135 waivers for emergency relief. IBM Watson Health has over 30 years experience supporting state Medicaid agencies with policy and program support, EDW and analytics solutions.