Technology Solutions for COVID-19 Self-Symptom Checks and Tracking

August 2020

Executive Summary

The Virginia DOLI final Emergency Workplace Safety Standards requires employers to check employees for COVID-19 symptoms prior to entering the workplace. We have gathered information from several companies who have technology platforms that can automate this process through a mobile application.

- Anthem's tool, Passport powered by doc.ai
- Apple / CDC
- CareTeam Health
- GoCanvas
- LiveSafe

- Microsoft / UHC
- MobileHealth
- Virgin Pulse
- Wellview Health

The symptom tracking data information we have highlighted in this report includes:
- Type of screening questions and the ability to customize based on employer needs and by locations
- Next steps once employees take self-assessment: (1) clearance to enter workplace or (2) symptomatic/at-risk
- Employer notification and reporting capabilities
- Estimated cost, where available

VIRGINIA BANKERS ASSOCIATION

Overview of Responses

Vendor	Anthem *	Apple/CDC	CareTeam	GoCanvas	LiveSafe	Microsoft/UHC	Mobilehealth	Virgin Pulse	Wellview Health
Name of Application	Passport	COVID-19 Screening Tool	Back on Track	Employee Screening Toolkit	Worksafe	ProtectWell	R2W	VP Passport	WellCheck (mobile compatible website)
Symptom Tracking Data Process:									
Daily assessment tool based on CDC guidelines; submit responses prior to entering workplace	✓	✓	✓	✓	✓	✓	✓	✓	✓
Customize questions on the assessment tool	✓	✓	✓	✓	✓	✓	✓	✓	✓
Receive instantaneous results with clearance to enter workplace or next steps for symptomatic or potentially at-risk employees	✓	✓	✓	✓	✓	✓	✓	✓	✓
Connect with providers via virtual text or video visit	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	✓
Available to all employees (incl. medical waivers)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Employer Reporting Capabilities: Access to dashboard allowing employers to see how employees responded to daily check-in.	✓	N/A	✓	✓	✓	✓	✓	✓	✓
Cost for Services	No cost for Employers with medical through VBA Benefits Corp.	N/A	✓	✓	✓	✓	✓	✓	✓

Another option available with direct connection to providers for those with symptoms, but available on a limited basis

VIRGINIA BANKERS ASSOCIATION

Vendor Details

Vendor	Anthem	Apple/CDC	CareTeam	GoCanvas	LiveSafe
Name of Application	Passport powered by doc.ai	COVID-19 Screening Tool (app and website)	Back on Track	Employee Screening Toolkit	WorkSafe
Contact Information Name Email address Website address	VBA Benefits Corporation benefits@vabankers.org Phone number: 1 (800) 643-5599	N/A Download the COVID-10 app on app store. www.Apple.com/covid19	Brock Hughes bhughes@careteamhealth.com www.careteamhealth.com	Corey Brown corey.brown@gocanvas.com www.gocanvas.com	Purchase through website www.livesafemobile.com
Personal/Employer	Employer	Personal	Employer	Employer	Employer
Symptom Tracking Data Process:					
Answer screening questions	Employees take self-assessment before coming to work. App is pre-loaded with questions based on CDC guidelines, but can customize additional workplace re-entry questions too.	Screening tool and set of resources based on latest CDC guidance; users can answer a series of questions around risk factors, recent exposure and symptoms.	Automated CDC-compliant questionnaires by text message. Employers can cusomtize screenings to fit shift schedule and company's needs.	Tracks symptoms, exposure, temperature and travel history	One-touch self check option before you come to work via mobile app or web
Receive clearance to enter workplace or next steps for symptomatic or potentially at-risk employees	Based on answers, employees receive pass or fail response. PASS, can enter workplace (option to receive QR code that can scan to enter). Ees can provide headshot to confirm identity as added layer of security. FAIL, must provide contact information for follow up.	Members will receive CDC recommendations on next steps, including guidance on social distancing and self-isolating, how to closely monitor symptoms, whether or not test is recommended and when to contact a medical provider.	Based on survey results, CareTeam to provide risk assessment for each at-risk employee. Clinical staff provides written work and care plan consistent with employer protocols and all regulatory requirements.	SMS alerts-hear about potential risks as soon as they are reported	Check-in results provided in real-time : (1) green check mark - cleared for work (2) red X - not feeling well - will receive links to CDC website and safety map providing information on testing sites.
Connection to providers	N/A	N/A	N/A	N/A	N/A
Available to all employees (incl. medical waivers)	Yes	N/A	Yes	Yes	Yes
Reporting Capabilities	Daily employer dashboard allows employers to see how employees responded to daily check-in.	N/A	Access to dashboard with alerts that allow real-time observation of workforce readiness.	Daily employer dashboard allows employers to see how employees responded to daily check-in.	Daily employer dashboard allows employers to see how employees responded to daily check-in.
Pricing	No cost to employers with Anthem medical coverage through VBA; including Ees who opt-out of coverage	No cost	Approximately $3.00 per employee per month.	Minimum of $200 per month- cost may vary	Different monthly subscription packages

Vendor Details

Vendor	Microsoft/UHC	Mobilehealth	Virgin Pulse	Wellview Health
Name of Application	ProtectWell	R2W	VP Passport	WellCheck
Contact Information				
Name	Purchase through website	Jed Hummel	Hannah Wojcik	Shauna Howell
Email address	(wait list until September)	jed@mobilehealthconsumer.com	hannah.wojcik@virginpulse.com	shauna@wellviewhealth.com
Website address	www.WeProtectWell.com		www.virginpulse.com	www.wellviewhealth.com
Personal/Employer	Employer	Employer	Employer	Employer
Symptom Tracking Data Process:				
Answer screening questions	Daily assessment based on CDC guidelines	Application asks the user a few simple questions and determines whether they should be cleared to work, based on CDC guidelines.	Daily assessment based on CDC guidelines (six questions); submit response prior to arriving at workplace. Can customzie questions.	Daily text reminder for Ees to complete questionnaire before reporting to work. Screening tool and set of resources based on latest CDC guidance; users can answer a series of questions around risk factors, recent exposure and symptoms.
Receive clearance to enter workplace or next steps for symptomatic or potentially at-risk employees	Symptomchecker for COVID-19 which offers clearance for return to work.	Tracks COVID symptoms, diagnosis, employee location and provides pass/fail notifications. Employees who fail receive links to the CDC website.	Immediate result in "readiness levels" based on government regulations: 1) return 2) stay at home 3) isolation. Various badges based on level of risk. Includes next step information and pertinent links.	Based on EE's responses, will direct to (1) go to work (2) review responses in further detail (3) stay at home based on symptoms.
Connection to providers	N/A	N/A	N/A	Yes, physician telemedicine hot link and/or mental health provider hot link if employee indicates symptoms or has questions.
Available to all employees (incl. medical waivers)	Yes	Yes	Yes	Yes
Reporting Capabilities	Companion administrative app and portal to set rules and process around clearing employees for daily work. Dashboard views and reporting can be included.	24/7 standard or custom reporting	Admin-level dashboard compiles responses in real-time for reporting and analytics. Dashboard manager can change EE status based on need and contact tracking process	Reporting available in different frequencies and levels of distribution. EE can forward results to manager via text.
Pricing	No fee or payment required for the remainder of 2020.	Pricing is $2,500 flat fee per month minimum and $1.00 PEPM after 2,500 users are added/ have access to the system.	PEPM cost with annual minimum of $30,000	Symptom tracker only: PEPM fee with additional pricing for buy-up options; minimum of $5,000 and six-month license

Considerations/Next Steps

This data is provided for informational purposes only as each member bank will have different needs and budgets for complying with the new standards. From a cursory perspective, the major differences are:

- Customization of assessment questions and ability to change based on locations or different employee groups
- Next steps for symptomatic or at-risk employees; some companies offer resources and assistance through their services
- Employer reporting and dashboards
- Cost

For those banks who participate in the VBA Benefits Corp. medical plan through Anthem, they have been asked that the VBA Benefits Corporation coordinates requests from interested organizations to set up a demo and meeting with Anthem and Doc.ai.

Please note: The VBABC staff has not conducted a formal request for proposal (RFP) process as we know this is a timely and crucial initiative and we wanted to provide resources as soon as possible. Each employer should be conducting its own due diligence process on these organizations.

VIRGINIA BANKERS ASSOCIATION