

AmeriHealth Caritas VIP Care

Model of Care

The Model of Care is a high-quality, patient-centric medical care delivery system for dual eligible Medicare-Medicaid members. It brings together multiple disciplines as an interdisciplinary team to provide input and expertise for a member's individualized care plan. This plan is designed to maintain the member's health and encourage their involvement in their health care. It is the **model of** how we **care** for our members.

The development of this team begins with a group of Care Connectors and Care Managers from AmeriHealth Caritas VIP Care who gather information on members and help members modify their behavior and how they access health care.

Care Connectors work with members *over the phone* to:

- Schedule and remind members of appointments.
- Remind members of gaps in care.
- Support member education.
- Link members to health and social service systems.
- Coach for behavior change and provide condition management education.
- Help with basic activities, such as shopping and transportation.
- Triage urgent needs.

Care Managers *are clinicians* who will:

- Perform assessments.
- Assist in the development of individual care plans (ICPs).
- Communicate with primary care providers (PCPs) to share information, coordinate care, and promote timely treatment.
- Coach for behavior change and provide condition management education.
- Coordinate transitions.



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In addition to the AmeriHealth Caritas VIP Care team, each member will be assigned a PCP who will be on the member's interdisciplinary team and play an integral role in coordinating the member's care, determining which services they need and providing feedback to the plan.

The team will also include other health care providers, such as specialists, behavioral health providers, home health providers, physical therapists, and pharmacists.

A member may also have other people on their team who play an important role in their care. They might include a member of the family, a friend, or a pastor. The interdisciplinary team will vary, based on the member's needs.

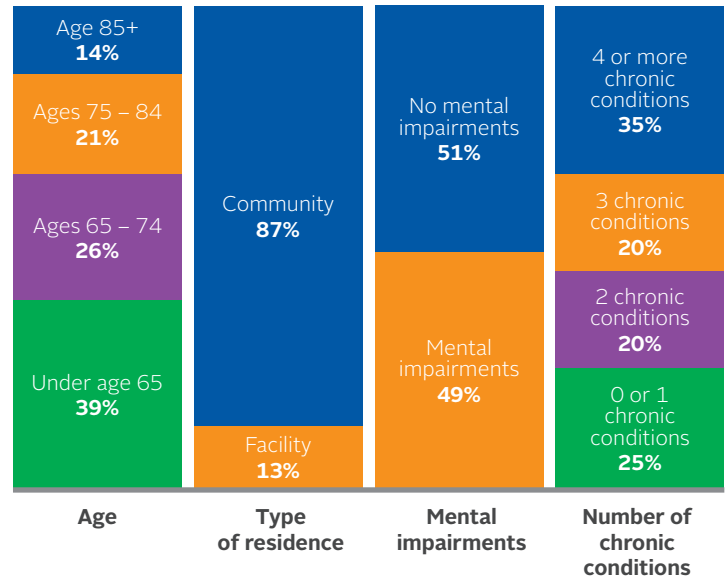
This team will be involved in the development and approval of an ICP for each member and will make the ICP available to all providers. The team will also let members know how following the ICP may help them to achieve personal health goals.

Why is the Model of Care for dual eligibles so important?

Dual eligibles are:

- Three times more likely to live with a disabling condition than the general Medicare population.
- More likely to have greater limitations in activities of daily living, such as bathing and dressing.
- More likely than non-dual eligibles to suffer cognitive impairment and mental disorders.
- Prone to higher rates of pulmonary disease, diabetes, stroke, and Alzheimer's disease.
- Often in need of in-home care providers, plus a range of doctors and other health care and social services providers, as a result of these more serious health conditions.

Dual eligibles have special needs:



As a Medicare Advantage Dual Eligible Special Needs Plan, AmeriHealth Caritas VIP Care is required by the Centers for Medicare & Medicaid Services (CMS) to provide annual training on its Model of Care. As a provider who cares for one or more of our members, you are required to complete this training.

By reviewing this flyer, I hereby attest providers in our office have completed the AmeriHealth Caritas VIP Care Model of Care annual provider training, which will satisfy the CMS requirement.

To affirm this, please complete the online attestation at <https://www.surveymonkey.com/r/amerihealthcaritasvipcaremoc> or by accessing the Online Survey Attestation link found on our plan website at www.amerhealthcaritasvipcare.com, under the Provider Training and Education link.

Note: Mental impairments are Alzheimer's disease, dementia, depression, bipolar disorder, schizophrenia, or mental retardation.
Source: Kaiser Family Foundation analysis of the Medicare Current Beneficiary Survey, 2009.

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