

CAREBRIDGE 24/7 MEMBER SUPPORT HELPS YOU SUPPORT YOUR MEMBERS



CareBridge 24/7 Medical Group has partnered with United Healthcare Community Plan of TN and Amerigroup TN to provide an extra layer of support for LTSS members receiving HCBS in the home. This partnership has been proven to reduce hospitalizations and keep members in the home and receiving HCBS.

HERE ARE JUST A FEW EXAMPLES OF HOW WE CAN SUPPORT YOU:

- Available 24/7, even when doctor's offices are closed or cannot be reached. We also help schedule doctor appointments and provide specialist referrals.
- Refilling non-narcotic medications, or prescribing new medications if the CareBridge provider determines a need.
- CareBridge providers may recognize a need for additional therapy, skilled nursing, or medical supplies and can order them.
- Responses to a short health status check-in, 3 times per week, give the CareBridge Clinical Team the opportunity to proactively reach out ahead of any medical decline or potential visit to the ER or hospital. Check-in's can be completed on the tablet (or personal device) by the member, family, or caregiver.
- We can send mobile x-ray units or other mobile medical devices to the member's home if ordered during or after provider consultation.
- CareBridge serves as a valuable resource for finding community resources like COVID vaccines, in-home testing/screening, housing, transportation, food, and support groups.
- We can provide members and their families with emotional support and advanced care planning.

BENEFITS FOR PROVIDERS AND CAREGIVERS

The 24/7 Member Support program provides easy access to doctors, nurses, and other health experts for the member and caregiver. This team provides resources, information, and helps guide decision making in the home when natural and other support aren't available.

It's important to note that CareBridge 24/7 Member Support does not replace anyone currently providing care for the member.

“I didn't realize you all were more than just medical. This is the happiest I have ever seen her.”
~ Tim, caregiver

Access to CareBridge is available via a tablet provided to the member at no cost. Or, the member can also use their own device. There is no cost to the member or you for using our services.

“So grateful and relieved that we did not have to go out to a provider's office. We are so worried about exposure to COVID and Influenza.”

~ patient & spouse

CONTACT US

Click the red **Contact Care Team** button on the tablet or call **(888) 605-9060** any time. Members will receive or may have already received CareBridge calls from a local number.

