

**CAREBRIDGE**

# **24/7 Member Support Program - TN**

Information for Provider Agencies

# Housekeeping

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- You are muted by default. Please do not unmute yourself until Q&A time if you would like to ask a question.
- There are providers and representatives on the call associated with both Amerigroup and UnitedHealthcare. Please refrain from making comments specific to Health Plans or using actual member names for privacy reasons.
- We will present for about 35 minutes. The remainder of the hour session is reserved for Q&A. Please hold your questions until the end of the session. We have allotted plenty of time for questions.

# Agenda

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**Brief Introduction to CareBridge**

**24/7 Member Support Overview**

**FAQ's – Using the Tablet for EVV**

**Working Together to Improve Care**

**Next Steps**

**CareBridge Contacts**

# Introductions

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# The CareBridge Mission

CareBridge exists to enable individuals in home and community-based settings (HCBS) to maximize their health, independence and quality of life.

We accomplish our mission by:



Partnering with Managed Care Organizations



Coordinating closely with PCPs, Care/Case Managers, and other care team members



Ensuring HCBS members receive **consistent and reliable** care to promote greater independence



Providing **Caregivers** and **Members** access to a **highly-trained clinical team 24/7**



Delivering solutions that address **physical** and **behavioral health needs** and **promote better health**



**24/7**  
Member Support

# 24/7 Member Support – How It Works



Members Identified  
for 24/7 Member  
Support program



Initial Member  
Outreach, Schedule  
CCA



Device Set-Up, Conduct  
Comprehensive  
Clinical Assessment



Develop treatment,  
education &  
empowerment plans



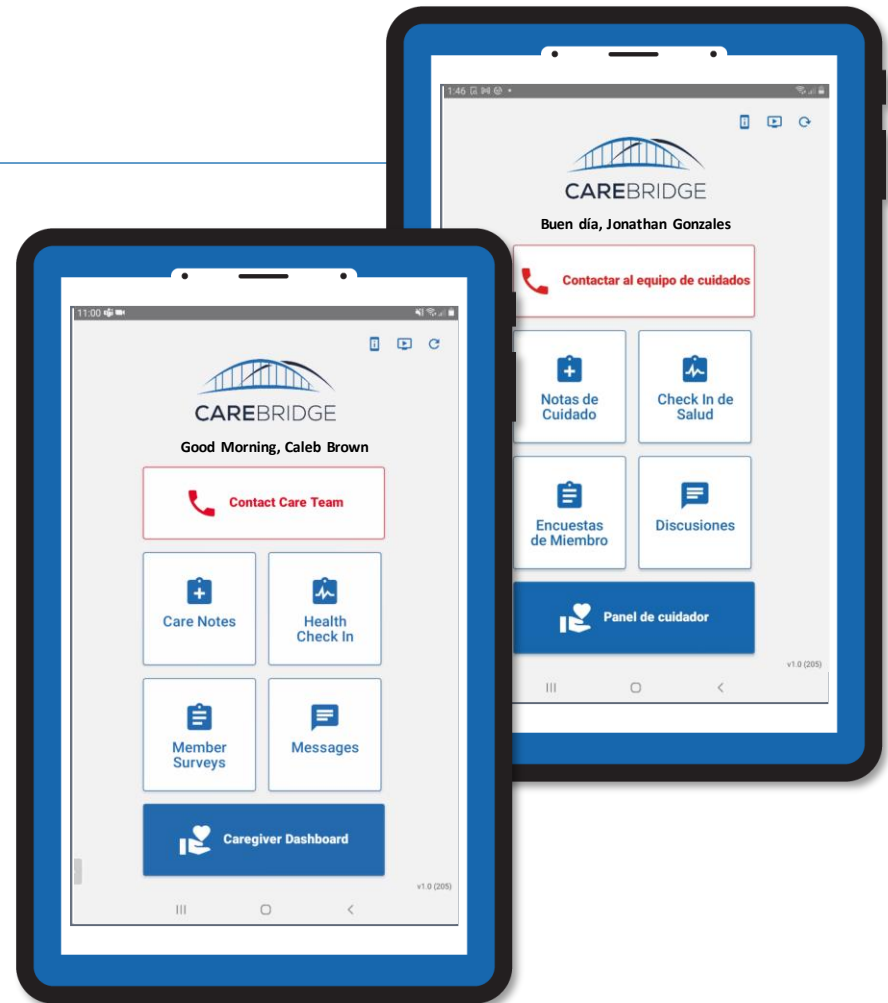
Coordinate  
with Health Plan  
and PCP



Timely access to care  
via 24/7 Member  
Support Program

# Tablet: Overview

- CareBridge provides the Member with a **cellular-enabled** tablet (or they may use their own smart device)
- **Wi-Fi** capability if available in the home
- Shipped to the Member's home once a **CCA** is scheduled
- The tablet allows for **video visits** and removes barriers to requesting care
- **Immediate access** for anyone in the home including Members, Caregivers, or Natural Supports
- Simple tech includes **secure chat/text**, and the ability to view educational **videos**



Available in multiple languages



# Tablet: Set-Up and Functions

- Member 24/7 Introduction Video
- HIPAA and Consent-to-Treat documents
- CareBridge & Zoom apps
- Contact Care Team Button
- Member Health Check Ins
- Comes with a Charger



# Communicating via SMS Text - Examples

Hi, it's Melinda. I wanted to see how you are doing.

Hi Melinda. I'm not feeling well today.

I'm sorry you don't feel well. Someone on the team will reach out to you shortly.

That will be great. Thank you.

Hi John. This is a quick reminder for you to take your medicine. Make sure you are getting enough rest.

Thank you for reminding me. I forgot.

You're welcome. The CareBridge team is here if you need anything.

# Video: Introduction to 24/7

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# 24/7 Member Support: Interdisciplinary Care Team



## Care Coordinator

- Completes all state required assessments, forms and processes
- Coordinates member's HCBS benefits
- Coordinates with CareBridge clinical team, including reviewing complex cases with CareBridge clinicians as needed



## Paid and Unpaid Caregivers

- Uses the CareBridge tablet to respond to member-specific questions during each visit
- Talks with the CareBridge team via phone weekly or bi-weekly
- Facilitates telemedicine visits with members



## CareBridge Lead Physician

- Provides oversight of CareBridge care team
- Leads weekly interdisciplinary team meetings that focus on the most complex patients
- Coordinates with members' PCPs and specialists
- Provides 24/7 physician support to members, families and caregivers



## CareBridge Nurse Practitioner

- Conducts tele-video primary and acute care visits in collaboration with in-home caregivers
- Available 24 hours a day, 7 days a week
- Writes prescriptions as needed
- Collaborates with PCPs and specialists to address any member clinical issues



## CareBridge Care Navigator

- Primary individual with a relationship with caregiver and member
- Conducts outbound introductory and ongoing calls as needed
- Answers incoming phone calls and messages
- Monitors system for alerts and messages



## CareBridge Pharmacist

- Completes medication review and reconciliation
- Performs telephonic outreach to members, pharmacies and providers to increase prescription medication adherence
- Identifies high-risk medications and works with providers to adjust medications as needed



## CareBridge Occupational Therapist

- Conducts telemedicine evaluations of a member needs in the home
- Evaluates different opportunities for use of assistive devices and technology enabled solutions to increase independence
- Understands rehab and recovery needs after events such as falls

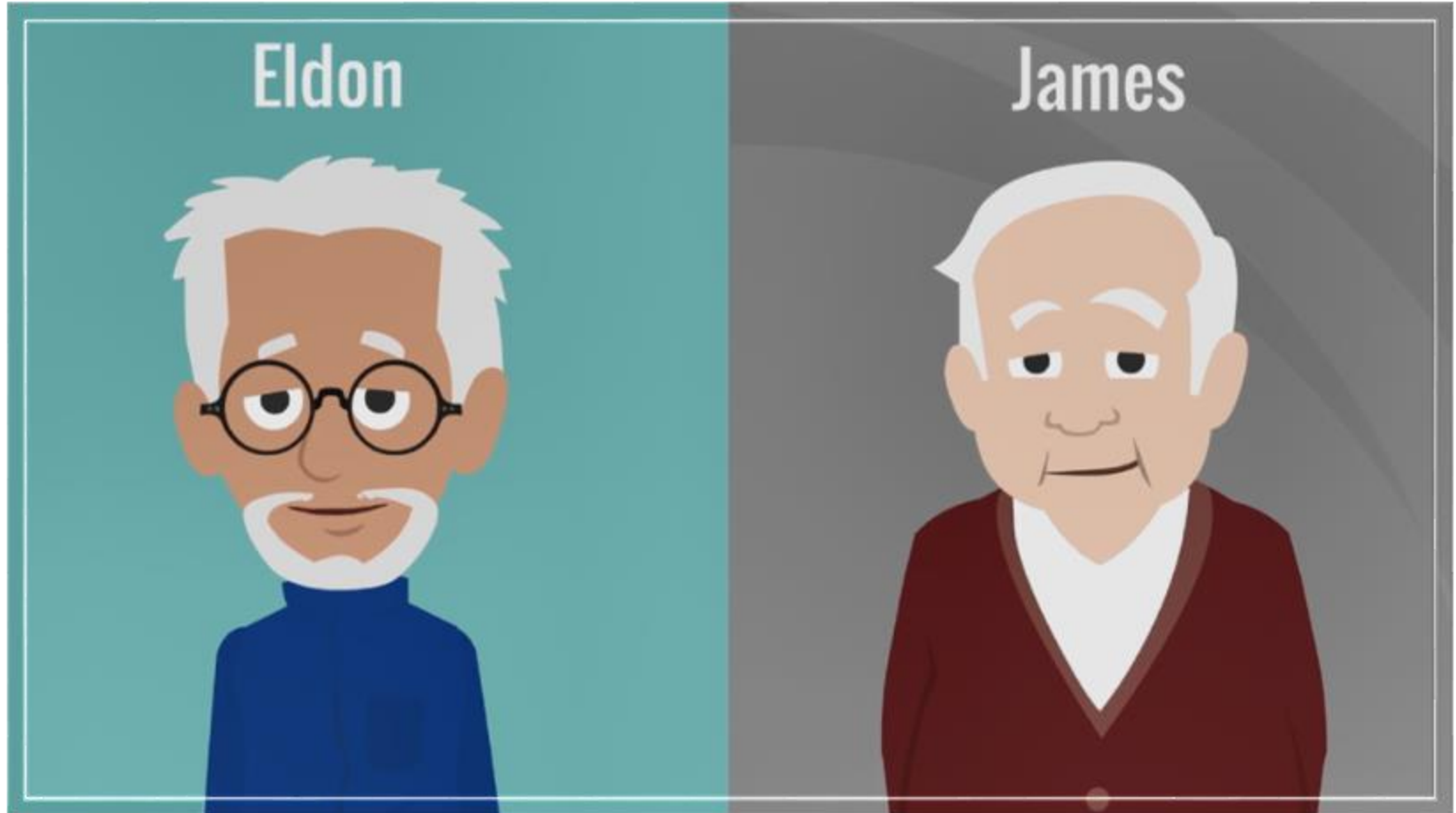


## CareBridge Social Worker

- Understands social and environmental factors that impact member home setting and outcomes
- Works collaboratively with care team and the MCO to close Social Determinant of Health gaps
- Supports outreach of team to engage Paid and Unpaid Caregivers

# Video: Member Stories

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# Why is Using the CareBridge Tablet Helpful?

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- The CareBridge tablets replace the existing HealthStar tablets and are used for both EVV and the new 24/7 functions
- Using the tablets for EVV check-in and check-out helps your agency maintain compliance scores and supply comprehensive records of the services you are providing members to meet Health Plan and State requirements
- Completing surveys about the member's health gives CareBridge real-time data about a member that our clinical team uses to identify potential medical issues and address them with the member
- There are targeted questions specific to the member (e.g., if a member has Congestive Heart Failure one of the questions may be if you notice that their legs appear swollen)
- The result of your feedback on these surveys is that together we prevent or delay hospitalization or Nursing Facility placement for the member, and the member gets to spend more time at home

# FAQs: Tablet Use - EVV

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## WHAT IF I FORGET MY COMPANY ID, USERNAME, AND/OR PASSWORD?

CareBridge has tools to provide your Company ID and Username

We **CANNOT** provide your password. You need to check with your agency for that.

## WHAT IS THE MEMBER PIN?

This now says: “Member Birth Year or PIN”. It comes up a couple times a year. If a member was born in 1965, “1965” would be the 4-digit number to enter. Member PIN is also needed for the Member Satisfaction Survey.

## WHAT IS THE PURPOSE OF THE CAREGIVER SURVEY AND THE MEMBER SURVEY?

The **member survey** is a satisfaction survey completed by the member. It is not required for check out.

The **caregiver survey** is completed by the caregiver about the member’s health during **EVERY** visit. **IT IS REQUIRED FOR CHECK OUT.** The information from the survey goes to the CareBridge Medical Group and we take immediate action if there is a possible issue.

# FAQs: Tablet Use – EVV (cont'd)

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## IS THIS TABLET ONLY FOR THE MEMBER?

No. The tablet is meant to be used by the member, his or her representative, and by agency caregivers. The member, representative, or caregiver can use the tablet to contact the CareBridge Medical Group for questions about the member's health 24/7. Caregivers should use the tablet to check-in and out.

## WHAT DO I DO IF THE MEMBER DOESN'T HAVE A WORKING CHARGER?

If the member didn't receive a charger with the tablet, the member lost the charger, or the charger isn't working, CareBridge will send the member a charger for free. The member does NOT need to buy or procure another charger themselves. The member or caregiver can call the number on the back of the tablet for a new charger.



# Working Together to Improve Care

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CareBridge would like to work with high quality Home Care Agencies to:



- Collaborate with organizational leadership to improve care through CareBridge's offerings
- Provide assistance to members, if needed, to complete Health Check-In's on the member's tablet at least three times per week
- Work with the CareBridge team to answer questions about a member's condition when an alert is detected
- Facilitate initial CareBridge Comprehensive Clinical Assessment (CCA) visit, if requested

# Next Steps

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1. Upon request, CareBridge will provide a current list of your agency's members who are eligible for the 24/7 Member Support Program
2. CareBridge will mail tablets to members with a scheduled CCA
3. CareBridge will hold monthly forums for agency representatives and attendants to answer questions about the program
4. CareBridge staff are available Monday through Friday, between 8AM-5PM Central Time, to speak with you and your attendants – after a member is enrolled, we are available 24/7!!





# Thank You!

## Agency Online Resource Library

<https://www.carebridgehealth.com/tn247-providersandpayers>

## CareBridge 24/7 Contact

1 (888) 605-9060

## Provider Relations

[Agency247@carebridgehealth.com](mailto:Agency247@carebridgehealth.com)

1 (844) 645-0110