

THE AIS HOME VISIT PROGRAM

Member Referral and Communication Timeline

AIS HOME VISIT PROGRAM SERVICES

The AIS Home Visit Program provides:

- Symptom management
- Coordination of care
- Goals of care discussion
- Education regarding illness, treatment and medications

The member referral process for initiating AIS Home Visit services is referenced below. As a component of the referral, it is helpful if you share with the member or family some level of detail regarding expectations for scheduling the initial home visit. This document also outlines the communication process among the participants when a referral is made and includes the anticipated time frames for contacting the member, the scheduling of the initial visit, and more.

A member's condition at the time of referral to the AIS Home Visit Program will be considered when scheduling the initial visit. It is important to communicate situations which require more immediate handling such as the characteristics of a "high-priority" referral described below.

MEMBER REQUIREMENTS

- A Highmark Medicare Advantage plan
 - Security Blue HMO
 - Freedom Blue PPO
 - Community Blue Medicare HMO
- A life-limiting illness with an anticipated life expectancy of 12 months or less

HIGH-PRIORITY REFERRALS

A high-priority referral is characterized by the following:

- Member has a life-limiting illness
- Worsening acute symptoms manageable in a home setting with a practitioner visit
- Acute pain – new onset OR not responding to medication prescribed
- Need for treatment plan adjustment such as modification of prescription regimen
- Need for clinical assessment to prevent an acute situation

Do Not Use if the member is medically unstable and requires urgent/emergent care.

ROUTINE REFERRALS:	HIGH-PRIORITY REFERRALS:
<ul style="list-style-type: none">• Clinically appropriate member is identified.• Place telephone call to 877-317-0216, send fax to 844-249-5579, or email referrals@aspirehealthcare.com.• AIS Home Visit Program eligibility verified within two (2) business days.• If eligible, patient is contacted within 24 hours to schedule an initial visit.• Initial visit is scheduled within a two-week time period of successful member contact.• Appointment information is sent to referring physician via fax.• Report is faxed to the MD office within 48 hours of the member's visit by the AIS Home Visit Program.	<ul style="list-style-type: none">• Clinically appropriate member <u>agrees</u> to the AIS Home Visit Program referral.• Place telephone call to 877-317-0216.• AIS Home Visit Program eligibility verified within one (1) business day• If eligible, patient is contacted to schedule an initial visit.• Initial visit is scheduled within a 24-hour time period of successful member contact.• Appointment information is sent to referring physician via fax.• Appointment information is called to the referral source.• Report is faxed to the MD office within 48 hours of the member's visit by the AIS Home Visit Program.