

THE HIGHMARK AIS HOME VISIT PROGRAM FOR PATIENTS WITH SERIOUS OR CHRONIC, LIFE-LIMITING ILLNESS

Whether you are a primary care physician or a specialist, the AIS Home Visit Program can support your goal to provide the highest quality care to your patients, especially those patients facing a serious or chronic, life-limiting illness. The AIS Home Visit Program's team of physicians, nurse practitioners, nurses, social workers and chaplains can support your practice in having complex medical conversations with your patients and their families through home-based palliative care services. The program provides an extra layer of support for patients, their families and caregivers with:

- advanced cancer
- advanced dementia
- congestive heart failure
- chronic obstructive pulmonary disease
- end-stage renal disease
- end-stage liver disease
- advanced frailty

Led by board certified palliative care professionals who specialize in caring for patients facing a serious illness, the AIS Home Visit Program's services are delivered primarily in the home. The team works with patients, their family and other physicians to assist with symptom management, goals of care discussions and care coordination. By working closely with you and your patient, the AIS Home Visit Program can enhance patient and family understanding of the disease process, medications and treatment, and provide psychosocial support. The program can also help ensure the patient gets the right care at the right time and in the most appropriate setting.

The AIS Home Visit Program provides unlimited support services based on clinical need and the team of physicians, nurse practitioners and social workers are available 24/7 to support patients.

BENEFITS TO PHYSICIANS

The AIS Home Visit Program provides PCPs and specialists with the following benefits:

- partners to provide care and support outside of your office to your patients who are facing a serious or chronic, life-limiting illness
- provides additional support for some of your practice's most complex and time-intensive patients, allowing you to see a higher volume of patients than would otherwise be possible
- communicates information about your patient's health status after each visit via a one-page clinical report
- enhances clinical outcomes

ENHANCED PATIENT IDENTIFICATION

In addition to referrals from physicians, the AIS Home Visit Program also reviews Highmark claims data to proactively identify patients who might benefit from the program. Verification is conducted with the patient's PCP and/or specialist to verify if the program is appropriate.

This approach gives patients, their families and caregivers earlier access to the support and services available through the program.

PARTICIPATION GUIDELINES

Member participation in the AIS Home Visit Program is voluntary.

- Patients are not required to be homebound or meet a skilled level of care to be eligible for the AIS Home Visit Program.
- Patients receive services primarily within their home.
- Referrals are not required. However, referrals to the program may be placed by a patient's PCP, specialty provider, family member, self, community case managers, Highmark Health Coaches or others. Members may contact Member Services at the number on the back of their ID card for information on AIS Home Visit Program participation.

THE AIS HOME VISIT PROGRAM AND HOSPICE

The AIS Home Visit Program does not provide hospice services. However, the program's enhanced support and patient-monitoring can identify patients who are appropriate for hospice sooner. This support allows patients to benefit from hospice services earlier.

- While in the AIS Home Visit Program, members are able to receive curative care and all other eligible services available through their health plan. When curative treatments are no longer effective and/or a patient no longer desires to continue them, hospice may become the desired care choice.
- Hospice care is a Medicare benefit. It seeks to alleviate symptoms and improve quality of life when life expectancy is six months or less.
- When a patient is in an active hospice election period, the Medicare Advantage plan no longer is responsible for payment of Medicare-covered services related to the member's terminal condition or payment of services unrelated to the terminal condition.
- During an active hospice election period, the Medicare Advantage plan would continue to cover supplemental or extra benefits not covered by Medicare.
- Enrollment in hospice is voluntary and based on the wishes of a patient and/or their family.