



Introducing the AIS Home Visit Program

Home-Based Palliative Care Services for Highmark Medicare Advantage Patients

On Oct. 1, 2015, Highmark introduced an enhancement to the Advanced Illness Services (AIS) Program currently available to Medicare Advantage members in Berks, Cumberland, Dauphin, Lancaster, Lebanon and York counties. **The program will further expand to include the rest of the Central Region, as well as the 13-county northeastern Pennsylvania service area, effective Jan. 1, 2016.**

Through a partnership with Aspire Health, the new Highmark AIS Home Visit Program provides palliative care and physician support services to enhance the quality of life for our Medicare Advantage members who are facing a serious or chronic, life-limiting illness.

The AIS Home Visit Program's team of physicians, nurse practitioners, nurses, social workers and chaplains supports patients primarily in their homes. The team helps with symptom management, goals of care discussions and care coordination and can also help ensure each patient receives the right care at the right time and in the most appropriate setting. The AIS Home Visit Program can provide unlimited services based on clinical need and it replaces the 10 lifetime visits offered through the current program.

Services

The AIS Home Visit Program provides support for patients, their families and caregivers with:

- Advanced cancer
- Advanced frailty
- Advanced dementia
- Congestive heart failure

This home-based support has been shown to have very high patient and family satisfaction. Patients are not required to be homebound or meet a skilled level of care to be eligible for the program. And AIS Home Visit Program physicians, nurse practitioners and social workers are available 24/7 to support patients.

Care Coordination

The AIS Home Visit Program does not replace the care of PCPs and specialists. Members enrolled in this program keep their PCP and other specialists and may continue to seek curative treatment.

The program's physicians comanage care with a patient's current PCP and specialists, serving as their "eyes and ears" in the home for this vulnerable population who may have a hard time getting in and out of the office. The program focuses on continual communication and provides PCPs and specialists with a one page clinical update after each visit.

Upon request of the member's treating physician, the program can even handle routine needs such as medication refills, orders for durable medical equipment and more—reducing the administrative burden for PCPs and specialist practices.

To learn more, please visit the **AIS Home Visit Program** on Highmark's Provider Resource Center. You can access the page by clicking the program icon under Today's Messages or by selecting Advanced Illness Services (AIS) from the left navigation panel on the Provider Resource Center's home page.

Providers can refer a patient by faxing the **AIS Home Visit Program referral form** to **1-888-878-3824**. This form is available on the **AIS Home Visit Program** page. You can also discuss referrals by calling **1-877-317-0216**, weekdays, between 9 a.m. and 6 p.m. TTY/TDD users may call 711.