

New Program Offering by Care Improvement Plus

As you continue to discuss Medicare options with area beneficiaries during Open Enrollment season, I wanted to provide you with information on two NEW and valuable programs offered to Care Improvement Plus members that highlight our commitment to coordinating the care of beneficiaries with chronic illnesses.

Starting in the fall of 2008, Care Improvement Plus' **HouseCalls Program** began offering members the opportunity to visit with a healthcare professional for a free, face-to-face evaluation and assistance with questions relating to their health. This evaluation is part of Care Improvement Plus' ongoing efforts to provide better coordinated care and a more stable "medical home" for chronically ill members. It assists the member's regular physician in coordinating care across multiple providers, and does not in any way seek to replace the role of the member's regular doctor.

We have recently completed our first 20,000 HouseCalls visits, and a survey of members who have participated in the program shows high satisfaction:

- 93% of members surveyed found the HouseCalls visit to be helpful
- 92% of members surveyed indicated that the HouseCalls healthcare professional was able to answer all of their questions
- 92% of members surveyed were either very or completely satisfied with the overall experience of participating in the HouseCalls program

In addition, we have recently kicked off a new member advocacy initiative with **Social Service Coordinators Inc. (SSC)** to assist members with applying for Medicare Savings Programs and extra help programs, if eligible. Members identified as potentially eligible and/or in need of assistance will be contacted and brought through the application process for all federal and state-level programs available to help them manage healthcare costs.

The HouseCalls program and the Social Service Coordinators partnership are two examples of the many ways Care Improvement Plus seeks to provide individualized care management support and care coordination services to our chronically ill members. Stay tuned for more updates on these programs and others in future e-mails!