



CAREBRIDGE

How we support lowans
who receive HCBS

September 21, 2023



The CareBridge Mission

Our mission is to empower people who receive home and community-based services to have the best possible health, independence, and quality of life



The CareBridge Why

Why We Do What We Do

- We help people receive the healthcare and support they need where they want to receive it—in their homes and communities
- We offer support and peace of mind to family members and other caregivers
- We help people manage their chronic conditions and stay healthy
- We help people avoid unnecessary visits to the emergency room, hospital, or nursing home
- We help health plan care managers find the best supports based on each person's goals and abilities
- We help people reach their goals for independence and improve their quality of life



CareBridge Partners

We partner with Medicaid health plans in Iowa to deliver better healthcare and support to people who receive home and community-based services or “HCBS”



Services offered	EVV	✓	✓	✓
	24/7 Member Support	✓	✓	✓
	Decision Support	✓	---	Expected to Launch Fall 2023



What CareBridge Does

24/7 Support



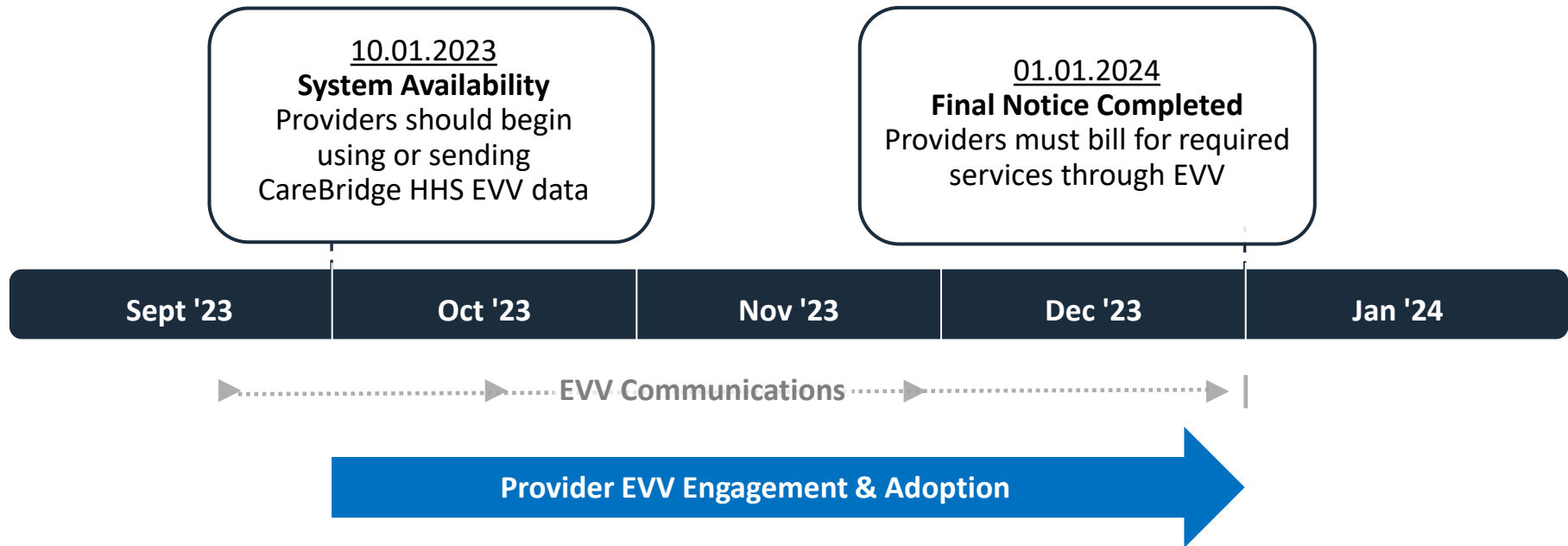
Decision Support



EVV



Home Health Implementation Timeline



EVV Communications

Provider Communications	Target Deadline
Welcome Letter - Description of EVV, Instructions, FAQs	09/18/23 – 09/22/23
Training Letter - Instructions for CB Users to register for Training Sessions	09/25/23 – 09/29/23
Provider On-Boarding - Additional communication related to provider on-boarding is shared with both CB EVV and Third-Party EVV Users as needed	10/09/23 – 12/29/23
Final Notice - For providers who have not completed onboarding to let them know claims will not be paid outside of EVV starting 1/1	12/18/23 – 12/29/23



The CareBridge Medical Group

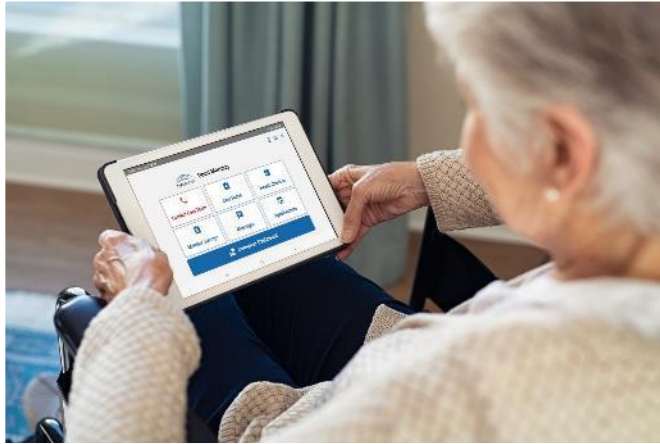
CareBridge is a healthcare provider. We are a **medical group** made up of doctors, nurses, therapists, and other professionals who **bring healthcare home to individuals**. We support the doctor's treatment plan and **empower individuals to better health**.

CareBridge Team



Two Parts of the CareBridge Medical Group

24/7 Support



- A physician practice
- We provide medical care – we diagnose, treat, and prescribe
- We help individuals manage chronic health problems
- We work with doctors to help individuals get the care they need

Decision Support



- Experts with occupational or physical therapy (OT or PT) training
- We find ways to help individuals increase your safety and independence at home
- We work with health plan care managers to help individuals get the right supports to reach their goals

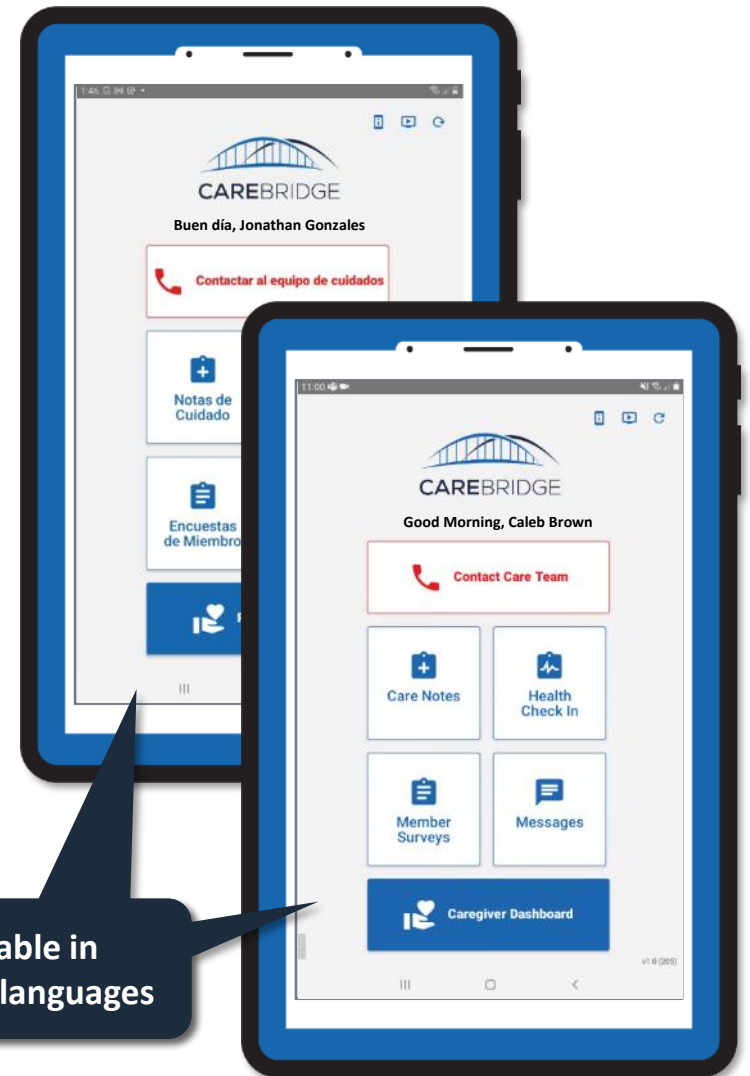
CareBridge 24/7 Support

- **Individuals decide if they want this FREE 24/7 healthcare at home**
- Virtual care at the touch of a button any time, day or night
- Can be accessed by individuals, family members, or caregivers
- For people with chronic health problems most at risk of going to an emergency room, hospital, or nursing home
- We can help order medicine, therapy, and equipment
- We offer specialized support for behavioral health needs
- We can help address problems with things like food and housing



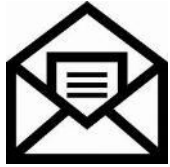
The 24/7 Support Tablet

- CareBridge offers each person who chooses to enroll in the 24/7 program **a tablet to talk with CareBridge** (or they can use their own device)
 - The tablet is provided at **no cost**
 - **It uses cell service** (not broadband), so it works almost anywhere, even in rural areas
 - **We find and pay for cell service** with the best coverage based on where individuals live
- The CareBridge tablet allows for **video visits** as well as secure chat / text
- Individuals can **push the red button to access care any time**, day or night
- Individuals will talk with a member of the CareBridge team **right away**



Available in multiple languages

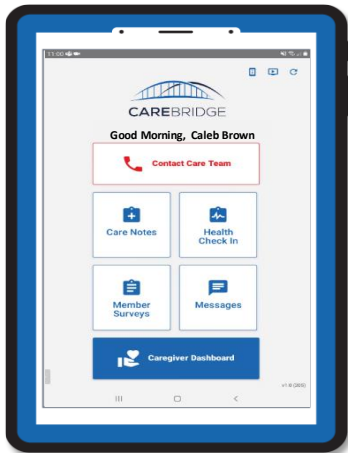
How CareBridge 24/7 Support Works (1 of 2)



- First, we'll **mail** individuals information about CareBridge 24/7 Support. This information is approved by the health plans and Iowa Medicaid.



- The **care manager** may also **talk with individuals** about CareBridge 24/7 Support. We want them to expect a call from CareBridge and know that we work with the health plans to offer a good service for FREE.



- **CareBridge will call** to see if the individual wants to receive 24/7 Support at home.
- If you do, **we'll send you a FREE CareBridge tablet and set up a time for the first care visit.**
- What if the individual doesn't want 24/7 Support at home? The individual should tell the person who calls. If they tell us they don't want 24/7 Support, we'll stop calling right away.

How CareBridge 24/7 Support Works (2 of 2)

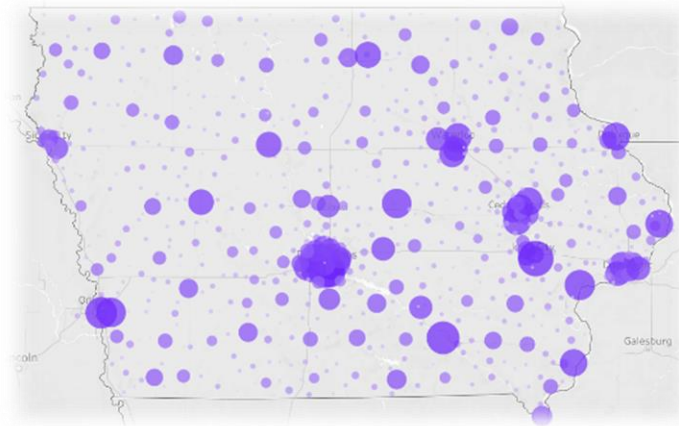
- If individuals sign up for 24/7 Support, we'll set up a **visit for them with a CareBridge Advanced Practice Provider**. It's like a first visit with any new doctor or health care provider.
- The provider will talk with the individual about their health care needs. We want to provide the **best possible care**.
- We will use that visit to learn how we can support PCP treatment plans and **empower individuals to better health**.
- Individuals can start using the tablet right away. **Individuals can call us if they have questions or need care**.
- We may also contact individuals to **check on them** and make sure they're getting the care they need.



How CareBridge 24/7 Support Helps

- Almost **1,500 Iowans** have chosen to receive 24/7 Support
- CareBridge has provided them with **thousands of clinical visits in the comfort of their own homes**. Hundreds of the visits have been after hours—when a doctor's office is closed
- We've **helped reduce visits** to the emergency room, hospital, and nursing homes
- We've helped **improve their health care quality** by doing things like:
 - Helping manage diabetes
 - Treating acute infections
 - Supporting mental health

Iowans Using 24/7 Support



Note: Circle size represents # of people by zip code

- CareBridge serves Iowans across the entire state
- ~50% of the Iowans served live in a rural county

A Word From Iowans About 24/7 Support



[Click to hear their stories](#)

CareBridge Decision Support

- **A FREE annual consult** with an expert who has training in occupational or physical therapy
- Individuals talk with them **by phone**
- It doesn't take very long (**about 30 minutes**) or cost anything
- We find ways to help increase **safety** at home – reduce risk of falls or injury
- We find ways to help individuals have more **independence** and control over their own life in the areas they choose
- We find ways to help individuals get out in the community and do **what they want to do**



Frequently Recommended Items in Iowa

Cognitive aids / reminders



Increase independence in daily living

Employment and community day services



Increase opportunities for integration

Medication aids / dispensers



Grab bars and safety rails



Bathing, dressing, and cleaning aids



Increase safety and independence with medications and personal care needs

How CareBridge Decision Support Works



- The **care manager may talk with the individual** about CareBridge Decision Support. We want them to expect a call from CareBridge and know that we work with the health plans to offer a good service for FREE.

- Then, **CareBridge will call to set up a time for the FREE annual consult** with a trained expert
- They'll talk with them **by phone**
- We'll ask questions about:
 - Areas where they'd like to be more independent and their personal goals
 - They're daily routine
 - Tasks they need support with and the kinds of support they need
 - Any safety concerns
- **The expert will share** the information they gather and their **recommendations** with the care manager
- **Your care manager will talk with individual** to decide what to put in their care plan based on their specific needs and goals

How CareBridge Decision Support Helps

- **The individual decides** if they want the FREE consult with a trained expert
- Reasons they may want the consult include:
 - It could help increase **safety, independence, and community integration**
 - It could **prompt the case manager** to think of additional items that may help provide support at home
- If the individual does not want the FREE consult, they simply tell the person who calls. **We will stop calling**
- Almost **8,000 Iowans** have received their FREE consult from Decision Support
 - CareBridge has recommended **more than a hundred different kinds of supports to thousands of Iowans** to help them increase safety at home and meet their personal independence goals
 - CareBridge has also helped many people **get back into the community to work and do other things they choose** after the public health emergency

A Word From People About Decision Support



I've been able to be more independent and do more things physically...



They showed me a new way of life to live that I never thought I was gonna get back again...

[Click to hear their stories](#)

Providing Feedback

- We are committed to improving the lives of Iowans
- We are happy to answer questions and value your feedback
- If you have feedback on our products, please let us know!
 - Amerigroup: sue.pulliam@amerigroup.com
 - Iowa Total Care: itc_evv@iowatotalcare.com
 - Molina: IA_CM@molinahealthcare.com
 - CareBridge EVV: iaevv@carebridgehealth.com
 - CareBridge 24/7 Support or Decision Support: iafeedback@carebridgehealth.com





Appendix

I/DD Expertise & Training

CareBridge Providers Have Significant I/DD Experience

- Appropriate Use of Psychotropic Medications for People with I/DD
- Behavioral Presentations of Medical Conditions in People with I/DD
- Dual Diagnosis in I/DD and Psychiatric Conditions
- Effective Communication for I/DD Healthcare
- IntellectAbility's Fatal Five training
- AADMD Members
- Recognized providers in I/DD healthcare certified by IntellectAbility

Affiliated Programs & Organizations

