

# About Upward Health

- ▶ National in-home provider. Founded in 2010.
- ▶ Contracts in nine states with major health plan customers
- ▶ 2+ year partnership with Seven Hills
- ▶ Experienced leadership with background in both payers and providers

## Health at Home Program

- ▶ 24/7 in-home access to whole-person care: medical, behavioral (including addiction) and social
- ▶ Focus: High risk and underserved populations
- ▶ Technology-enabled services, including advanced analytics, outreach and engagement tools, high-intensity telemedicine and remote patient monitoring
- ▶ Local employed teams of physicians, NPs, PAs, nurses, pharmacists, SWs, Care Navigators and CHWs
- ▶ Paramedic and EMT mobile crisis teams
- ▶ Care delivery in partnership with patients' existing care teams

We take pride in our  
overall patient satisfaction



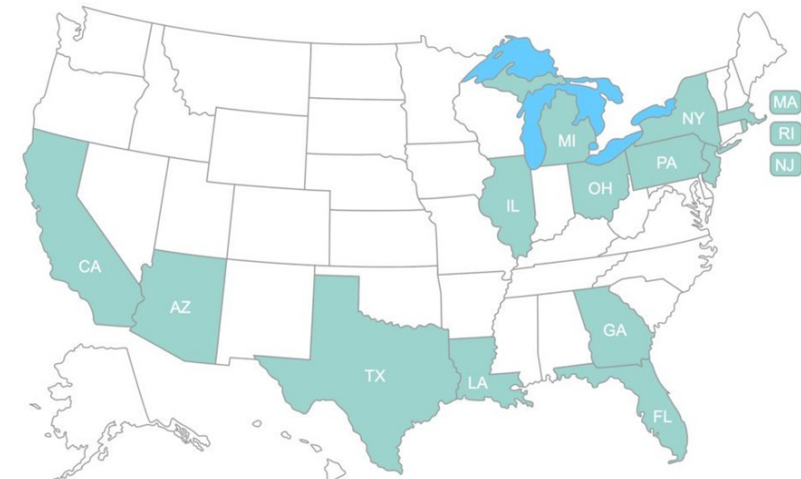
## What's In It For Individuals You Support?



### Patient Centered, Family Centered Care

- ▶ In-Home Doctor's Visits at **No Cost**, without disrupting existing PCP/provider relationships
- ▶ Help with transitions back home from the hospital
- ▶ Access to a doctor or nurse 24/7
- ▶ Long term relationship of safety and trust with a care team that also supports addressing social needs
- ▶ Convenience and access to care when needed without need to travel or sit in a waiting room!

States with Upward Health Medical Groups



# ABOUT THE CMS ACO REACH PROGRAM

Medicare started an initiative that brings together health care professionals in an Accountable Care Organization (ACO), to work together with Medicare to give you more coordinated care and services.

We're able to offer more services to individuals who have Original Medicare as part of the new program called ACO REACH (Accountable Care Organization Realizing Equity, Access, and Community Health).

## Highlights of the program include:

- ▶ Payment for services that Medicare typically does not cover
- ▶ Flexibility in which doctors you can see and no change to your current doctors
- ▶ In-home support when you get home from the hospital
- ▶ Telehealth appointments to save you a trip to the doctor's office
- ▶ Admission to a Skilled Nursing Facility without having to go to the hospital first
- ▶ Waivers for some services that Medicare does not usually cover
- ▶ Gift cards for participating in health programs, such as \$75 for the Chronic Disease Management Program

Individuals are eligible for this program if they have Medicare alone or both Medicare and Medicaid, as long as they don't have health insurance through a managed care company like Commonwealth Care Alliance or Tufts Health Plan

# Benefits to Staff and Individuals You Support

Same-day and next-day appointments, which can help reduce trips to the ER for the individuals you support

Tools to monitor an individual's health even when away from their doctor

In-home support when individuals get home from the hospital, including up to 9 visits within 90 days

Telehealth appointments to save individuals from transportation to the doctor's office

No change to current doctors

Waivers for some services that Medicare does not usually cover

Incentives for participating in health programs

# Voluntary Alignment

## What Is Voluntary Alignment?

Voluntary Alignment (VA) is a process that allows patients and families to choose the health care providers with whom they want to have a care relationship. Patients may choose to align to an Accountable Care Organization (ACO) voluntarily by designating a Participant Provider affiliated with the ACO as their primary clinician or main source of care. To align with Upward Health ACO REACH, the Participant Provider would be Upward Health in partnership with Seven Hills.

## How Does a Patient Voluntary Align to an ACO?

- Submit a Signed Voluntary Alignment (SVA) Form.
- Signing the SVA does not require a patient to change PCP or specialist providers. Patients can continue seeing any providers that accept Medicare. The SVA imposes no limitations or restrictions on care, while offering new benefits.
- You can send us a referral for SVA completion at any time by calling us at (617) 644-7628, Option 2

Once an individual is aligned to ACO REACH, our Upward Health providers will evaluate them and be on stand-by for emergent/urgent needs and chronic maintenance needs

# Voluntary Alignment Next Steps



## Eligibility Determination

Determine which patients are eligible for and would benefit from participating in the ACO REACH model. Patients must have original Medicare and have high needs. Patients are eligible if they have both Medicare and Medicaid, as long as they don't have an insurance company like Commonwealth Care Alliance or Tufts Health Plan.



## Provider Education & Training

Educate Seven Hills clinicians/staff to be able to talk with patients about ACO REACH, its benefits, and the voluntary alignment process. Upward Health Team Members are happy to join existing meetings or schedule new meetings to do this.



## On-Site Tabling

Upward Health will be on-site various Seven Hills locations across Massachusetts and Rhode Island for informational events. Please reach out to us to request more information for scheduled events.

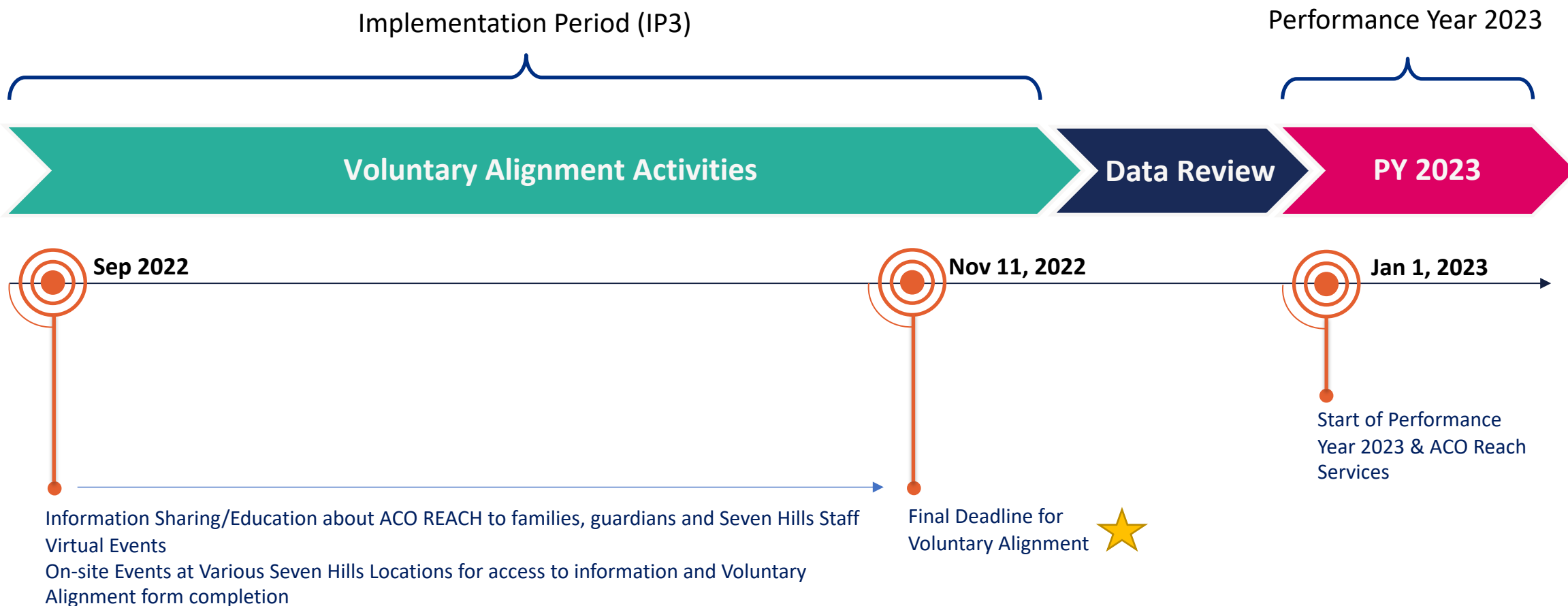


## Seven Hills Obtained Consent

Seven Hills Staff and Clinicians are able to obtain consent and guide patients on next steps for voluntary alignment and getting more information. Staff can refer patients for ACO REACH by calling (617) 644-7628, Option 2.

Once we get patients to align to our ACO, our Upward Health providers will evaluate them and be on stand-by for emergent/urgent needs and chronic maintenance needs

# ACO REACH Voluntary Alignment Timeline



# Contact Us About ACO REACH!

Telephone: (617) 644-7628, Press Option 2

Email: [info@UpwardHealth.com](mailto:info@UpwardHealth.com)

Fax: (617) 917-9227





# Thank You!