



Aspire Health is becoming Carelon Health

Today, we partner with Aspire Health for a special program that delivers home-based support for patients with an advanced illness.

Effective January 1, 2024, Aspire Health will become Carelon Health.

Although the name is changing, your patients will still receive the same care. Patient referrals and your professional relationships with clinical staff will not change. There's nothing you or your patients need to do!

For more information about the program, please see the attached frequently asked questions.

Partnership with Carelon Health for Home-Based Palliative Care Frequently Asked Questions for Provider Offices

On January 1, 2024, Aspire Health will become Carelon Health. Below is a reminder about the program.

1. What does Carelon mean?

The name “Carelton” is derived from the word “care” and suffix “-lon,” which means full and complete. Carelon Health is one of several businesses joining together to create a powerful group of solutions dedicated to solving the industry’s most complex challenges and delivering whole-person health. For more information about Carelon Health businesses, visit [carelon.com](https://www.carelton.com).

2. How does the new Carelon Health name affect you?

There will be no changes to patient referrals or your professional relationships with Carelon clinical staff. You will work with the same providers with the same dedication to patient care.

3. What is the Carelon Health program?

- A special home-based palliative care program that delivers additional clinical support with a serious, advanced illness.
- A team of doctors, nurse practitioners, nurses and social workers provide support.
- Members enrolled in the program keep their primary care provider (PCP) and other specialists.

4. What HAP members are eligible for the Carelon program on January 1, 2024?

- Members in the plans below who meet criteria.
 - HAP commercial (fully insured and ASO self-funded plan for Henry Ford Health only)
 - HAP Medicare Advantage
 - HAP Medicare Complete Duals (HMO D-SNP)
- Members with common disease categories include:
 - Advanced Cancer
 - Advanced COPD
 - Advanced ESRD
 - Advanced Chronic Heart Failure
 - Advanced dementia
 - Geriatric frailty
- Individuals who have a prognosis of less than one year

5. What if the member is Henry Ford assigned and lives in Wayne, Oakland, or Macomb county?

The member should be referred to the Henry Ford Palliative Care program. However, the member can choose to enroll with Carelon.

6. What is the cost of the program?

Carelton is being offered at **no cost** to eligible members. Note: While Carelon’s core palliative services are free to members, cost share may apply for other services, such as DME, home nursing, and prescription costs.

7. How are members referred to the program?

- Carelon uses a claims-based algorithm that identifies members with a high likelihood of both one-year mortality and high-cost care in the next year of life. Carelon or HAP will contact identified members for potential enrollment in the program.
- Members can also be referred by emailing palliativecare@hap.org and referrals@carelon.com. The email must include:
 - Member name, address, and telephone number
 - HAP ID number
 - Primary care provider name
 - Caregiver Information
 - Clinical information that will be helpful to the team
- Providers can also use the above email or call **(877) 702-6863**

8. If a member meets criteria, how are they contacted?

Within two business days after receiving a referral, Carelon will contact the member to schedule an initial in-home visit.

9. How does Carelon collaborate with the member's PCP or specialist?

- Carelon prepares a summary from the detailed notes from each patient visit. The summary is sent to every key stakeholder identified as part of the patient's care team. This includes the PCP, specialists, any home health, or ancillary providers.
- The summary includes the patient's reconciled medication list, the advance care plan (including code status), and a brief summary of the visit.
- Carelon's physicians will use clinical judgment, (e.g., in the event of a major medical event or care transition), to engage the patient's PCP to involve them in the decision making.
- Carelon's calls and communication increase, as patients get sicker and are less able to make it in and out of a clinic setting.

10. What can members expect after enrollment with the Carelon program?

During the initial in-home visit	<ul style="list-style-type: none"> • The program is explained in greater detail. • The Carelon NP performs a thorough assessment of the patient's health status, medication regimen, behavioral health needs, home environment, and any barriers to care. • The NP assigns a palliative performance score, which is monitored along with vitals and key changes in health status from visit to visit. • The NP confirms and documents the patient's PCP, any relevant specialists, and key personal contacts as part of the patient's care team. • The NP obtains patient consent and answers any questions the patient or their caregivers have and: <ul style="list-style-type: none"> - Sets expectations for the next visit - Ensures the patient has Carelon's contact information for telephonic or in-home support between visits
After the initial in-home visit	<ul style="list-style-type: none"> • The detailed NP visit note is summarized into 1-2 pages and shared with the patient's PCP and relevant providers by secure eFax. • The NP engages any other members of the interdisciplinary as needed. • The scheduling team contacts the patient to schedule a follow-up visit. Note: Typically, Carelon patients receive 1-2 visits per month; cadence is tailored to meet individual patient needs
Telephonic visit	<ul style="list-style-type: none"> • During the initial call, a palliative care social worker will: <ul style="list-style-type: none"> - Explain the program in greater detail - Assess the patient's needs and obtain consent
<ul style="list-style-type: none"> • Additional services, such as home care, can be ordered or set up as needed. 	

11. What are Carelon's hours of operation?

- Carelon clinicians are on call and available for patients 24/7.

12. What kind of on-call services does Carelon provide?

A physician or advanced practice provider nurse can assist patients with:

- Triage and assessment of any clinical concerns
- Offering reassurance
- Pharmacologic management
- Strategies to help them stay home if possible

13. Can a member opt out of Carelon services?

Yes, members can cancel at any time for any reason by calling:

- (844) 232-0500 or toll free at (877) 702-6863
- Metro Detroit: (313) 768-9101
- Genesee County: (810) 580-4120
- West Michigan: (616) 432-2989
- TTY (711)