

Medicare Care Management Demonstration FACT SHEET

Awardee:	CARE LEVEL MANAGEMENT
Location:	<p><u>California:</u> Alameda, San Francisco, Marin, San Mateo, Contra Costa, Sacramento, Santa Clara, Sonoma, Solano, San Joaquin, Fresno, Stanislaus, Monterey, Tulare, Madera, Merced, Santa Cruz, San Benito, Los Angeles, Ventura, Santa Barbara, San Luis Obispo, Riverside, San Bernardino, Kern, Kings, Orange, San Diego</p> <p><u>Texas:</u> Bexar, Atascosa, Bandera, Comal, Guadalupe, Kendall, Medina, Wilson</p> <p><u>Florida:</u> Brevard, Indian River, Osceola, Seminole, Orange</p>
Population:	15,000
Eligibility Type:	Beneficiaries with one or more chronic conditions who have had two or more hospitalizations in the previous year
Physician Incentives:	Yes, for patient satisfaction and quality outcomes, not for utilization levels
Accreditation (type):	Board-certified doctors
Medication review/support:	Yes
24/7/365 Nurse Line:	Yes
Program Features:	<ul style="list-style-type: none"> • Provides intensive care management via a distributed network of Personal Visiting Physicians (PVPs) who see patients urgently and routinely in their homes and nursing facilities and are available 24 hours a day, 7 days a week. The PVP is the case manager in the Personal Visiting Physicians™ Delivery System (PVPDS). • PVPs are supported by Personal Care Advocate Nurses (PCANs) who are based in nearby regional offices and who provide care coordination and maintain regular phone contact with beneficiaries. • Patients have direct cell phone access to their PVP and Personal Care Advocate Nurse 24 hours a day, 7 days a week. • A web-based Electronic Medical Record links the Personal Visiting Physicians Delivery System. All PVPs carry cell phones & PDAs. • The PVPDS also provides “home hospitalization” options for uncomplicated, community-acquired pneumonias and other infections.
Physician Communications:	Personal Visiting Physicians and Personal Care Advocate Nurses update patients’ regular doctors on health status and treatment
Field Operations:	Patient Care Units (PCUs) located in each geographic area covered. PCUs consist of PVPs, PCANs and support staff.
Community Linkages:	Relationships established with local ER physicians & hospitalists to provide patients’ smooth transition to home from ERs and hospitals.
Health Information Technology:	Electronic Medical Record is employed by the Personal Visiting Physicians Delivery System. Practice-support software also available on system.
Intervention Levels/Stratification:	Personal Care Advocate Nurses do the initial health risk assessments by phone. Shortly thereafter, Personal Visiting Physicians determine initial acuity levels during the intake home examination. Acuity levels are reassessed with each PVP visit to determine level & types of interventions required (stratification).
Contact information:	<p>www.carelevel.com</p> <p>CMSDemo@carelevel.com</p> <p>1-888-234-4340 (1-800-949-8414 en Español) (Beneficiary)</p> <p>1-800-592-0452 (Provider)</p>