



SENIOR WHOLE HEALTH

Simple. Secure. Independent.

# Senior Whole Health Overview - March 2011

## **VISION**

**Be a national leader in integrated health care that is simple, comprehensive, humane and respectful**

## **MISSION**

**Maximize the quality of life, health, security and independence of our members**

# Senior Whole Health

- Fully integrated patient – centered medical home (PCMH) care model
- Independent and locally based
- Enrolled first member in August 2004
- Over 7000 members in MA
- Current MA Service area includes Eastern and Central Massachusetts
- Highest scoring Massachusetts SCO in customer service – Less than 1% voluntary disenrollment

# Who is Eligible?

- Seniors 65 years and older with MassHealth Standard \*
- MassHealth/Medicare “Dual Eligibles”\*
- Voluntary Enrollment
- Rating Categories:
  - Community other
  - CMI/AD
  - Nursing Home Certifiable
  - Institutional

\*some exclusions

# Medicare, Medicaid and Part D consolidated into one Program



# Why Members Join SWH?

## SWH offers advantages for members:

- ❑ No out of pocket expenses, including no Rx copays
- ❑ Coverage for over - the - counter medications
- ❑ Enhanced Dental and Vision coverage
- ❑ Free transportation to and from doctors appointments (no PT-1 forms)
- ❑ Free Gym Benefit membership
- ❑ Assistance with language and cultural needs – SWH staff speak more than 13 languages
- ❑ Community Resource Coordinators available to members and their families
- ❑ One card instead of 3
- ❑ Ability to flex benefits not covered by Medicare or Medicaid

# Operational Benefits

- **Single payment source, no secondary billing to MassHealth**
- **No copay, deductible, co-insurance to bill/collect**
- **Round-the-clock access to Nurse Care Manager**
- **SWH RN care managers and Community Resource Coordinators (CRC) assist with coordination of community and home-based services**
- **Resources for patients = reduced administrative burden on office staff**

# Operational Benefits continued

- **Ability to maintain current referral pattern**
- **No prior authorizations when making referrals to participating specialists**
- **Integrated Medicare Part D benefits -SWH staff pharmacists are available to help with pharmacy-related matters, including prior authorizations and medication management**

# Website Features

## On our website providers are able to view:

- Information regarding the benefits of Senior Whole Health
- Provider and Pharmacy Directories
- Pharmacy Formulary
- How to become a participating provider
- Claim submission options and requirements
- How to contact different departments within Senior Whole Health
- How to check eligibility for a Senior Whole Health members on MMIS and NEHEN

# Member Satisfaction



Brunette Jean Pierre was photographed on the eve of her 100th birthday with her daughter and caregiver. She told us *"Communication wasn't well defined before, but SWH fixed it right away."*

From another caregiver whose 86 old mother is a member *"I can keep my Mother at home and stay sane."*