

## Elara Caring Healing at Home Program

Peoples Health collaborates with Elara Caring on a Healing at Home Program for Peoples Health plan members. The goal of the program is to create an effective post-acute system of care that maximizes member experience and improves quality of care and health outcomes.

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### How the Program Works

- Your Peoples Health patients being discharged from an inpatient stay can elect to be enrolled in the program and receive **60 days of at-home post-discharge care** from an Elara Caring team of skilled nurses and therapists.
  - There is no cost to the patient.
  - An initial in-hospital visit may be conducted with the patient prior to discharge to perform a preliminary assessment and begin developing a plan for the post-discharge care.
  - Within 48 hours of discharge, the plan of care is completed for the patient and includes:
    - In-home nursing and therapy services based on needs and chronic conditions
    - Telehealth visits
    - Telephonic outreach
    - Home monitoring (blood pressure cuff, scale, etc.) if indicated
  - The patient receives a thorough explanation from the Elara team of the goals for the discharge care, along with printed materials.
  - The patient's primary care provider is kept informed about all care coordination efforts, including the need for follow-up care and medication adherence.
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### Advantages to Hospital Facilities

- Reduction in readmissions
  - Ease of patient discharges
    - Reduction in administrative time; no waiting for home health authorization
    - Requests for home health services can be initiated through the UnitedHealthcare Provider Portal
  - Quicker bed turnover
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**Key Success Metrics:** Seamless coordinated care transitions, interconnected case management, and reduced readmissions and unnecessary ER utilization

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### Questions?

Contact your Peoples Health representative.