



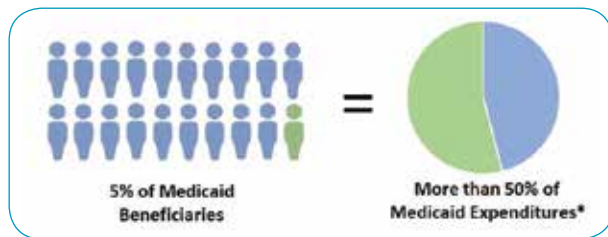
Person-Centered and Community Based Super Utilizer Solution

→ Program Overview

LifeShare's **Super Utilizer Program** is designed to improve quality and reduce costs for individuals with complex needs and high health system use. Through a data-centric, person-centered and truly localized community-based approach, the program complements existing case management operations.

The Objective: Address social aspects affecting health outcomes that drive frequent, intense and extended utilization of high-cost services, including poorly controlled chronic physical health conditions, co-occurring behavioral health disorders and social barriers.

Super Utilizer Solution



→ Who Does it Help?

Super Utilizer Profile

- Multiple health and/or behavioral conditions
- Social needs
- Increased level of vulnerability
- History of high cost for avoidable hospitalizations and ED visits

Supporting Existing Case Management through a "Rapid Cycle Improvement Process"

- Defined Engagement Period (45 to 90 days)
- In-Person Outreach to members
- Person Centered
- Uses Real-Time Data
- Responsive to existing emergent needs
- Health Coaching Curriculum
- Addresses integration of behavioral and physical health systems using our Pathways whole-life model
- Strengthens access to local patient-centered care
- Accesses social service agencies and reduces social/environmental barriers



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→ How Does it Work?

Many *Super Utilizers* experience gaps in care that impact their health care outcomes and utilization. LifeShare's Community Resource Specialists (CRS) serve as member-facing, community-based resources to address these factors.

The CRS serves as localized, enhanced support but does not replace existing care management.

Super Utilizers are referred to the program by their care managers, ensuring concurrent review with the member while maintaining their established point of contact and supports.

CONCURRENT REVIEW: The Community Resource Specialist is part of the integrated team and coordinates with the plan and the member's circle of supports to ensure continuity of the individualized treatment plan.

Transition

The Community Resource Specialist will coordinate the warm transfer back to the assigned care manager within 90 days, or upon determination by the team that the member has improved their ability to manage their health care and no longer requires a high level of care.

Case closures include a summary of services provided, updated assessments, and a member experience survey.

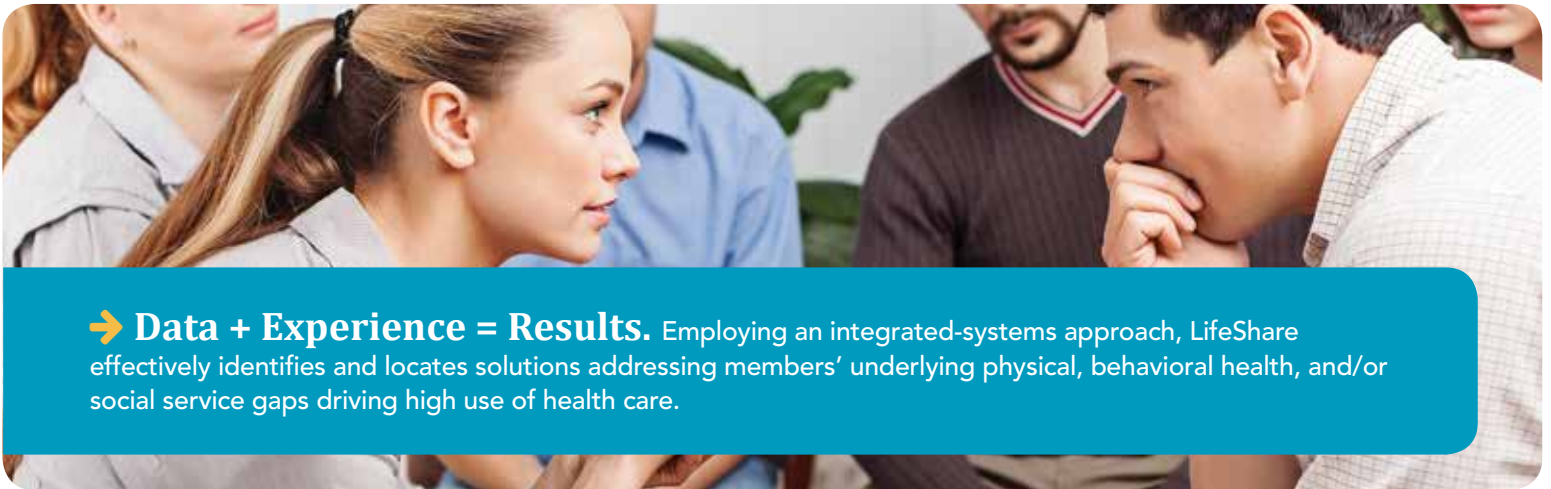
→ Functions of the Community Resource Specialist*

- Provides health care system navigation and assists with access to the community
- Schedules PCP/specialist appointments
- Identifies paid and non-paid support options
- Connects member with BH care for psychiatric and substance abuse issues
- Locates resources to educate member on disease and medication management

*Examples. Not a comprehensive list.

Reporting & Outcomes

- Monthly program reporting helps to identify critical member information including, but not limited to: referrals, discharges, diagnoses, previous month health care utilization costs, member quality of life data, recidivism rates, crisis usage, and other member utilization data.
- **MEMBER EXPERIENCE:** Health Plan-designated surveys validate quality of service.
- Working with the plan and the members, LifeShare develops effective strategies for improving member health care, increasing self-determination, and lowering costs.
- Identifies and bridges critical gaps in care coordination to better integrate health and social services to produce desired health plan HBR initiatives.



→ **Data + Experience = Results.** Employing an integrated-systems approach, LifeShare effectively identifies and locates solutions addressing members' underlying physical, behavioral health, and/or social service gaps driving high use of health care.

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ADD-ON SERVICES: 24/7 Crisis Support.

After-hours access/supplemental supports to the Community Resource Specialist can be managed by LifeShare's 24/7 call center: *BeyondCrisis* Mobile Engagement Teams are an additional option.

→ Cost Structure

Standard Per-Member Per-Month with Shared Savings.
Full Risk options are considered depending on membership and other considerations.

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