Medical benefits management | Post acute care

Martha's journey to better health

Recovering from a hospital stay can be challenging, but with our post acute care solutions, members benefit from a better care journey. We work with providers offering guidance and support as they deliver care in your members' homes and other post acute settings while ensuring their treatment plans align with proven best practices.

See how our post acute care solutions ensure treatment stays on the right path for members like Martha.



Martha is living with hypertension, high cholesterol, and poorly controlled diabetes, and was recently discharged from the hospital following a minor stroke. Her care team at the hospital refers her for in-home, post acute care.

David, a nurse from a local home healthcare agency, performs a start-of-care assessment at Martha's home the day after she is discharged from the hospital. His recommended treatment plan is submitted to Carelon for alignment with evidencebased guidelines.



Carelon approves the plan for 30 days, and requests follow-up if additional services are needed. Also. aiven David's concerns about her living environment and access to transportation, we identify Martha as eligible for our social determinants of health (SDOH) program.



David performs a comprehensive SDOH assessment. He learns Martha was advised by her doctor not to drive anymore, and she's worried about becoming isolated.



David and one of our SDOH managers develop a plan to address Martha's social needs, including identifying grocery and meal delivery services, and local transportation options. The plan is sent to a health plan case manager, who approves

the additional services.





Before Martha's discharge from the hospital, her doctor found and treated an ulcer on the bottom of her right foot. Despite David's diligent care after her discharge, the ulcer is not improving sufficiently, which he notes when

submitting a request to us for

additional services.



We approve 30 additional days of home care and connect David to one of our certified wound. ostomy, and continence nurses (WOCN). The WOCN offers David advice on treatment alternatives for Martha's ulcer.



David arrives for his last home visit with Martha and is pleased to see noticeable improvement in her overall health, mobility, and disposition.



This story is fictional. It is solely intended to demonstrate how health plan members can benefit when your plan partners with Carelon.

