

Palliative care that gives you more

Improve outcomes,
reduce cost, and
enhance experiences



Proven, whole-person care for members with serious illness

Carelon Palliative Care provides high-touch, interdisciplinary support for members living with serious illness. Our model improves quality of life, reduces hospital visits, and helps plans lower cost of care while supporting caregivers and providers.

Designed to integrate seamlessly with health plan operations, Carelon delivers scalable palliative care across Commercial, Medicare, and Medicaid populations in all 50 states.

Leading palliative care solutions

Select or scan the QR code below to learn how we enhance member satisfaction and outcomes.



Carelon Palliative Care is one of the largest nonhospice community-based palliative care programs in the U.S.

Measurable impact

27,000+
triage calls handled in 2024, connecting members and caregivers with real-time guidance¹

98%
of calls resolved without hospital referral, avoiding ER visits¹

Care within reach

200,000+
members served since 2013²

Licensed in-home and virtual care in all
50 states²

10+ years
of experience

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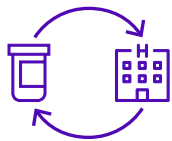


Palliative care

Often misunderstood,
or introduced too late

When offered early, palliative care improves lives and reduces costs. Carelon delivers a modern approach — one that integrates with existing care teams, meets members where they are, and supports both families and providers.

It's not just about the end of life. It's about improving the way people live today.



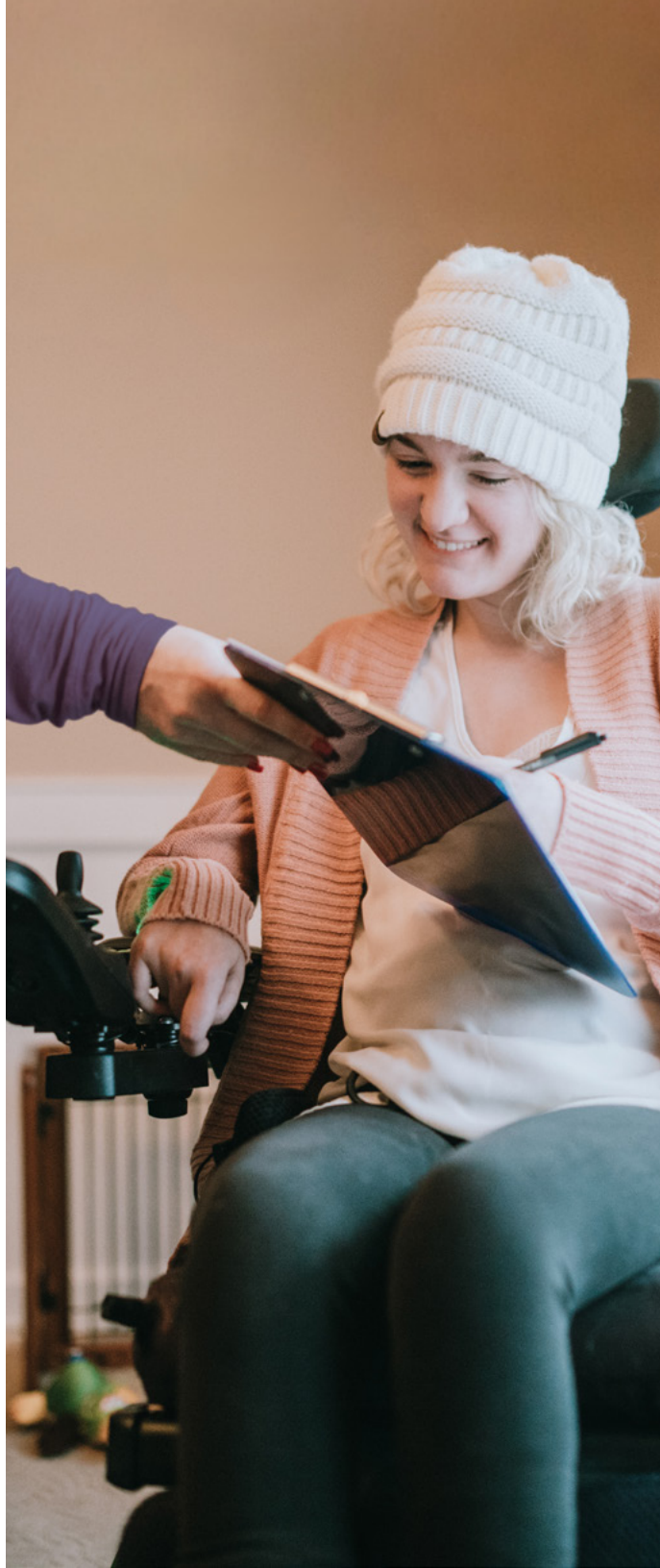
Experience in a traditional treatment plan

Recurring issues with medication management and hospitalizations



Experience as a Carelon palliative care patient

- Medication reconciliation
- Symptom monitoring and education
- Established care goals
- Social support coordination



Medicaid patients
receiving palliative
care have:³

Fewer
days in ICU

Shorter
hospital stays

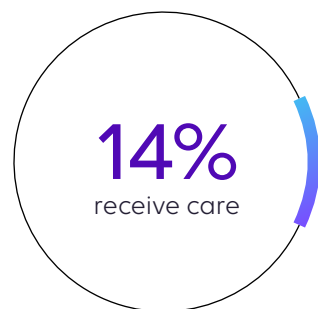
Lower
hospital readmissions

96%
of adults 50 and older
think that it is important to
have access to palliative
care once educated on the
benefits of palliative care⁴

The national challenge

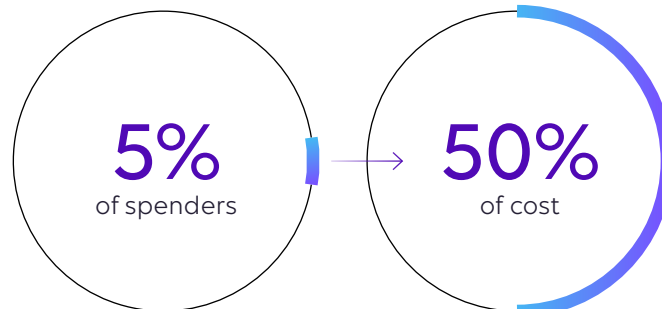
Healthcare systems are facing rising demand from members with chronic and advanced conditions. These individuals often experience fragmented care and higher utilization due to unmet medical, emotional, and social needs. Effective support must address the whole person across time, not just at crisis points.

Carelon closes gaps by identifying, engaging, and managing high-risk members at scale.



12M adults live with serious illness in the U.S. Only **14%** receive care.⁵

Unmanaged symptoms lead to avoidable hospitalizations and a higher spend.



The top **5%** of healthcare spenders account for **50%** of total healthcare expenditures. People needing palliative care are among this group.⁵

If palliative care fully penetrated the nation's hospitals, total savings could exceed **\$6 billion** per year.⁵



Compassionate solutions that start sooner

Palliative care is often associated with end-of-life services, but it's actually appropriate much earlier in the course of serious illness. Members facing conditions like cancer, heart failure, COPD, and neurologic diseases can benefit from extra support well before they are near the end of life. It can begin as soon as someone is diagnosed, even while they continue treatment.

With the right care plan, palliative care can reduce stress, prevent costly crises, and align treatment with the patient's goals.

It's not about giving up. It's about improving comfort, care coordination, and quality of life.

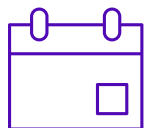


99%

completed advance care planning⁶

This includes discussing the patient's goals and wishes for treatment, which leads to informed decision-making that may avoid aggressive treatment and hospitalizations.

National benchmark is 50%⁷



42 days

hospice median length of stay (LOS)⁶

The typical amount of time a Medicare patient stays in hospice care.

National benchmark is 18 days⁸

Palliative care has been shown to reduce the total cost of care by

15.8% to 51%⁹



Maria's story

Condition: Congestive heart failure (CHF)

Maria's heart failure worsened over the past year, leading to frequent struggles to keep up with her medication regimens and lack of access to a coordinated care team within her health system.



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Age: 54

Coverage: Medicaid

Currently working; had
her retail job due
to and frequent
absences

Small apartment
in a crowded city

Financial
relies on
transportation
allowances

Daughter lives in
state; no close
family

High community
needs day-to-day

Health plan impact

Carelon helps deliver financial savings and quality improvements across Commercial, Medicaid, and Medicare. Carelon's data-driven approach reduces hospital utilization while keeping costs predictable, scalable, and sustainable.

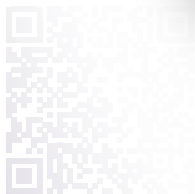


Up to
5:1 ROI
(Commercial)

Medicaid

Case study

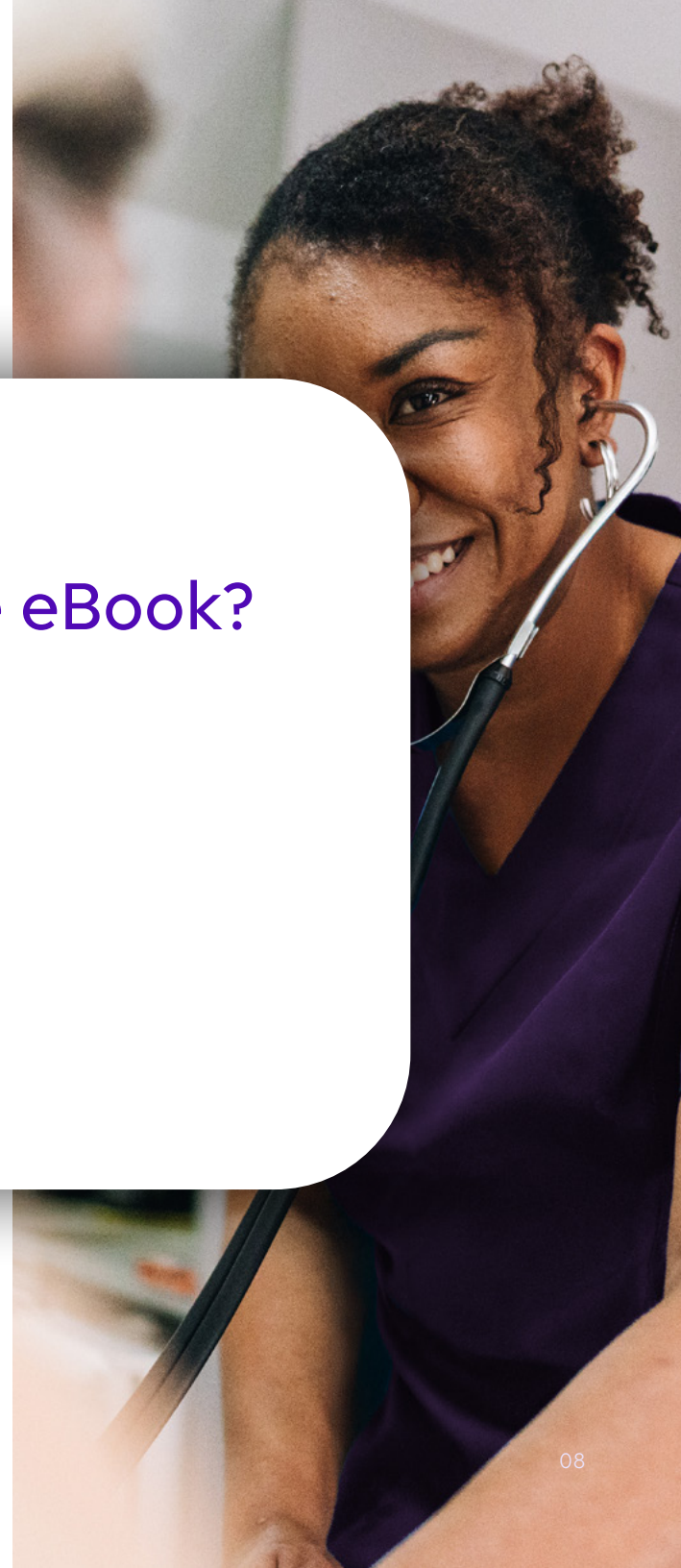
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Carelon helped



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Proven, whole-person care for members with serious illness

Behind every member's story is a team of experts. Our Care supports members by helping them feel emotionally, and physically, as well as they are, whether in the hospital or at home. Our care focuses on pain and symptom management, helping members feel better and avoid unnecessary hospitalizations.

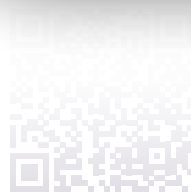
When members are in our team, they're less likely to be confused, or alone, and better outcomes.

Real member stories

Select or scan to watch videos of palliative care stories, including caregiver, Dale.



Erin's story



Dale's story

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According to a September 2019 study in the Journal of Palliative Medicine, palliative care reduced ICU use by 17%.

Score significantly higher on the healthcare benchmark of patient satisfaction.

Positioning the mark^{17,18}

Caregiver impact

Caregivers, often family members, carry the emotional, physical and financial burden of caring for one's serious illness. The current caregiver care model includes offering resources and support, but caregivers are often better able to manage their own needs than they are at sacrificing their own.

From appointment management to emotional guidance, our service helps improve satisfaction and quality of life for caregivers.

“

Having Carelon at the end of the road, there was really no other choice. Being in the state of mind at the end of the road, the help brings that relief.

– Terri, friend and caregiver

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55%

of caregivers handle medical or nursing tasks and activities of daily living (ADLs) for their loved ones.¹⁹

givers across the country are seeking support for their loved ones.²⁰

ation, support, pain management, education,

hes:

port care, stress management tools

James' story

Condition: Metastatic colorectal cancer

James was active before his diagnosis. Now, he has frequent scans, emotional strain, and is struggling while keeping up with his work, making coordination



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- Average (>1.5x the average of commercial mem

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Interdisciplinary care teams

At the heart of our team-based approach, every team member is supported by a physician-led group of advanced practice providers (APPs), RNs, and social workers. These team members coordinate care and support patients and specialists in their language and culture, and provide sensitive support to patients and families. A team with a physician and existing providers.

Our physician-led interdisciplinary team is centered around the patient. **Physicians and practitioners**

Palliative care

Program benefits:

Physician-led, interdisciplinary care team, board-certified physicians, emotional support, patient integration for coordination, coverage, person and

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We really focus on caring for our patients and supporting them. The team I work with is amazing; we work really well together, everything they need.

– Emilee, advanced practice provider in Ohio

Around-the-clock support and ER avoidance

Issues don't arise i
provides 24/7 cli
delays. Real-tim
admissions, imp
gives caregiver



My cancer diag
in the fact that
called — and th
thought, “they’
through. I never
would listen to

– Ron, Carelon

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After-hours trips
to the ER and
urgent care:

costs to
ns.

critically ill
forced to sit in
oms.

patients and
who sit for
the middle of the
ing for help.

Robert's story

Condition: End-stage renal disease (ESRD)

Robert has been on dialysis for several years. His overall health is poor, and he experiences fatigue and health issues. Due to dietary restrictions, he has lost weight and has had to lead to hospitalizations. His nephrologist, primary care team is critical to his health and aims to reduce unnecessary hospitalizations and maintain his independence.



Care

- S...
- P...
- P...
- C...
- P...



Financial

- Average PEMP... the average observed for Advantage members)*

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* The people and situation in this example are not real. They're only used to show how the program works.

The Carelon approach

Outcomes matter. When care is tailored to what matters to the member and they speak for themselves, Carelon outperforms national benchmarks on care quality.

Our results exceed hospice transition goals and translate to member satisfaction.

Watch how teams work

To learn more about the Carelon care team, select the button below.



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Program features:

Intelligent patient
engagement via **predictive**

Personalized **care**

Seamless delivery
coordination

24/7 **support**

Seamless **link** connection
for collaboration

Nationwide
available across lines

Integrate with
existing systems

Let us help you

Our approach blends data, technology, and clinical excellence with human compassion. We identify the right members at the right time and engage them with personalized, culturally sensitive care. We don't replace a patient's doctors; we co-manage care alongside them, enhancing continuity and supporting the member's physical, emotional, and social needs.

Carelon operates in all 50 states with licensed teams delivering in-home and virtual services. Our interdisciplinary model provides a consistent, scalable framework proven to deliver high value for plans and exceptional experiences for members and caregivers alike.

Whether you're managing Commercial, Medicare Advantage, or Medicaid populations, Carelon's model integrates smoothly with existing care teams and workflows. We support co-branded engagement, predictive member identification, and continuous clinical coordination. Our experience spans over a decade and includes more than 200,000 members served.

Connect with Carelon

Select or scan the QR code below to start a conversation and explore partnership.



“

The most rewarding experience is the opportunity to work with patients at the most vulnerable points of their lives. They sometimes don't have any family or caregivers and they rely on us to really talk with them, think through options with them, serve as someone that can spend a little bit more time with them than perhaps some of their primary or specialty providers.

– Liz, nurse practitioner
in California

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Learn more about Carelon Palliative Care

Discover how Carelon can help your plan reduce spend, enhance satisfaction, and deliver compassionate, scalable support for members with serious illness.

