



ALEGIS CHRONIC CARE MANAGEMENT PROGRAM

Care that goes the extra mile so you don't have to.

Since 1995, Alegis Care has been working with health plans to extend quality care to patients who have difficulty getting to a doctor's office. Through our in-home care model, we make accessing care more convenient and more comfortable. We also gain a clearer view of our patients' health and daily home life. As a result, we're able to develop more complete, more informed, highly personalized care plans aimed at improving the health and overall quality of life of our patients.

FREQUENTLY ASKED QUESTIONS

These are answers to some of the most frequently asked questions about our Chronic Care Management Program.

If you have additional questions or need to reach one of our doctors after hours, please feel free to contact us.

Alegis Care Customer Service
877.663.1333
www.AlegisCare.com

WHAT IS THE CHRONIC CARE MANAGEMENT PROGRAM?

The Chronic Care Management Program is a care program in which our doctors become the patient's primary care doctor and directly provide and manage care right in the patient's home.

HOW DO PATIENTS QUALIFY?

Individuals who qualify for the Chronic Care Management Program are referred to Alegis Care by their health plan after consulting with the original primary care doctor.

WHY ARE PATIENTS REFERRED TO THE CHRONIC CARE MANAGEMENT PROGRAM?

Individuals who are referred to the Chronic Care Management Program usually have several chronic conditions that require multiple doctor, hospital, or emergency room visits. These chronic conditions may include:

- Diabetes
- Heart disease
- High blood pressure
- Breathing problems
- Dementia

HERE'S HOW THE PROGRAM WORKS:

- › **Our doctor** will usually begin in-home care with a physical exam and review of the patient's medical history and medications.
- › After the initial visit, **our doctor** will work with the patient to make specific medical care decisions, including medications and medical equipment needs. Ongoing in-home visits will typically occur on a monthly basis. The frequency of visits will depend on the patient's condition.
- › **Our nurse practitioners** are also available to provide a broad range of support, including:
 - Emergency or urgent visits in between regularly scheduled appointments
 - Transitioning back home after a hospital discharge
- › **Our registered nurses** provide telephone support for patients or help coordinate other resources that might be needed such as:
 - Specialists
 - Diagnostic labs
 - Home health agencies
 - Hospice and social service agencies
- › **Our medical assistants** often provide in-home support for our doctors during scheduled visits and will provide assistance, as needed. Medical assistants can also be reached on the phone in between visits to help with prescriptions and referrals, or to connect the patient with the doctor.
- › Our **24/7 on-call provider service** is available at all times to help contact needed Alegis Care staff.