



ALEGIS COMPLEX CARE PROGRAM

Extending your reach for better patient outcomes

We know you want what's best for your patients. And for those who are chronically ill and have difficulty getting to your office, that may sometimes mean collaborating with other healthcare providers to extend your reach and to get your patients the care they need. Alegis Care's Complex Care Program can help.

Since 1995, we've been working together with health plans and primary care physicians to extend quality care to patients, right in the comfort of their own homes. Through this in-home care model, we make accessing care more convenient and more comfortable. We also gain a clear and complete view of your patients' health and daily home life. As a result, we're able to help inform the development of highly personalized care plans aimed at improving health outcomes.

To learn more about Alegis Care programs:
Visit [AlegisCare.com](https://www.AlegisCare.com) or contact us at Alg-Intake@AlegisCare.com or 877.663.1333.

FREQUENTLY ASKED QUESTIONS

HOW DOES THE COMPLEX CARE PROGRAM WORK?

- Patients who qualify for the Complex Care Program are referred to Alegis Care by you, based on the recommendation of the patient's health plan.
- You will remain your patient's primary care physician, but you will have the support of Alegis Care physicians and nurse practitioners. The Alegis Care team will care for your patient based on your care directives.
- Based on observations in your patient's home, Alegis Care team members may offer recommendations in care. We ultimately recognize and respect your accountability for all care decisions.

HOW DOES THE PROGRAM BENEFIT ME AND MY PRACTICE?

The Complex Care Program increases our ability to perform HEDIS measures in a way that is more comfortable for a patient who has barriers to coming to your office. As a result, both your HEDIS and STARS ratings improve.

Our Complex Care Program also improves your practice's Medical Loss Ratio and P4Q, so there is financial benefit to referring your patients to us as well.

WHO SHOULD BE REFERRED TO THE COMPLEX CARE PROGRAM?

Patients who are most positively impacted by the Complex Care Program generally have more than two hospitalizations and/or more than three ER visits in the year prior to referral.

They are chronically ill with multiple uncontrolled comorbidities, including:

- Heart Failure (CHF)
- Chronic Obstructive Pulmonary Disease (COPD)

- Asthma
- Chronic Kidney Disease
- Diabetes Mellitus
- Coronary Artery Disease
- Dementia

Patients with the following conditions are not significantly impacted by the program and are not recommended for referral.

- Patients on high-cost Part B drugs
- Immediate post-transplant patients
- Cancer patients, except those with recurrent drug treatment failures who may need palliative care
- Patients with psychiatric illnesses as sole driver for utilization
- Patients with chronic pain conditions as sole driver for utilization

WHO IS THE ALEGIS CARE TEAM?

Our medical professionals live in the area in which they work, so they are very familiar with key medical and social issues that exist in your patients' communities.

All of our physicians are board-certified, and have expertise in the management of the chronic conditions affecting your patients.

You are also backed by a full Alegis Care support team comprised of:

- Board-certified nurse practitioners
- Medical assistants available over the phone
- 24/7 on-call provider service
- Many trusted resources, including:
 - Specialists
 - Diagnostic labs
 - Home health agencies
 - Hospice and social service agencies