OptumCare™ CarePlus provides health care delivery and preventive care management for the most expensive, medically complex members residing in skilled nursing facilities. What makes CarePlus unique is that it breaks the high-cost cycle by creating a personalized care plan that elevates care quality and reduces cost at the same time.

**Value drivers**

**CarePlus helps you save money while improving a member’s health.**

- Identifies gaps in care member by member.
- Supports HEDIS and STAR metric improvement.
- Proactive, preventive treat-in-place model.
- High family satisfaction.
- Enhances access to primary care.
- Reduces hospitalizations by 60 percent and emergency room visits by 49 percent¹.
- Ensures appropriate CMS payment.

**Program overview**

**CarePlus providers help medically complex members residing in skilled nursing facilities receive the care they need before events escalate.**

- CarePlus provider expertise in skilled nursing facilities.
- Shared member identification among CarePlus, the health plan and skilled nursing facility.
- Initial comprehensive assessment by a CarePlus provider at bedside, driving care planning and ensuring accurate HCC coding.
- Proactive, preventive/maintenance care plan developed collaboratively by a CarePlus provider, care manager, primary care physician and skilled nursing facility.
- Family engagement and support of advance care planning.

<table>
<thead>
<tr>
<th>CarePlus provider</th>
<th>Fee-for-service providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completes a comprehensive assessment of geriatric syndromes and comorbidities during all visits.</td>
<td>Generally focuses on one condition per visit, creating a fractured approach that doesn’t consider the whole person or the comorbidities from the geriatric syndrome in total.</td>
</tr>
<tr>
<td>Documentation is consistently evaluated for appropriate notation of chronic conditions.</td>
<td>Chronic conditions are not noted as HCC coding is not captured as part of the visit.</td>
</tr>
<tr>
<td>Model of care focuses on relationships with key stakeholders in the skilled nursing facility, enhanced communication and buy-in to a treat-in-place model.</td>
<td>Focus is on generating as many billable visits as possible per day rather than focusing on staff development or collaboration.</td>
</tr>
<tr>
<td>Acts as a single touch point to track and account for chronic conditions. Supports navigation and guidance for the member. Allows for collaboration led by a single provider.</td>
<td>Multiple visits with multiple specialists, not coordinated, and not collaborative.</td>
</tr>
</tbody>
</table>
Clinical program

CarePlus providers give each member a high level of personal attention, filling a gap not met by traditional fee-for-service primary care providers or nurse practitioner groups.

- Nurse practitioners have a small caseload and manage all enrolled members in each facility.
- Preventive care provided at bedside to reduce unnecessary hospital and ER visits.
- Clinical, environmental and psycho-social conditions managed to reduce hospitalizations.
- Nurse practitioner and telephone support available 24/7, with full EMR and ER management.
- Discussions on disease trajectory and care goals, leading to advance care directives.
- Family, facility and health plan collaboration on potential return to home.
- Family, facility and primary care physician collaboration on end-of-life issues, such as palliative or hospice care.

Why OptumCare CarePlus?

CarePlus makes a difference because of our quality care and experience. Our expertise serving in-facility geriatric and medically complex members, while substantially reducing costs, places CarePlus above the standard fee-for-service provider.

- **Creators of the treat-in-place model.** Since 1987, CarePlus (formerly known as Evercare) has been an innovator in changing the approach to clinical care to improve quality care in skilled nursing facilities.
- **Expertise.** CarePlus nurse practitioners and physician assistants provide bedside care and care management to more than 51,000 members in more than 1,500 skilled nursing facilities.
- **Collaboration.** A key priority for our clinicians is collaborating with facility staff and the member’s primary care physician.
- **Avoiding hospitalizations.** Hospitalizations are often traumatic to residents of skilled nursing facilities. Our clinicians are experienced in caring for the geriatric population, working with facility staff and reducing the number of avoidable hospitalizations.

About Optum

Optum is a leading information and technology-enabled health services business dedicated to helping make the health system work better for everyone. With more than 105,000 people worldwide, Optum delivers intelligent, integrated solutions that help modernize the health system and improve overall population health. Visit [optumcare.com](http://optumcare.com) or call 1-866-306-1317 for more information.

Please contact us today to learn more about the OptumCare CarePlus.

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