

# Care for the Older Adult

Through this free program, a nurse or a nurse practitioner conducts a telephonic assessment that includes determining the member's pain levels, functional status, and medication adherence. The assessment is then shared with the member's primary medical provider to keep them apprised of the member's concerns. The assessment may also be added to the member's medical record and discussed at their next office visit.

## Who is eligible for the program?

Members with a Dual Eligible Special Needs Plan (D-SNP) who are identified based on their gaps in care, and have a valid phone number on record with EmblemHealth.\*

## How do members enroll?

There is no need to enroll. Anyone in an SNP plan over age 65 may be included in outreach.

## How does the program benefit the member?

- Provides an avenue for the plan to touch base with the member to check on their current medical status, and provide education on other care gaps the member may have.

- Provides education on the importance of an annual well-visit, cancer screenings, flu and pneumonia immunizations, and taking medications exactly as prescribed.

## How can you support members/your patients in the program?

- Providers are encouraged to add the assessment to the patient's chart and review it with them during their next office visit.
- Speak with your patients about:
  - Current medications.
  - Current level of exercise or physical activity, and whether it is adequate.
  - Problems with urinary incontinence and treatment options.
  - Problems with balance or walking, and fall risk interventions.

## Are there additional considerations?

Members may decline the assistance upon outreach.

## How long is the program?

One-time annual assessment.

## How do I find out more?

Call Customer Service at **866-447-9717** (TTY **711**). Customer Service is available seven days a week (excluding major holidays), 8 a.m. to 8 p.m.

\* Some managing entities (delegates) offer their own care management programs for EmblemHealth members under their care. For more information about their care management programs, go to [emblemhealth.com/providers/manual/health-promotion-and-care-management](https://emblemhealth.com/providers/manual/health-promotion-and-care-management), under the "Care Management Programs" drop-down, at the bottom.

