
BENEFITS OF INTENSIVE CARE MANAGEMENT

1. An initial psycho-social assessment in the home, including medical, financial and social issues. We discuss barriers that might inhibit the patient's success as well as the patient's abilities to perform activities of daily living (ADLs).
2. The assessment is shared with the patient's PCP. Urgent needs may be communicated via phone.
3. The Care Manager supports the member in meeting care plan goals including accessing care, referring to community resources, re-viewing medication therapy, and assisting with related paperwork.
4. The Care Manager follows-up with patients to assess progress towards goals, answer questions, and monitor patient needs.

VIVA wants to actively address the needs of people in Alabama with Medicare and Medicaid. With your help, we hope to make a difference in the lives of members dealing with the daily struggle to live independently on a limited income.

This brochure tells about a Special Needs Plan designed just for people with both Medicare and Medicaid. The plan is called VIVA MEDICARE *Plus* Rx Extra Care and VIVA MEDICARE *Plus* Rx Extra Value. Patients who qualify can join at any time. Members get additional benefits and care management to help them stay healthy and independent. Some qualify for additional services through our intensive care management program.



1222 14th Avenue South
Birmingham, AL 35205

Phone: 1-800-294-7780

Phone: 1-205-933-8482



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Rx Extra Care Rx Extra Value

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www.vivaprovider.com



Please review the brochure and let your patients with Medicare and Medicaid know the plan is available. Please refer plan members to the Intensive Care Management Program if you think they would benefit.

VIVA MEDICARE Plus Rx Extra Care and VIVA Medicare Plus Rx Extra Value benefits include:

- ***\$0 monthly plan premium.***
- ***Medicare Part A and B benefits covered 100%. The member has no out-of-pocket costs for covered medical care so providers no longer need to coordinate benefits between Medicare and Medicaid.***
- ***Medicare Part D prescription coverage. VIVA Medicare Plus Rx Extra Care and VIVA Medicare Plus Extra Value members qualify for extra help automatically. This means prescription copays are low and there is no coverage gap.***
- ***Additional benefits. This plan offers many extra benefits not offered by regular Medicare: comprehensive dental coverage, free transportation (20 rides per year), \$100 annual eyewear allowance, preventive care including routine physicals and eye exams, worldwide emergency coverage, unlimited hospital days, and \$20 per month toward dues at contracted health clubs.***

Specialized Care Management. Every member is part of a care management program including a health risk assessment, care planning, help with transitions (for example, to or from the hospital or skilled nursing facility), newsletters, and other educational materials. Some members qualify for more intensive care management including an in-home assessment and routine follow-up by a Care Manager. The Care Manager works to find resources to address patient needs such as help paying utility bills or making the home safer. The Care Manager can assist patients with enrolling for food stamps, keeping Medicaid, and other paperwork. Finally, the Care Manager works with the patient to develop care plans and goals for the patient to discuss with health care providers. The Care Manager becomes the patient's partner in getting the social and medical services needed to stay independent and improve quality of life.

Excellent, Coordinated Service. VIVA MEDICARE Plus Rx delivers top rated service from a locally owned health plan. When members or providers call, someone right here in Alabama is there to help. You no longer have to work through the maze of Medicare, Medicaid and a separate Part D drug plan. With VIVA MEDICARE Plus Rx Extra Care and VIVA Medicare Plus Rx Extra Value, members and doctors work with one plan to get questions answered and address patient needs.

ENROLLING. Enrollment is easy. Just have the patient call VIVA MEDICARE Plus at (205) 933-8482 in Birmingham or 1-888-830-8482 toll free. Patients must have both Medicare and Medicaid to qualify. Other plans are available to Medicare patients who do not meet this qualification. Qualified applicants do not have to wait for Medicare open enrollment to join. They may join at any time.

REFERRING PATIENTS TO CARE MANAGEMENT

All Extra Care and Extra Value members qualify for basic care management including a health assessment, development of care plans, and education. If you have a patient you think would benefit from the more intensive care management program, referring them is simple. First make sure the patient is enrolled with VIVA MEDICARE Plus Rx Extra Care or VIVA MEDICARE Plus Rx Extra Value for his/her Medicare benefits. Then simply call our Care Management Supervisor at (205) 558-7515. The Supervisor will verify that the patient meets our intensive care management program qualifications and contact the patient to discuss the program. Patients may also refer themselves to the care management program by calling our Member Services department at (205) 918-2067 or 1-800-633-1542. TTY services are available by calling the Alabama Relay Service at 1-800-548-2546. Office hours are from 8:00 am to 8:00 pm Monday-Friday.

Care management programs are provided free of charge. Participants may leave care management programs (opt-out) at any time.