

**livio**  
health



# Nice to meet you.

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Client Success Manager

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# Our Care

Patients with chronic and serious illness need care inspired by their lives, not their diagnoses.

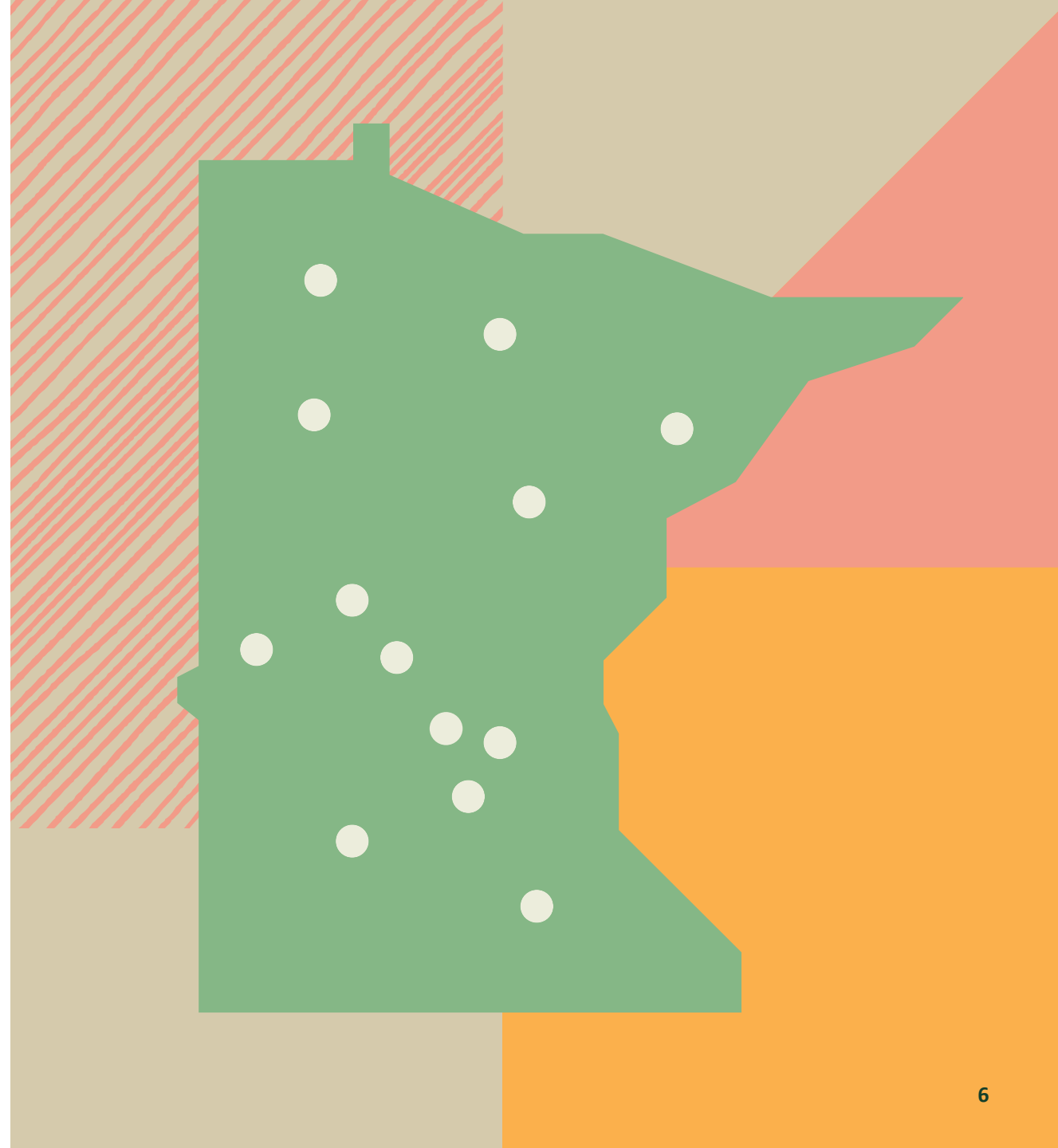


Livio Health provides tailored medical care including **primary, palliative and urgent** services for people with chronic & serious illness through **modern house calls.**

We support BCBSMN members with a serious or chronic condition throughout all of Minnesota.

*\*In-home visits currently occur in the 7-county metro area: Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, Washington*

*\* MSHO, MSC+, Medicare Advantage, Commercial Fully Insured*



# How We Engage With the Member



## Identify

- Identify those with serious and chronic conditions such as;
  - COPD
  - CHF
  - Cancers
  - Diabetes
  - Dementia/Alzheimer's
  - Hypertension
  - CKD

*Members enrolled in hospice are excluded*



## Outreach

- Calls should show as Livio Health
- Engagement team outreaches to inform member of our services that is provided at no additional cost with their insurance plan
- Schedule their Onboarding visit



## Onboard

- Livio Nurse Navigator meets with patient to provide a deeper view of Livio's services
- Gather what is most important to a patient about their life and health
- Sets up next visits with appropriate care team members

# How We Care



## Visits

- Home visits (or wherever a patient calls home), telephonic visits or video visits
- Types of services include:
  - Chronic condition management and education
  - In-home labs
  - Mobile imaging
  - Symptom management
  - Complex family meetings
  - Advance care planning
  - Emotional support
  - Caregiver & family support



## Coordinate and Follow-Through

- Work directly with existing providers, specialist and/or care coordinators to make sure care plans are aligned and coordinated
- Communication is key, we want to support the care coordinators and partner with them to ensure member is getting the best care possible



## 24/7 Support

- Advanced Practice Providers are available 24 hours a day, seven days a week
- On-call APPs are on point to answer urgent questions, triage symptoms, prescribe medications and support goals of care



# Our Care Team

## MEDICAL CARE

Physician, Advanced Practice Provider

- Review medical and social history
- Develop tailored care plans
- Prescribing
- Physical exams & functional assessments
- Coordinate and support urgent needs

## MEDICAL SUPPORT

Nurse

- Specimen collection (urine, blood & stool)
- Assessing vitals
- Telephonic triage
- Care coordination

## SOCIAL, EMOTIONAL, & SPIRITUAL SUPPORT

Social Worker, Community Health Worker, Spiritual Care Provider

- Patient & caregiver support
- Advance Care Planning
- Spiritual counseling
- Assessing psychosocial needs
- Home safety assessment
- Bridge to therapy counseling
- SDOH support

## MEDICATION SUPPORT

Pharmacist

- Comprehensive medication review
- Formulary evaluation
- Consults with care teams, patients & caregivers
- Works closely with the BCBS MTM team

# Patient Tech Support



Livio has a staff member dedicated to supporting patients access video visits. This may include supporting them with their own technology or by providing them a data enabled iPad to allow a patient to engage in video visits. We will offer support to a patient upon engaging with them.

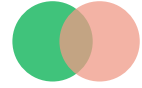
Advanced Practice Provider  
available 24/7 (daytime,  
evening and weekends)  
call 612-398-7000.

# Working Together

## MSHO Care Coordinators

1. Broad overarching health, social, financial needs
2. Federal and State requirements
3. Health Plan benefits (Medicare, Medicaid and Long Term Supports and Services)
4. Comprehensive HRA assessments
5. Gap closure

## Overlap



**Communication and Coordination on care plan and referrals**

**Work with the Care Coordinator to find the best means of communication**

**Sharing valuable member information**

## Livio Care Team *(APP, SW, RN, Chaplain)*

1. Chronic and serious illness specific focus
2. Matching care to values
  1. Modifying/collaborating with specialist to modify treatment plan to match values
  2. ACP discussions and planning by all care team members
3. Prevention of ER usage
  1. Timely access to clinician for triage and symptom management

# Coordinating Care

- We are NOT here to take over any MSHO/MSC+ Care Coordinator responsibilities
- We understand there are specific protocols that must be followed (such as Transition of Care). If needed, we can assist in coordinating these efforts but will let the Care Coordinators take the lead
- Updates can take many different forms between the Livio Health team and Care Coordinators. Please be sure to discuss the frequency and types of communication preferred. We will do our best to accommodate but do need to ensure we are honoring our PHI responsibilities

# Livio referral methods



## Call

Call 612-398-7150 to connect with a member of our team



## Email

Send an email to [referrals@liviohealth.com](mailto:referrals@liviohealth.com)



## Website

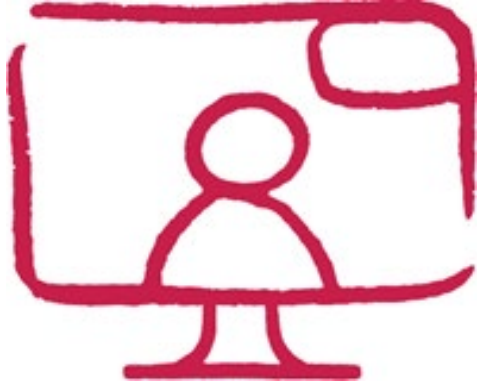
Submit a referral at [liviohealth.com/referral](https://liviohealth.com/referral)



## Fax

Send a fax to [referrals@liviohealth.com](mailto:referrals@liviohealth.com)

# Submit the referral online



- This is our preferred method for referral intake
- Visit [liviohealth.com/referral](https://liviohealth.com/referral) to quickly and safely send us a referral
- Answer a few simple questions about the member and include any additional information you think could help us connect with them
- We will update you once the member is scheduled or if they decline





# We're Excited to Partner With You!

Please include your referral's information along with your own and we will be in touch shortly.

## PATIENT INFORMATION

Patient First Name

Patient Last Name

Patient Phone Number

Patient Date of Birth

Patient Email

## REFERRING CLINICIAN INFORMATION

Referring Organization

Referring Contact Name

Referring Contact Notes

If you would like to receive updates on the status of the referral, please include your email address

Referring Practitioner Name

Referring Practitioner NPI

Livio Health referral has been discussed with patient

I'm not a robot 

Submit

# Call our Engagement Team directly



- Call 612-398-7150 to speak with a member of our engagement team to get the member scheduled between the hours of 8am and 4pm
- Please call us ready with name, date of birth, and patient contact information prior to connecting us with member
- Once you have introduced us to the member, feel free to leave the call so we can start building our relationship and introduce Livio services
- We will update you once the member is scheduled or if they decline

# Send us an email



- Send a secure email to [referrals@liviohealth.com](mailto:referrals@liviohealth.com) using an email template you can find on your Care Coordinator Site
- We will update you once the member is scheduled or if they decline

# Referral Status Updates



- Referral is received by Livio Health
- Member is ineligible for insurance or clinical reasons
- We are unable to reach member
- The first visit is scheduled with the referral
- The member is officially enrolled in our services after a completed first visit



# Frequently Asked Questions

## **"Does this cost my patient anything?"**

No, Livio provides care at no additional cost to Blue Cross Blue Shield members.

## **"Does Livio replace my patient's existing doctors?"**

No, Livio does not replace members' existing providers. Livio's care team partners with providers to act as an extension of their team. Livio communicates with providers regularly to stay connected on member's care plan.

## **"Is Livio like Hospice?"**

Livio is different than hospice as the care we provide can begin at diagnosis and the same time as treatment. Hospice care begins after a person has stopped curative treatment and has a prognosis of six months or less to live.

## **"Is Livio like Primary Care?"**

Yes, Livio offers primary care services, but we do not replace members primary care provider. We will work along side their primary care team to actively manage chronic and serious health conditions.

## **"Is Livio like Home Health?"**

No, but Livio can connect people to home health care services. The Livio team will reach out to the Care Coordinator if it is determined home health services are needed (unless it is Medicare).

## **"How will I know if Livio is involved?"**

Livio will attempt to reach out to you after a patient is engaged and consents to care. Feel free to reach out to Livio first if a patient is scheduled for a visit to introduce yourself and share any relevant information.

## Meet Michelle

- *Living with fibromyalgia and chronic fatigue, and recently diagnosed with cancer*
- With a new diagnosis, she's consolidating disconnected specialists, appointments and treatment plans.
- When she experiences a more severe flare-up or new symptoms, she heads to the ER for the quickest treatment.



# Meet Michelle — with Livio



## Cohesive

Her care team offers a coordinated treatment plan that fits with her lifestyle, values and what she cares about most.



## Personal

Her entire care team knows how she feels about her health history and talk openly about her diagnoses in relation to her day-to-day life.



## Proactive

She uses Livio's 24/7 medical line when she has questions or urgent care needs, drastically reducing her ER visits.

Together we can create  
better care outcomes  
for patients





# livio

For questions about Livio and this presentation  
email:

[whitney.madden@liviohealth.com](mailto:whitney.madden@liviohealth.com)

For questions about patients call:  
**612-398-7000**



# Thank you!

