

# Reducing readmission rates for Cigna Healthcare Medicare Advantage patients

## Home-based care delivery support for Valley Organized Physicians (VOP)

### Why CareAllies?

- ▶ Existing relationship with VOP
- ▶ Ability to leverage existing readmission data
- ▶ Home-based care delivery business, Alegis Care

### Background

- ▶ Cigna Healthcare Medicare Advantage and VOP wanted to reduce the cost of care in the Rio Grande Valley market
- ▶ CareAllies was charged with helping to lower hospital readmission rates among VOP's Cigna Healthcare Medicare Advantage patients

### Approach and Results

#### Developed 30-day transition of care program

- ▶ Co-designed between CareAllies and Alegis Care
- ▶ In-home health assessments completed within five days after VOP patients are discharged from acute care or skilled nursing facility
- ▶ Identified social determinants of health, including safety, transportation and access to food, so appropriate referrals could be made
- ▶ Prioritized follow-up visits by registered nurses, by phone or in person depending on patient's risk level
- ▶ Allowed referrals to be made to other programs (e.g., complex care program)



Medical Costs



Readmission Rates



ER Utilization