



A Special Note to Family Caregivers

It can be rewarding to help a loved one cope with illness. It can also be a lot of work and take an emotional toll. Don't forget to take care of yourself, too, by taking breaks and getting help when needed from family or friends. And don't hesitate to ask questions and share your concerns with your loved one's doctor or nurse practitioner/care manager. They have a wealth of knowledge and valuable advice to offer.



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TRANSITIONS IN CARE

A Guide to Receiving Care in a Different Setting



HMO Special Needs Plan

Transitions in Care

What Is A Care Transition?

A care transition is a transfer from one healthcare provider or care setting to another as the member's condition and care needs change. This may include transitioning from a hospital to a skilled nursing facility or to your home after an acute illness, or transitioning from a skilled nursing facility or a rehabilitation center to your home, either with or without home care. Care transitions may also involve moving from the community into a custodial nursing facility.

We know that these changes can be stressful and even confusing for our members and the people who care about them. Our goal is to make every transition in care as simple and stress-free as possible. That's why we prepared this guide.

How Does ArchCare Advantage Help?

Service Transitions

- If you or your loved one requires a transition to a different level of care or care setting, an ArchCare Advantage nurse practitioner/care manager is available to answer questions, provide support, and get you the information you need.
- While you are receiving care, our care coordination nurses will communicate regularly with the hospital and/or other care teams to monitor your care, provide updates, and handle all the arrangements to ensure a safe and easy discharge. This includes keeping your nurse practitioner/care manager informed about any changes in your ongoing care needs or medications.
- After your stay, your nurse practitioner/

care manager will call or visit with you frequently and work with your nursing home, family and other care providers to schedule any follow-up appointments you may need.

Outpatient visits

(Including, but not limited to, visits to clinics, specialists' offices, ambulatory surgical centers and other outpatient facilities)

- Your nurse practitioner/care manager will carefully review all reports and recommendations and communicate the necessary details to you and your family, your physician, the nursing home staff, and everyone else on the care team. This assures that you receive all the care you are supposed to, and that it is properly coordinated among your various healthcare providers.

What if I Have Questions?

We encourage you to reach out to your ArchCare Advantage nurse practitioner/care manager at any time with questions or concerns you may have.

You can also call our Care Coordinator/Clinical Services Department by dialing 800-373-3177 and selecting option #2 (TTY/TDD: 800-662-1220).

If you do not have your nurse practitioner/care manager's telephone number, please call the number above and a representative will assist you.

