



PACE (A Program of All-Inclusive Care for the Elderly)

All you need in one place... Where You Are At the Center

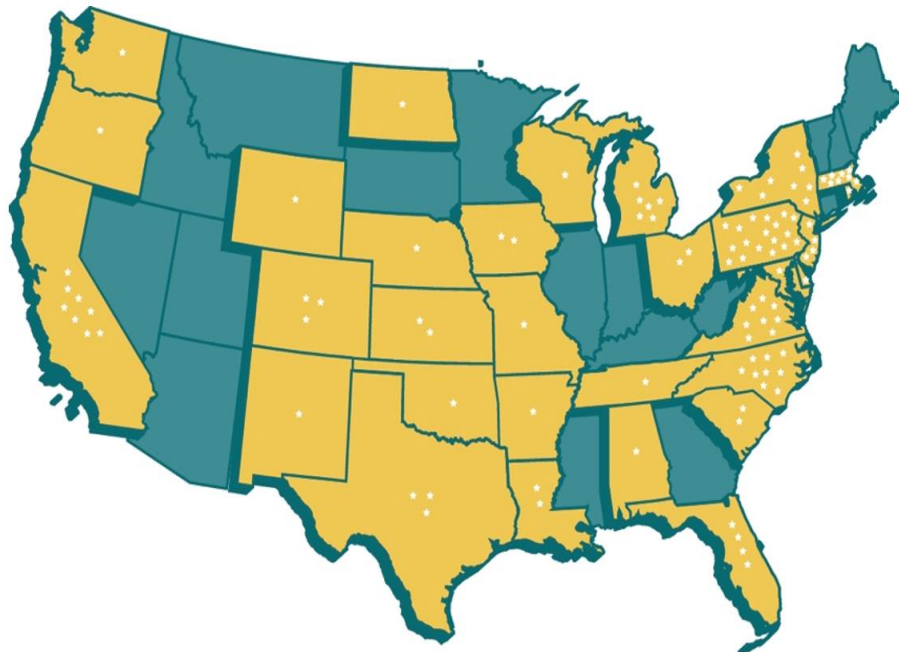
The Program of All-inclusive Care for the Elderly (PACE) is administered by MassHealth and Medicare to provide a wide range of medical, social, recreational, and wellness services to eligible participants. The goal of PACE is to allow participants to live safely in their homes instead of in nursing homes.

You do not need to be on MassHealth to enroll in PACE. However, if you meet the income and asset guidelines, you may be eligible for MassHealth and MassHealth may pay your PACE premium. Individuals may also self pay.

To enroll in PACE you must:

- Be 55 or older
- Live in the service area of a PACE organization;
- Be certified by the state as eligible for nursing home care;
- Live in the community (not a nursing home);
- Be able to live safely in the community;
- Agree to receive health services exclusively through the PACE organization; and
- Meet the Social Security Act Title XVI disability standards, if 55 through 64 years of age.

There are 124 PACE programs operating in 31 states (yellow states):



PACE services include but are not limited to the following:

- Physical Therapy
- Primary Care
- Adult Day Care
- Hospital Care
- Meals
- Recreational Therapy
- Social Services
- Prescription & OTC Drugs
- Nutritional Counseling
- Social Work Counseling
- Occupational Therapy
- Medical Specialty Services
- Dentistry
- Transportation
- Home Care
- Nursing Home Care
- Lab/X-ray Services
- Emergency Services

PACE organizations, support your family members & other caregivers with training, support groups, and respite care

All potential enrollees must be evaluated by a nurse to assess nursing home eligibility requirements.

The PACE Benefit

Once enrolled, a participant's care is coordinated by the Interdisciplinary Team (IDT). With PACE, the focus is on preventive services, functional maintenance as well as on-going medical care. Periodic assessment by the IDT assures that the needs of the participant are being met as he or she ages in place.

The PACE Interdisciplinary Team (IDT):

- Primary Care Provider
- Registered Nurse
- Social Worker
- Activity Coordinator
- Personal Care Attendant
- Registered Dietician
- Home Care Coordinator
- Physical Therapist
- Occupational Therapist
- Transportation Coordinator
- PACE Center Manager

Participant Rights:

- The right to be treated with respect.
- The right to protection against discrimination.
- The right to information and assistance.
- The right to a choice of providers.
- The right to access emergency services.
- The right to participate in treatment decisions.
- The right to have your health information kept private.
- The right to file a complaint.
- The right to leave the program



- Summit ElderCare is Fallon Health's PACE program
- Service Hampden County, Hampshire County, Middlesex County and Worcester County
- Physicians at Summit ElderCare specialize in Geriatrics
- Mission is to maximize the dignity and respect of older adults and enable them to remain in their homes and communities for as long as is medically possible.



Element Care Contacts

Administrative Offices: 781-715-6608

Referrals: 877-803-5564

Compliance Hotline: 781-715-6618

- Non-profit healthcare organization
- PACE Program that serves Essex County and Middlesex County
- Mission is to coordinate and provide health and social services to individuals in their service area, to enable them to remain in their own homes and communities with dignity, safety and as much independence as possible.

Contracted Service Provider Overview

As a contracted service provider for the PACE program administered by Element Care, you are our partner in providing quality care and services to frail elders in the community. Element Care has developed this overview sheet to address frequently asked questions and provide pertinent information about communication between the Element Care PACE program and our contracted vendors.

Vision: To provide the best quality health care and social services to individuals living in our service area.

Mission Statement: Our mission is to coordinate and provide health and social services to individuals in our service area, to enable them to remain in their own homes and communities with dignity, safety and as much independence as possible.

Communication

Element Care believes that communication with our contracted providers is crucial to the well being of our participants. To that end, our contracted partners should feel free to contact any of our Element Care adult day health centers with questions or concerns about participant care at any time. The contact information for all of our sites can be found in this welcome materials packet.

Element Care Incident Reporting

Contracted providers should be mindful to identify and communicate all reportable incidents through established channels. Examples of reportable incidents include but are not limited to the following: (i) any injury sustained by an Element Care participant, (ii) medication losses or errors, (iii) breaches of confidentiality, and (iv) adverse care outcomes. Reportable incidents occurring after normal business hours should be reported through the On-Call system.

Element Care On-Call

It is the policy of Element Care to maintain a 24-hour emergency coverage system for all of its participants. The coverage is provided by Element Care clinical staff on a rotating basis. During business hours, Monday-Friday 8:00am to 4:00pm, participants and contracted vendors are instructed to call the appropriate Element Care site directly in the event of any illness, question or call services. Element Care maintains three systems for provision of on-call services.

Direct lines to the on-call system are as follows:

- **Lynn Sites:** Market, Buffum, School and Friend participants call 877-845-8442
- **North Shore Sites:** Cummings and Emerson participants call 978-837-9479
- **Merrimack Valley Sites:** Nevins and Lowell participants call 855-857-7349

Grievances

A grievance is a complaint, concern, issue or problem, either written or oral, expressing dissatisfaction with the services provided or the quality of Participant care. A participant, family member or representative may register a verbal or written grievance with any Element Care staff member or contracted provider at any time. The staff member receiving the grievance will document the issue and see to it that it is addressed through proper channels within Element Care.

NH Healthy Families

Overview of NH Healthy Families

- Is a Managed Care Organization (MCO)
- Is a wholly owned subsidiary of Centene Corporation, a national Medicaid coverage provider in 22 states
- Is underwritten by Granite State Health Plan Inc.
- Serves the medical and behavioral health needs of our NH members from the NH Healthy Families in the Bedford, NH headquarters
- Providing Medicaid benefit coverage in all 10 counties in NH
- Currently serving Medicaid, Granite Advantage and Exchange Program populations
- Membership exceeds 93,000

Specialty Companies

- National Imaging Associates (NIA): 1-800-635-2873
- Envolve Vision: 1-800-334-3937
- CTS for non-emergent transportation: 1-866-769-3085
- Envolve Pharmacy Solutions: 1-866-769-3085
- AcariaHealth (Specialty Drugs): 1-855-535-1815

Provider Relations Services

- Primary liaison between NH Healthy Families and the provider network
- Provides education
- Facilitates inquiries related to policies, procedures and operational issues
- Reviews payment and clinical policies
- Patient Panel questions
- Assist in Provider Portal registration

Website and Provider Secure Portal Tools

- Public site at www.NHhealthyfamilies.com & www.ambetter.nhhealthyfamilies.com

Member Eligibility

- Standard Medicaid
- Health Protection Program
- Ambetter
- Ambetter – FFM
- Eligibility verified through the secure portal, provider service call center and the NH MMIS Health Enterprise Portal

Access & Availability

- Each PCP is responsible for maintaining sufficient facilities and personal to provide covered physician service 24 hours a day, 365 days a year
- Coverage must consist of one of the following means
 - Answering service
 - Call forwarding to covering physician
 - After-hours, on-call coverage
- Independent Urgent Care Centers
 - ClearChoice MD – <https://ccmdcenters.com/>
 - ConvenientMD – <https://convenientmd.com/>

Medical Management

- Care Management Programs: 1-8660769-3085
- Start Smart for Your Baby
- The CentAccount (Medicaid) & My health Pay Programs (Ambetter)
 - Promotes appropriate utilization of preventative services by rewarding members for practicing health behavior
 - Rewards can be used at the following locations:
 - CVS, Family Dollar, Dollar General, Rite Aid & Walmart on baby care, healthy groceries, over the counter meds & personal care items.

Prior Authorization

- Refer to the Provider Resources page at www.NHhealthyfamilies.com & www.ambetter.nhhealthyfamilies.com

Claims Submission - Claims may be submitted in 3 ways

- Secure web portal
- Electronic clearinghouse
- Original paper and corrected claims

Member Grievances, Appeals, & State Fair Hearing

- Grievances can be filed orally over the phone, in writing via mail or fax, or in person
- Appeals can be filed orally or in writing by the member or the member's authorized representative

Cultural Competency Plan & Disability Sensitivity

- Enables NH Healthy Families to meet the diverse cultural and linguistic needs of members
- NH Healthy Families complies with the Americans with Disabilities Act (ADA)