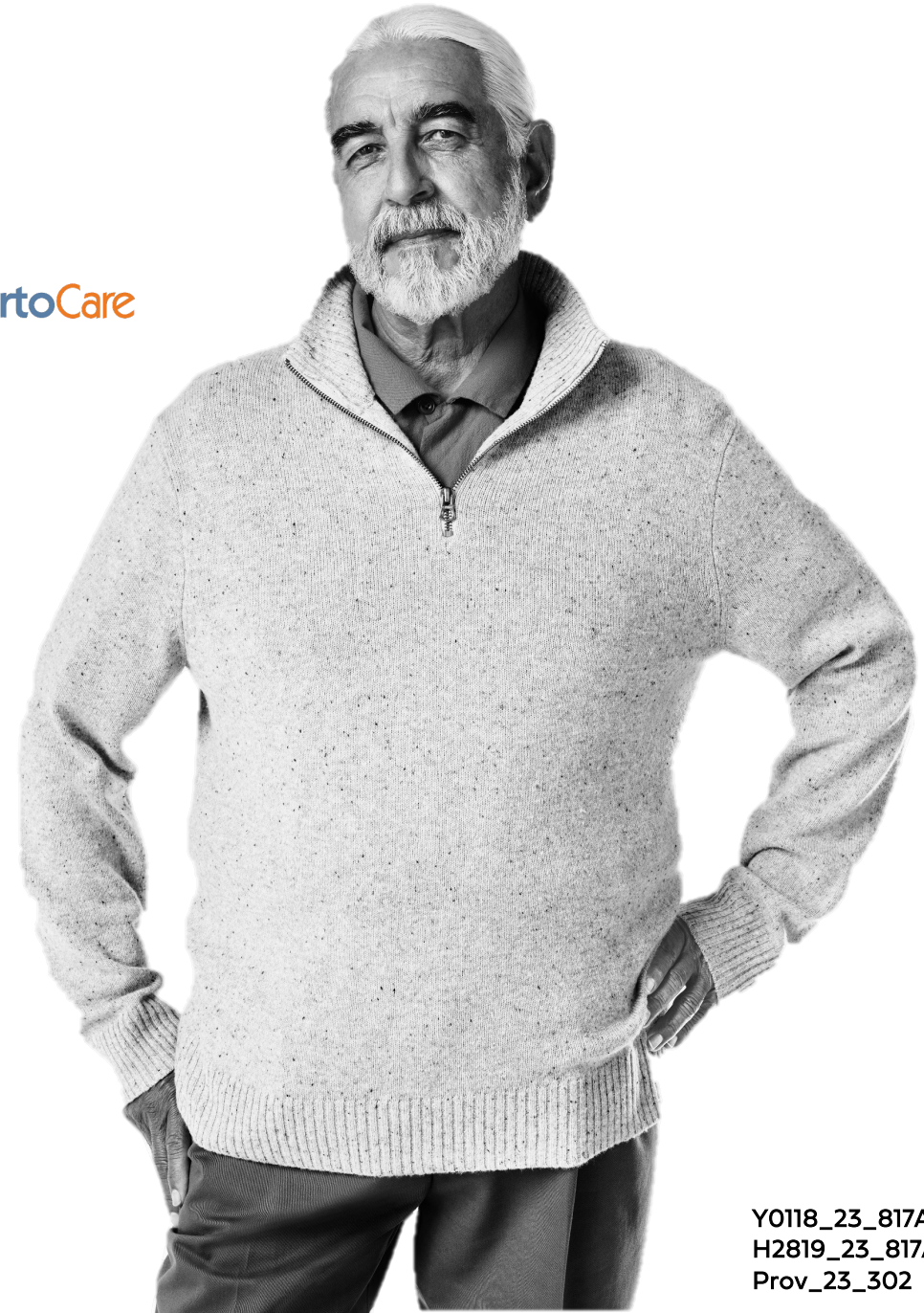




Complex Care Program: In-home care from ConcertoCare



ConcertoCare Program

Blue Shield of California and Blue Shield of California Promise Health Plan launched its in-home Complex Care program with ConcertoCare in January 2024.

- Blue Shield chose ConcertoCare through a competitive request for proposal (RFP) process in early 2023.
- With ConcertoCare, members with multiple, specific chronic illnesses have access to comprehensive home-based care including medical, behavioral and social services, plus 24/7 access to medical professionals and in-home urgent care.
- ConcertoCare offers the same or similar services as its prior Complex Care provider but with added benefits:
 - Improved member identification criteria
 - Offering of a kidney care program
- We continue to support our nonprofit mission to help ensure all Californians have access to high-quality, affordable health care.

ConcertoCare service area by County

Blue Shield and ConcertoCare executed a phased rollout of services. The service area may expand in the future.



Member eligibility

Blue Shield identifies members for inclusion in ConcertoCare, based on member health data and the following criteria.

- Must be 18 years of age or older, and have been a Commercial, Medi-Cal or Medicare Blue Shield member for at least six (6) months with one or more claims.
- Commercial and Medi-Cal members must have three (3) or more specific chronic conditions, or chronic kidney disease 4 or 5 (CKD), or end stage renal disease (ESRD).
 - For Medicare members, there is no requirement for chronic conditions, but members must have complex care needs as determined by Blue Shield.

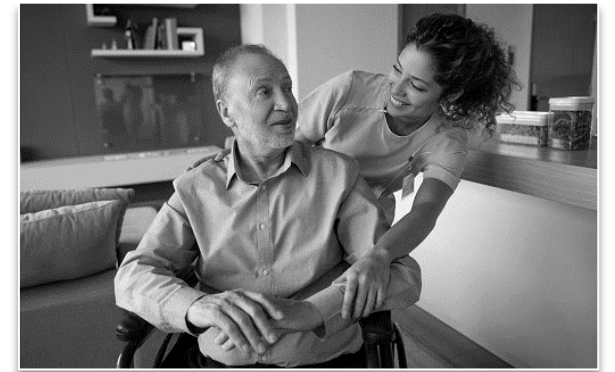
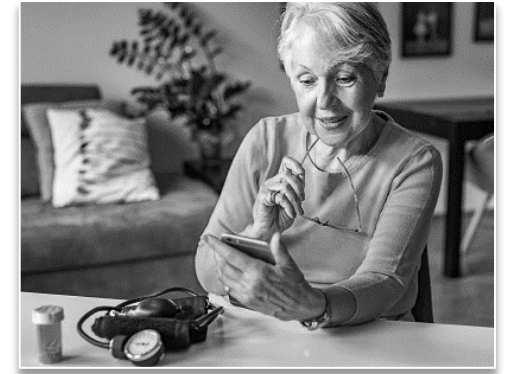
Exclusions:

- Plan types: BlueCard, FEP, Self-Funded (ASO) (exceptions: Blue Shield employee plans, San Francisco Health Service System Fund plans), Shared Advantage, Specialty, and Tri-West.
- Linked to global capitation or Medicare Supplement plans
- Pregnancy, hemophilia, transplants, members admitted to hospice or long-term acute care



Member financial arrangement

- Members opt in to the ConcertoCare program.
- ConcertoCare services are offered as an optional program to qualifying members; participation does not impact a member's benefits or how you bill as a provider.
- For members with Blue Shield Commercial, Medicare or Medi-Cal health plans, this program is available at **no additional cost** to those who meet the eligibility criteria.
- There is **no co-pay for services** provided by ConcertoCare.
- Covered services provided by non-ConcertoCare providers through a referral from ConcertoCare may be subject to co-pays, based on members' benefits and coverage.





ConcertoCare Program overview

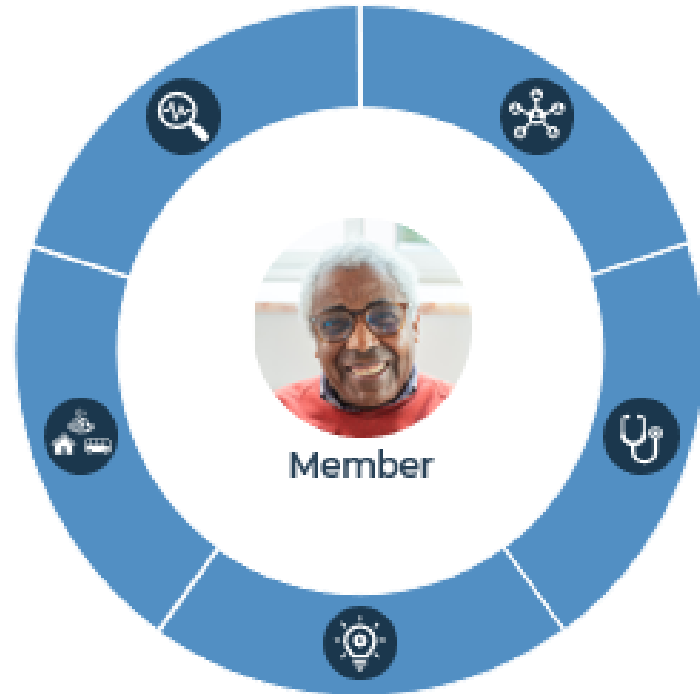
Introducing ConcertoCare



- Provides community-based, physician-led medical teams who specialize in house calls and home-based care to deliver medically needed services to chronically ill patients.
- Tech-enabled in-home care teams leverage an interdisciplinary care model to address unmet health and social needs and improve patients' quality of life, partnering with them, their caregivers, families, health providers, and communities.
- Offers 24/7 in-person and virtual access to medical professionals and in-home urgent care to participating members.



The ConcertoCare Clinical Model™ is designed around five foundational elements



Multidisciplinary In-Home Care Team with 24/7/365 Support



Evidence-Based Chronic Disease Management



Deep Integration of Medical & Behavioral Health



Focus on Addressing SDOH and Health Equity



Clinical Model Enhanced by Technology and Advanced Data Analytics

All components of the model are designed to wrap around and work in collaboration with the member's primary care provider.

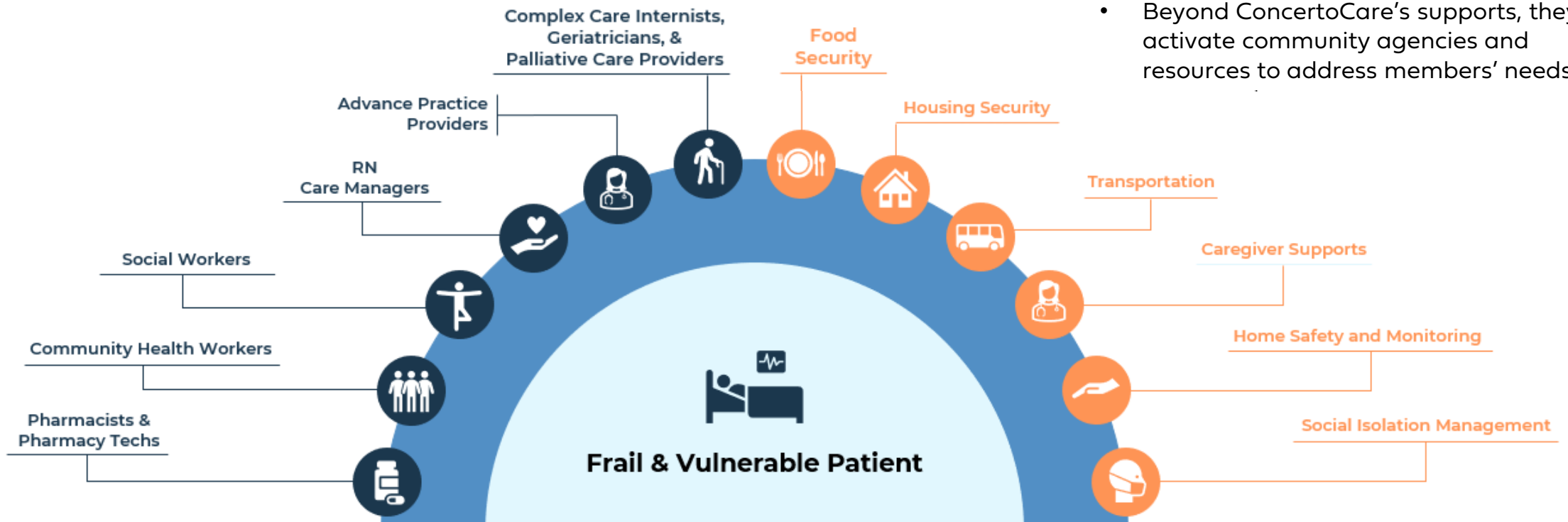
Addressing clinical, behavioral, and social needs, with a core focus on health equity

Clinical & Behavioral

- As a treating provider, ConcertoCare's patient-centered care teams address member needs directly while coordinating with BSC providers
- Care teams are overseen by a physician and supported by psychiatrists, geriatricians, and palliative care doctors

SDOH & Health Equity

- ConcertoCare's Community Health Workers come from the communities in which members reside, and incorporate an understanding of the unique barriers to equitable care faced by communities of color and non-English speaking communities
- The team engages members at home and telephonically to provide non-medical supports
 - Beyond ConcertoCare's supports, they activate community agencies and resources to address members' needs



ConcertoCare's human-first, tech-enabled Clinical Model™ provides 13 key evidence-based, patient-centered services in the home

- 1 Home visits for all patients, including Comprehensive Health Assessments (CHAs) and longitudinal visits
- 2 Care coordination and case management
- 3 Focused pharmacy support
- 4 24/7/365 on-call and in-market urgent care provider access
- 5 Transition episode management for every discharge
- 6 ED diversion and admission avoidance through near-constant panel management
- 7 Clinical care pathways that are evidence-based and holistic
- 8 Extensive mental / behavioral health resources
- 9 Health coaching for patients and caregivers
- 10 Focus on SDOH and health equity, and closure of SDOH gaps
- 11 Palliative care services
- 12 Incorporation of specialist input into care plan
- 13 Compliant documentation and HEDIS / Stars gap closure

Kenneth's story: Health overview



PMH

- Chronic back pain from fall
- Spinal stenosis
- Spastic paraplegia
- Wheelchair bound with implanted baclofen pump
- GERD
- Seizures
- DVT
- Pressure ulcers
- Arthritis
- BPH

Utilization

- Five (5) ED visits and numerous admissions prior to engagement with ConcertoCare
- Patient was using ER for primary care
- Reason for utilization: Poorly controlled pain

Key SDOH issues

Lack of transportation to appointments

Risks

Lack of pain control, skin integrity, and poor med compliance

What matters most?

Pain control

Kenneth's story: ConcertoCare initial actions and interventions



Actions

- Enrolled with ConcertoCare in 2022

Quick wins

- PERS
- Transportation to appointments via health plan benefits
- Handicap placard obtained

Additional interventions

- Negotiated, in collaboration with patient, for home-based specialists and agreed on home based podiatry.
- Coordinated care with established pain specialist and PCP to start Lyrica in addition to his baclofen pump.
- Baclofen pump nurse now making home visits for refills.
- Helped find and start a private aide and HHC nurse for wound care.
- Enabled delivery of custom wheelchair to improve skin integrity.
- Transitioned patient to pill packs and prescription delivery.

Kenneth's story: Moving forward in better health



PCP engagement:

- Bi-directional communication w/PCP after each major intervention.
- PCP placing referrals for specialists and feels engaged in patient's care.
- ConcertoCare refilling meds to close care gap and has arranged home-based services and specialized DME.

Outcomes to date

- One hospitalization due to medication compliance issues.
- Med compliance improved with pill packs and close case management and Rx follow up.
- No acute care utilization since then, and no ED visits for pain since enrollment.
- Pain, wounds, transportation, and medication adherence issues addressed or continue to be addressed.
- Patient adopted a dog and is feeling content with his new companion in the house.
- Utilization has gone from frequenting the ED every several weeks before engagement, to now managing and actively participating in his own care.




Member and provider outreach

Member outreach

- Members who are eligible to receive in-home services from ConcertoCare receive mail (letters, brochure, postcard) and phone outreach
- Members with commercial plans that have not yet engaged in the program may receive text messages and emails (with appropriate permissions)

Caring for you, caring about you

About ConcertoCare
ConcertoCare is a healthcare company that helps take care of you when you're sick or need medical help. They work with your regular doctor to give you all the care you need. ConcertoCare can visit you at your home or provide care by phone or video.



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ConcertoCare is independent of Blue Shield of California and is contracted by Blue Shield to provide in-home and virtual care services.



For more help and resources, visit blueshieldca.com or contact Member Services at the number located on your member ID card. If you do not have your ID card, you can call 800-393-6130 (TTY: 711).

Language Assistance Notice
For assistance in English as a second language, call the toll-free number on your ID card. You can get this assistance translated and in other formats, such as large print, braille, or audio, also at no cost. Para obtener ayuda en español en cosas, llame al número de teléfono gratis que aparece en su tarjeta de identificación. También puede obtener gratis traducción y otros idiomas y en otros formatos, como letra grande, braille y/o audio. 502 欲免費獲得中文協助, 請致電 ID 卡上的免費電話號碼。您也可向免費傳真、大字、點字或音訊格式服務, 例如: 點字、大字和/或音訊服務。

Non-discrimination Notice
The company complies with applicable state laws and federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, ethnic group identification, medical condition, genetic information, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, mental disability, or physical disability. La compañía cumple con las leyes de derechos civiles federales y estatales aplicables, y no discrimina, ni excluye ni trata de manera diferente a las personas por su raza, color, país de origen, identificación con determinado grupo étnico, condición médica, información genética, ascendencia, religión, sexo, estado civil, género, identidad de género, orientaciones sexuales, edad, ni discapacidad física ni mental. 本公司遵守適用的州法律和聯邦民權法律, 並且不會以種族、膚色、國籍、族裔、種族、醫療狀況、遺傳資訊、血統、宗教、性別、婚姻狀況、性別認同、性取向、年齡、精神殘疾或身體殘疾而進行歧視、排斥或區別對待他人。

In-home patient care

As a Blue Shield of California member, you have access to in-home care services provided by ConcertoCare®.

The ConcertoCare approach
ConcertoCare does not replace your primary care doctor or care team. They offer added support in coordination with your care team. They use physicians, nurses, pharmacists, and health coaches alongside your primary care provider to deliver complete care. They have a provider on-call and available 24/7.

ConcertoCare is a care team made for you. They support you, your family, and those who care for you.

ConcertoCare services


- Visits in your home or another place that is convenient to you
- Home safety and check-ins
- Help with medications
- Urgent care during and after hours
- Phone, video, or in-person care visits
- Mental health care
- Caregiver support
- Advance care planning
- Coordination with your primary care provider and specialists

ConcertoCare team
The ConcertoCare team brings care services to your home when you need them. They work with your primary care doctor and other providers to coordinate your care needs. Their goal is to help you stay healthy with fewer hospital visits.



The ConcertoCare team includes:

- Nurse practitioners
- Registered nurses
- Social workers
- Health coaches
- Licensed practical nurses
- Medical assistants
- Pharmacists
- and more.

To schedule your initial appointment or to opt out of future ConcertoCare communications, call ConcertoCare at **888-305-9433 (TTY: 855-247-7540)**, 8 a.m. to 5 p.m., Monday through Friday. Visit Concertocare.com for more details.




For Customer Service or language assistance, please call:
(800) 393-6130 (TTY: 711)

NAME: <Mem_FName> <Mem_LName>
MEMBER ID#: <SUB_ID>

<rt_n_addr_line>
<rt_n_addr_city>, <rt_n_addr_state> <rt_n_addr_zip>

<Mem_FName> <Mem_LName>
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<Mail_Addr_Ln_2>
<Mail_City_Name>, <Mail_State> <Mail_Zip>



Access health care at your home. Visit bsca.com/concertocare.

<Month, Day, Year>

Dear <Mem_FName>/<Blue Shield of California member>:

As a Blue Shield of California member, you have access to in-home medical services from ConcertoCare® – at no additional cost to you.

The ConcertoCare team is available 24 hours a day, seven days a week. It includes:

- Doctors
- Advanced practitioners
- Registered nurses
- Social workers
- Pharmacists
- Mental health professionals
- Health coaches

In addition, ConcertoCare has teamed up with Somatus to offer care for patients with later stages of kidney disease. Somatus works with nephrologists, primary care providers, and health plans to make sure people get the right care.

ConcertoCare does not replace your primary doctor or specialists. They work with your current providers to deliver the in-home care you need.

How ConcertoCare works with Blue Shield network providers

Network Communication

- ▶ ConcertoCare sends the PCP a letter with the names of their patients identified for the program. IPAs/medical groups may request the names of their eligible patients as needed.

ConcertoCare clinical leadership is committed to developing clinician-clinician relationships with network providers to improve collaboration and familiarity with the program.

Initial Patient Engagement

📄 As patients opt in, ConcertoCare will contact the patient's PCP to inform them, and to request medical records for pre-visit preparation:

- Upfront communication sets the stage for a collaborative relationship.
- ConcertoCare communicates with providers in whatever way is most seamless for their practice.

Inter-visit Communication



Following every ConcertoCare visit, all documentation and treatment plans are shared with the patient's PCP.



ConcertoCare will ask for feedback and alignment on the Clinical Care Plan and look to coordinate identified patient needs such as those related to orders, referrals, or prescriptions

What providers can do:

- Champion the program, connecting eligible patients to ConcertoCare clinicians when warning signs or functional declines are evident.
- Review the names of eligible patients ConcertoCare provides and support those patients' enrollment in ConcertoCare.
- Provide real-time feedback to ConcertoCare Medical Directors so that patient care is well coordinated.

ConcertoCare provider engagement

- ConcertoCare schedules meetings with groups/practices, starting with those that have the highest number of attributed patients. Groups/practices may request meetings by contacting ConcertoCare or their Blue Shield Provider Relations Representative.
- ConcertoCare collects information about each practice:
 - What is the preferred method of communication (e.g., phone, text, fax, email)?
 - What is the EMR? Are there integrations with other groups?
 - What is the preferred primary point of contact that ConcertoCare should utilize?
 - What is the preferred cadence (if any) for scheduled clinical collaboration meetings?
- Welcome calls from all providers with members eligible for the program – please feel free to reach out at any time.
- Contacts:

Resource	Phone	Other
ConcertoCare	888-305-9433	BSC@concertocare.com
Blue Shield Provider Services	800-541-6652	Log in to Provider Connection to start a chat
Blue Shield Promise Provider Services	800-468-9935	

