

# A new model to meet the demand for post-acute care



After a hospital stay, some patients may need extra support. When they do, a smooth transition from the hospital to post-acute care in the home or in a post-acute care facility is vital to ensuring care is connected and the member experience remains positive.

## The post-acute care landscape

Although the demand for comprehensive support services is high, market trends and the pressure to perform can make it harder for health plans to manage them. We're helping decision-makers:

- Meet rising demand for post-acute care.
- Pivot with staff shortfalls.
- Ensure care is high-quality and what members have come to expect.
- Reduce the administrative burden of post-acute care and during care transitions while meeting patient needs.
- Minimize gaps in care and improve quality ratings.

A reputable and reliable medical benefits management partner can help you better meet the demand for post-acute care. In addition to reducing total cost of care through guaranteed savings, a partner with a history of expertise and a solid track record of success can help simplify the complexity of managing care across the entire post-acute journey while remaining compliant with regulatory demands.

Partnering with Carelon allows you to streamline the administrative burden through comprehensive post-acute care management. This minimizes variation in care, reduces risk, and improves member outcomes.

## Expertise you can count on

Carelon takes an evidence-based approach to managing care no matter where members need it. Our extensive home-health network and evidence-based guidelines smooth the path from hospital to home by ensuring every member receives the right care at the right stage of their post-acute care journey.

## The right partner makes a difference

Our post-acute care solutions make an impact on your members — and your bottom line.

Up to  
**15%**  
guaranteed savings

**4K+**  
contracted home  
health agencies

**90%**  
of top national home health  
providers are in-network

**70%**  
of care is initiated and  
approved online in real time

**<48**  
hours start to care

Up to  
**20%**  
reduction in  
hospital readmissions

# Post-acute care that supports the whole person

## Our unique approach



### High-quality staffing support

Our carefully vetted, national network of home health providers delivers superior connected care while alleviating staffing unpredictability.



### Scalability and continuity of care

We manage post-acute care at every stage of the member's healthcare journey. By collaborating with their care team every step of the way, we ensure care is connected.



### Reduced administrative burden

Our automated platform and fast response times contribute to a positive provider experience, with more than 90% of providers reporting overall satisfaction when working with Carelon.



### Reduced cost of care

Guaranteed savings models reduce medical cost of care and your overall risk.



### Closing gaps in care

Our post-acute solutions help reduce hospital readmissions, while timely clinical data allows you to target care gaps and improve quality. Social drivers of health, including social and economic barriers, are also addressed to ensure optimal care.



### Comprehensive care coordination

When the member is ready, we ensure clinically appropriate and safe discharge to the next level of care. Our experienced staff can also connect members to other programs they may be eligible for including palliative care, durable medical equipment, or case management.



Visit us online to [learn more](#) about Carelon Medical Benefits Management or [contact us](#).