

# Aspire Health program overview

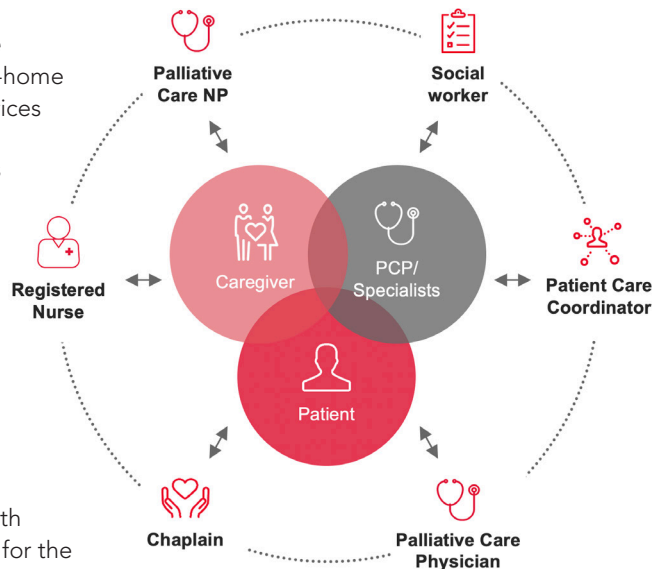
Harvard Pilgrim has partnered with Aspire Health, one of the nation's largest non-hospice community-based palliative care organizations, to deliver on our promise to care for the whole person, close care gaps and maintain our commitment to contain costs.

## The Aspire philosophy

Aspire offers specialized coordination and co-management of care, 24/7 access to clinicians, and a focus on the physical and emotional needs of patients. This model of care leads to better health outcomes, lower costs and higher satisfaction for patients throughout their health care journey.

With the Aspire model, patients are surrounded by a team of palliative health care professionals, with the additional support of social workers and chaplains, in the comfort of their homes. This includes:

- **Round-the-clock access** to Aspire Health's care team, including in-home, virtual and phone-based support
- **Help managing symptoms** and access to a provider who can prescribe medications
- **Coordination of care** among all doctors, in-home care and support services
- **Resources** to address members' questions about their illness, help them make informed choices, and ensure they understand the community resources available to them
- **Care planning** with discussion about health care goals, preparing for the unexpected and assistance with advance directives



## The Aspire advantage

### Better access to care

- Patients receive in-home, virtual and phone-based care and support
- They don't have to miss work or important medical appointments to get the care they need
- Co-management and clinical collaboration ensure members receive transition to hospice care, if appropriate

### Cost containment

Aspire Health gives patients a no-cost solution and helps reduce unnecessary hospitalizations and emergency room visits.

### Greater satisfaction

Patients, caregivers and family can all have peace of mind, knowing they have the support they need to navigate complex medical decisions.

Turn over for frequently asked questions.

# Frequently Asked Questions

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## Who is eligible for this program?

Aspire's program is available at no cost to all fully insured Harvard Pilgrim accounts, with no cost to the member. Harvard Pilgrim members (ages 18 and older) with advanced stages of illness will be invited to participate in this program.

This valuable program is available for purchase by self-insured accounts. Contact your Harvard Pilgrim account executive or broker.

## What is palliative care?

Palliative care is specialized medical care that focuses on providing patients relief from pain, symptoms and stress of a serious illness, no matter the diagnosis or stage of disease. Patients benefit from comprehensive care and treatment, care coordination across settings and shared decision making. In addition, palliative care focuses on working with individuals and their families to ensure their emotional, spiritual, mental and physical care needs and goals are identified and systematically addressed.

## Is palliative care the same as hospice?

No. Hospice is defined as providing relief from symptoms and stress for people facing a life-limiting illness. Patients receiving palliative care do not have to give up any disease-focused therapy when they enroll in palliative care, unlike hospice care, where a person foregoes curative care and disease-focused treatments.

## What types of conditions does Aspire Health care for?

Aspire has extensive experience serving patients with a wide range of conditions, such as cancer, congestive heart failure, chronic obstructive pulmonary disease (COPD), dementia, chronic or end-stage renal disease, chronic or end-stage liver disease, and stroke and other neurologic illnesses.

## Do patients need to change their primary care provider or other health care providers?

No. Aspire Health coordinates the care among a patient's current care team, so there is no need to change providers. Aspire is an extra layer of support and works with a patient's current providers to make sure all needs are being met.

## How does a member participate?

Members are referred to Aspire either by a Harvard Pilgrim care manager, a PCP or specialist, or by Aspire's claims-based or utilization management algorithms that identify patients who could benefit from Aspire's services.

## Is participation voluntary?

Yes. While this program is a valuable offering, members may choose not to participate. Once a member is identified as eligible, Aspire will reach out via letter and phone call to introduce the program and schedule an initial assessment. The member's decision about whether to participate will not affect their benefits.

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## Additional questions?

**Please contact your Harvard Pilgrim account executive or broker.**