



FAX URGENT REPLY

SUBJECT: New Post-Acute Care Process Dec. 1, 2022	TOTAL NO. OF PAGES: 5 (INCLUDING COVER)
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TO: Administrator	COMPANY/DEPT: <<Facility Name>>	
FROM: EmblemHealth	DEPT: Clinical Operations	
DATE: <<Month DD, YYYY>>	FAX #: <<Fax Num>>	PHONE #: <<Phone>>

Dear Administrator,

Thank you for partnering with EmblemHealth.

Beginning **Dec. 1, 2022**, post-acute care (PAC) for EmblemHealth members will no longer be handled by eviCore. These services include **home health care, skilled nursing facility, acute rehabilitation, and long-term acute care hospital admissions**. Instead, you will contact EmblemHealth to help arrange for PAC services and support. eviCore will continue to handle durable medical equipment for EmblemHealth members.

By bringing this service in-house, we believe we will provide better care for our members, and better serve the providers who need to connect these members with appropriate care. While providers will still be able to work with EmblemHealth nurses as they always have, our care managers will now be able to reach out to members, or their families, while they are still in a hospital bed.

Our PAC program aims to provide several benefits for members and providers, including:

- Enhanced continuity of care and improved member and provider experience.
- A simpler preauthorization process that eliminates the need to gather medical records to send to a third party for review and approval.
- Assistance from our nurses with difficult discharges, talking with the member and their family while the patient is still in the bed.
- Improved care coordination. Our care managers and nurses can collaborate on the transition to PAC, including community care, creating a smooth transition for everyone.
- Better outcomes. The streamlined process helps ensure that complex cases are closely monitored, and members get the timely care they need.

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To help you better understand how this change impacts the members in your care, **we will host a webinar to discuss the insourcing for all PAC services and the transitions of care program.** For the full list of session dates and times, visit emblemhealth.com/postacutecare. Please join the session that's best suited for your facility/provider type – no registration required. All sessions will be held via Microsoft Teams between **Nov. 8** and **17**. For any questions regarding sessions, please email Cooper Nolan, Director of Medical Management Operations, at cnolan@emblemhealth.com.

We have also enclosed a frequently asked questions (FAQs) document. If you still have questions after reviewing the FAQ, please sign in at emblemhealth.com/providers and use our Message Center to send us your inquiry. You can also call us at **866-447-9717**. Our hours are 8 a.m. to 6 p.m., Monday to Friday. A representative will be happy to help.

We appreciate the care you provide to our members.

Sincerely,



Richard Dal Col, MD, MPH
Senior Vice President, Chief Medical Officer

CC:	