

# ComplexCare Solutions Overview

Network Health uses the services of ComplexCare Solutions to help address the health opportunities of our Medicare Advantage and Affordable Care Act (ACA) members. Initiatives, like the ComplexCare Solutions partnership, complement provider's efforts to improve the overall health of our members by evaluating current health conditions and applying additional strategies to close gaps in care.

Based on claims and risk stratification algorithms, members are contacted by ComplexCare Solutions by mailed letter and phone, encouraging them to take advantage of the personal health visit program.

Outreach to members will begin in April each year.

**Your office may be contacted by members asking about this program, or by ComplexCare Solutions practitioners to follow up on a member encounter.**

## Personal Health Visit Overview

**ComplexCare Solutions contacts members to explain the program and schedule the personal health visit.**

The visit is conducted by a nurse practitioner, and can be done in person at the member's home or virtually. One of the main goals of this program is to provide both Network Health and the patient's personal doctor with updated information about the patient's clinical status based on the results of the visit.

During this visit, ComplexCare Solutions may also screen for social determinants of health, which captures economic and social conditions that influence the health of people and communities. Addressing a patient's social determinants of health is a primary approach to achieving health equity.

### **Some of the services conducted during the home visit may include the following.**

- Review of medical and family history, current medications
- Brief review of systems exam
- Height, weight, BMI assessment, blood pressure reading
- Depression screening
- Evaluation of daily living activities
- Assessment of tobacco use and drug or alcohol dependency
- Pain level assessment
- Referral to Network Health Care Management, if appropriate

Once the visit is complete, ComplexCare Solutions sends the information and results to the patient's personal doctor. Please note that the personal health visit is offered in addition to any regular exams that the patient may have with their personal doctor and is not designed to be a substitute for their annual examination.

**We appreciate the assistance in facilitating any necessary follow-up care for your patients. Thank you for the high-quality care and guidance you provide to our members. If you have questions about this initiative, please contact us at [riskadj@networkhealth.com](mailto:riskadj@networkhealth.com).**

