

Call Us First (CUF) Senior Advantage Clinic (SAC) Vivify- Remote Patient Monitoring

Stephanie Schlatter, BSN, RN - *Clinical Nurse Leader*



- Registered Nurse for 16 years with most of her experience in complex care management
- Started with Optum in 2020 as Call Us First RN Case Manager
- Prior to Optum, Stephanie's taught patients how to manage their chronic illnesses to reduce hospital utilization
- She has experience in improving relationships with patient through staff education about trauma-informed care

Call Us First (CUF)



What is Call Us First (CUF)?

A 24-hour hotline when patients need health advice. Patients can talk to a live, local agent who can help with:

- Scheduling appointments
- Medical advice
- Medicine refills
- Finding specialists (referrals)
- Billing questions and paperwork
- Transportation



Who is the CUF team?

The team consists of PSRs, MA's, RNs, and certified care management RNs (RN CCMs).



Who qualifies?

- Medicare Part B patients
- Delegated Medicare Advantage patients



Call us first.

1-206-401-3220, TTY 711

24-Hour Advice Line

Optum

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Call us first.

1-425-304-1113, TTY 711

24-Hour Advice Line

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The best care comes from a team that knows and understands your health



Patient Service Reps and
Medical Assistants are
available Mon-Fri 7am-7pm

After hours calls are
directed to the RN's

Patient Service Representatives

- Scheduling
- Outreach
- Home Visits
- Uber transportation
 - Medication Refills
 - Prior Authorizations
 - Billing Questions/Concerns
 - MyChart Assistance

Call Assist Medical Assistants

- Referral requests/Questions
- DME
- Lab requests
- Letter requests
- Paperwork/Forms questions
- Home Health orders
 - Medical Advice

Population: Delegated Medicare Advantage and Medicare Part B patients
Hours of operation: 24/7

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need from the
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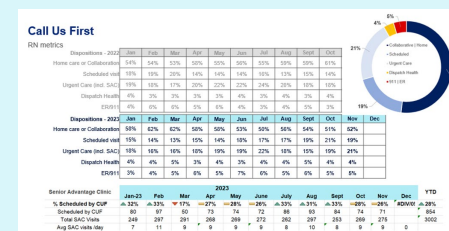
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1. Incoming patient call
dedicated number

2. CUF RN provides triage and supports disposition decision leveraging access to

- Home care education
- Scheduling w/ PCP
- Urgent Care
- Mobile in-home care
- Virtual Care

3. Tracking



1. Outbound from ADT list

2. CUF RN provides ED follow up includes

- Education (resources)
- Scheduling

3. Tracking

		2020	Jan	Feb	Mar	Apr
How did patient decide to ER?	Self-directed	71%	65%	63%	5	
	Advised by Clinical Team	10%	17%	19%	2	
	Advised by Provider	13%	17%	14%	1	
	Other (free text)	5%	2%	4%	1	
Did patient schedule ER follow up?	No	48%	44%	38%	4	
	Yes – more than 3 days	42%	49%	48%	4	
	Yes – at or within 3 days	10%	7%	14%	1	
When did patient go to ER?	Primary Care Hours	31%	37%	31%	3	
	After Hours	69%	63%	69%	6	

RN Care Manager

Access to resources

Continuous improvement

Call Us First RN Team



Stephanie Schlatter, BSN RN
Clinical Nurse Leader



Brestelli, Bryce
Sr Case Mgr RN Hourly



Brown, Laura
RN Care Manager Cert



Clarise, Manka
RN Care Mgr



Collison, Kelsey
RN



DELA ROSA, KATRINA
Ld RN



Gladney, Toya
RN Care Mgr



Guyor, Lindsay
RN Care Mgr



McWilliams, Sara
RN Care Mgr



Olson, Megan
RN



Oliver, Kimberly
RN Care Manager



Ray, Nikki
RN Care Manager



Smith, Emily
RN



Tarbill, Amanda
RN Care Manager



Turner, Julia
RN Care Manager



Workman, Chinatsu
RN Care Manager

Senior Advantage Clinic – Enhanced Urgent Care

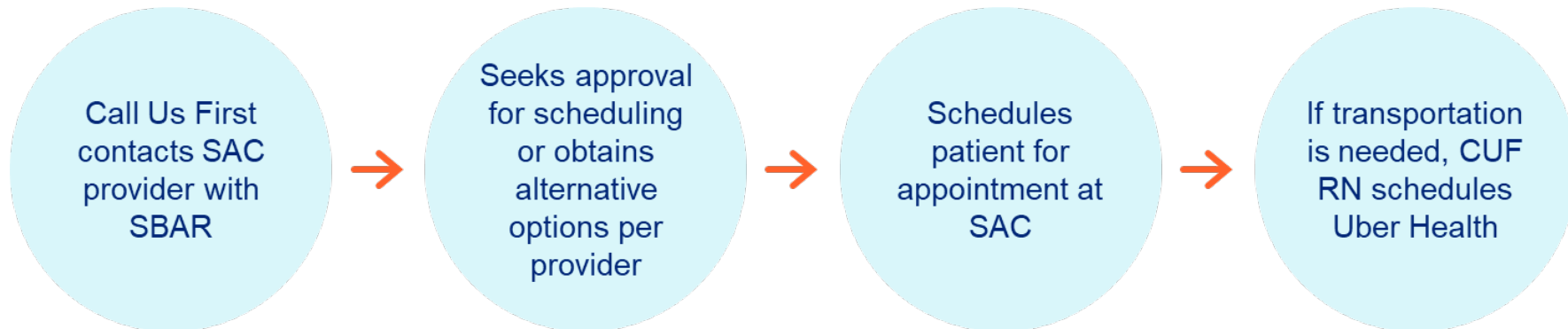
Population: Delegated Medicare Advantage plans

Hours of operation: 7:30 a.m. - 7:30 p.m. (Monday - Friday), 8 a.m. -5 p.m. (Saturday & Sunday)

SAC: Initial target conditions (not a complete list)

- Dehydration, gastroenteritis
- Adult failure to thrive, "dwindles", dementia v. delirium, aka "rule out UTI"
- CHF exacerbation
- Hemodynamically stable atrial fibrillation/palpitations
- COPD exacerbation if a recurrent condition (otherwise FURI)
- DVT anticoagulation initiation
- Initial pneumonia treatment (w/o evidence of sepsis on triage)
- Pyelonephritis (if not referred to FURI)
- Renal lithiasis/AKI
- Abdominal pain/diverticulitis (w/o evidence of ischemic bowel/AAA on triage)
- Fall from standing/multiple injuries (w/o evidence for severe impact mechanism/thinners or ongoing mental status changes on triage)
- Palliative Care patients with acute need for symptoms control or assistance
- Care Gap Crisis, SNF admission (not during initial rollout)
- Other conditions that prevent ER visits

Workflow





Vivify – Remote Patient Monitoring

Population: Delegated Medicare Advantage plans

Hours of operation: 24/7

Workflow



Identification

Vivify team identifies patient for enrollment based on chronic care pathway:

1. CHF
2. CHF + DM
3. Complex Care
4. Complex Care + DM

Daily monitoring and screening questions



Self-management successes leading to graduation criteria
Cc/d to PCP as FYI

CUF

If escalation, Call Us First RN reaches out to triage

Timely Care

Call Us First connects patients, recommends options for right level of care at the right time



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