

MEMBER ADVOCATE PROGRAM

Changing Lives through Health and Hope



WHAT OUR MEMBERS AND PHYSICIANS SAY

"I have not seen any IPA do what [Regal is] doing. It is really helping the primary care physicians and the patients. You care. I think that Mr. B would have ended up back in the hospital and that this program has prevented that re-admission. There has been a major improvement with him."

Ruben Casabar, M.D.

"I wish I would have known about the program sooner. My father's quality of life has definitely improved – not just with his appearance, but also because his blood pressure and glucose have stabilized. I believe Regal has over-delivered on their promise and we are truly grateful."

The son of Abel Becerra, Regal member

"The program definitely exceeded my expectations. I'm glad I discovered this program, because I didn't realize anything like this existed. The fact that they call me to check how I'm doing and if I need anything is something I will always appreciate."

Mary Hays, Regal member

MEMBER ADVOCATE PROGRAM

The Member Advocate Program connects high-need members with the social and medical support and services they need. Non-clinical Member Advocates support the member's transition home and successfully prevent readmission.

The Role of Member Advocates

Member Advocates partner with multidisciplinary care teams to streamline care coordination and enhance patient engagement to improve health outcomes.



PROGRAM SERVICES

Hospital Visit

During the hospital visit, a Member Advocate will schedule a time to visit the member at home after they are discharged and explain how they can help

Home Visits

Member Advocates visit members in their homes soon after discharge.

During the visit, the Member Advocate:

- Reviews post-discharge instructions with the member
- Conducts a social and environmental assessment to help identify needs such as home health and IHSS
- Identifies red flags that could lead to readmission
- Connect the member to their multidisciplinary care team
- Facilitate post-discharge medication reconciliation
- Coordinates transportation to doctors' appointments

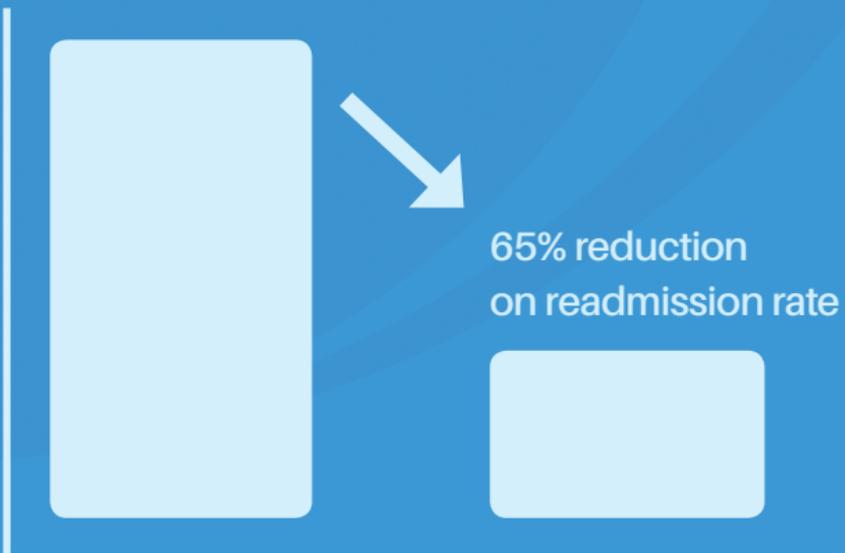


BENEFITS TO HEALTHCARE PROVIDERS

Member Advocates:

- Increase provider engagement
- Improve communication and information sharing between providers, care teams, and hospitals
- Encourage treatment adherence
- Facilitate care coordination
- Accompany members to primary and specialty care appointments
- Develop long-term relations with members
- Encourage health promoting behaviors
- Provide member with important information regarding care post-discharge

The program has reduced hospital readmissions by 65% among members who are visited in the home by a Member Advocate.



JORGE & AMADA'S STORY

Jorge was diagnosed with congestive heart failure and required to undergo triple bypass surgery. The struggles he and his wife, Amada, faced as he recovered were overwhelming. When it seemed that all hope was lost, they met Member Advocate, Grace.

Grace immediately turned their lives around, connecting Jorge to helpful programs and services and introducing him to his nurse case manager, Maricela. Together, they made all of his doctor's appointments, coordinated his medication plan with the pharmacist, organized home health services, and got him a much needed blood pressure monitor.

"Grace's tenacity and immediate impact saved Jorge's life. She was amazing. My daughters and I call her 'Amazing Grace,'" Amada said.

Phone: 844.734.2563
www.regalmed.com
www.lakesidemed.com
www.adoc.us