



# Welcome to our Intensive Home Care (IHC) program

Our team will get to know you and what's important to you — in your healthcare and in your life. Then, we'll offer personalized extra support to help you meet your goals.

## What can I expect from the program?

- Regular visits with your care team — including some in-person home visits and some phone or video visits
- Each visit takes about 30 to 60 minutes, and you'll have at least 1 visit a month — depending on how you're doing, we may recommend visits more often
- At these visits, we make sure you and your caregivers have access to all the services and resources you need to remain safe and comfortable at home

## Who will be involved in my care?

Your care team includes a:

- **Outreach coordinator** to help schedule appointments and check in with you about your needs
- **Nurse practitioner** who provides clinical care at your home and by phone
- **Community health worker** who helps you and your caregivers navigate the healthcare system, access health plan benefits, and advocate for your needs
- **Case manager** to check in with you regularly and coordinate all the different members of your care team
- **Social worker** to make sure you and your caregivers have the social support and resources you need
- **Doctor** who advises and supports the team

We'll also send regular updates to your primary care provider (PCP) and your other doctors so everyone's on the same page.

## How can I get ready for my first visit?

- Gather all your medications and supplements (including injections and inhalers)
- Make sure you have the names and phone numbers of any doctors you're seeing regularly
- Write down any questions you want to ask
- Set up in a quiet, comfortable place where you can talk freely about your health
- Decide if you want anyone to join you for the call — like a family member, friend, or someone else who helps with your health

## How long will I be working with the program?

About 6 months on average, but there's no set time frame. We may talk to you about ending regular visits once your health is stable and you and your caregivers feel comfortable and confident managing your health.

## Questions? Need to reschedule your visit?

Give us a call at **1-855-936-4442** (TTY 711).  
We're here 8:30am to 7pm Eastern time, 7 days a week.



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