



Answers to your questions about the kidney care program

Q: Why is Scott and White Health Plan launching this program for its Medicare Advantage members with CKD or ESRD?

A: Scott and White Health Plan and Baylor Scott & White Quality Alliance are dedicated to improving the patient experience for seniors living with chronic kidney disease (CKD) or end-stage renal disease (ESRD). This program aims to bring comprehensive, high-quality care to members who are living with kidney disease, and to reduce the cost of healthcare.

Q: What is Cricket Health?

A: Scott and White Health Plan is collaborating with Cricket Health, a comprehensive kidney care provider with a personalized, evidence-based approach to managing CKD and ESRD. The Cricket Health multidisciplinary kidney care team includes a nephrologist, nurse, pharmacist, social worker, dietician, and trained peer mentor. This team works in unison with Scott and White Health Plan and the patient's current medical providers throughout the full spectrum of care to manage the patient's condition and help keep them healthy, at home and out of the hospital.

Q: Why would patients of PCPs and nephrologists/other specialists need this supplemental medical service?

A: Scott and White Health Plan believes that patients can benefit from additional, personalized, evidence-based support outside the four walls of their doctor's office. Engaging patients through virtual, in-person, and at-home support supplements the care and treatment plan from PCPs and specialists, and can help patients better manage their condition with the goal of helping them live their best quality of life. Cricket's approach enables patients to make informed decisions and remain engaged throughout their care journey with a team that is accessible online or by phone, in addition to the care they receive from their own doctors.

Q: Is the PCP's/specialist's practice charged for the Cricket services?

A: No. Scott and White Health Plan provides this program at no additional cost to our members or providers.

Q: Is any special action required by the practice to have patients enrolled?

A: No. Eligible patients will receive a letter or email from Scott and White Health Plan and Cricket Health with the invitation to participate in this program along with enrollment instructions. Members can choose to accept or decline the program with no impact on their coverage or benefits. Cricket does accept referrals for eligible patients; however, referrals are not required.

Q: How will Scott and White Health Plan notify nephrologists and PCPs about their patients who qualify for this program?

A: Specialists and PCPs will receive a report on patients' status of enrollment and outreach activities with Cricket Health. The report indicates which patients are participating in Cricket Health's program and which patients are qualified but have not yet enrolled.

Q: How can a provider refer a patient to this program?

A: A provider can refer a patient through either the Baylor Scott & White Quality Alliance case management team or directly using referrals@crickethealth.com. While referrals are appreciated, they are not necessary for program enrollment.

Q: Do Cricket Health medical professionals replace a patient's PCP and specialists?

A: No. Members continue their relationship with their PCP and specialists. The Cricket Health clinical and support teams work collaboratively with a patient's providers to provide supplemental care management services.

Q: What types of services does the Cricket care team provide to PCP's/specialist's patients?

A: Each patient has a dedicated multidisciplinary kidney care team that includes a nephrologist, nurse, pharmacist, social worker, dietitian, and trained peer mentor. This team works in unison to provide supplemental services to a provider's care, such as:

- Helping implement the patient's care plan
- Coordinating care between medical providers
- Answering condition or medication-related questions from patients
- Connecting patients with community resources and peer groups
- Educating patients on renal replacement therapy
- Assisting with wellness and weight management coaching

Cricket Health provides patients with educational content from renowned clinicians on a Cricket Health digital platform. Through this platform, patients are connected to an online community of peer groups and trained peer mentors who can share useful insights about managing kidney disease.

Q: What information do physicians receive about their patients who are engaged with the kidney care program?

A: Cricket keeps physicians informed about their patients by providing updates and actions in four circumstances.

Provider Panel Report: Physicians receive a periodic report on patients' status of enrollment and outreach activities with Cricket Health. The purpose is to inform the physician of which patients are participating in Cricket Health's program and which patients are eligible but have not yet enrolled in the program.

Provider Enrolled Member Progress Note: Physicians receive regular reporting on patient activities, including blood pressure & weight measurements, medication lists, and other general health updates, including ESRD treatment preference, dialysis modality preference, and transplant readiness.

Escalation Notice: When clinically necessary, physicians are immediately alerted if there are any urgent changes in clinical status or sensitive clinical concerns. Physicians will be provided information regarding the sensitive medical situation.

Q: What additional benefits do physicians get from their Cricket Health collaboration?

A: Cricket helps reduce the practice burden of physicians whose patients are in the program. Cricket's multidisciplinary care team and digital platform serve as an extension of nephrology practices between appointments, allowing physicians to be more efficient with their patient/physician in-office visits.

Q: What does the Cricket Health program mean for nephrologists who have a current relationship with other, non-Cricket dialysis facilities?

A: This program will not affect the relationship between nephrologists and any dialysis provider they work with. Cricket's goal is to ensure their efforts support the dialysis provider and patient. Evidence suggests platforms like Cricket's can help reduce complications that commonly occur during dialysis initiation.

Q: Does Cricket's virtual program model have proven results with patient populations?

A: Yes. A study conducted by Cricket Health and Samaritan Health Services in Oregon found that Cricket's virtual care program can improve patient knowledge and effectively educate patients on their condition, help them understand their treatment options and help them avoid starting dialysis at inpatient settings such as a hospital.

Q: Can providers choose to disenroll or can they choose to disenroll their Scott and White Health Plan patients from the Cricket program?

A: Providers will be kept informed about their patients who are engaged with Cricket via periodic reports and are free to choose how much or how little they want to engage with the Cricket program; there is no requirement for provider involvement. Member participation is voluntary, and members can choose to disenroll at any time; however, providers cannot disenroll their patients.

Q: Who can physicians contact with questions about the Cricket program?

A: For patient-specific questions, physicians can contact Cricket directly by calling 888.780.0253 or sending an email to: providers@crickethealth.com. For general information about Scott and White Health Plan's care coordination program with Cricket, providers can contact info@crickethealth.com.