

Provider Fax Blast

Kidney health support program for Medicare Advantage members launches November 11

Scott and White Health Plan is collaborating with Cricket Health to provide patient-centered, multidisciplinary care to our SWHP Medicare Advantage members living with late-stage chronic kidney disease (CKD) and end-stage renal disease (ESRD). The program can support providers with care outside the office to keep patients healthy, at home, and out of the hospital.

An extension of your practice

Cricket Health acts as your eyes and ears with patients between appointments, keeping you informed about your patients' progress and treatment preferences, all without creating an additional burden on you or your practice.

The care model supports Scott and White Health Plan's goals of improving the patient experience, improving outcomes, and reducing costs by identifying kidney disease earlier and managing its progression, preventing complications, and hospitalizations.

Why this service is so beneficial, and how to get patients enrolled

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 and live their best quality of life. Our collaborative program with Cricket Health enables patients to remain engaged with a team that is accessible online or by phone, in addition to the care they receive from their own doctors.

Your Scott and White Health Plan Medicare Advantage members who live with CKD or ESRD may be eligible for this program. You can refer patients 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. 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.

Once enrolled, each patient's personal care team includes a nurse, dietician, social worker, pharmacist and mentor. The Cricket Health care team can:

- Help implement your care plan.
- Answer condition- or medication-related questions.
- Connect your patient with community resources, if needed.
- Coordinate care between you and your patient's other doctors.
- Educate your patient on renal replacement therapy options.
- Provide wellness and weight management coaching.

To learn more about how the Cricket program can benefit your practice, email Cricket Health at providers@crickethealth.com, or visit www.crickethealth.com/SWHPproviders