

# Information on the Landmark Program

## FOR COMMUNITY PROVIDERS

### Who is Landmark?

Effective October 7<sup>th</sup>, 2021, Scott and White Health Plan has teamed-up with Landmark to provide members with access to home-based care for their BSW SeniorCare Advantage patients in the North, Central, and Greater Austin regions.

Landmark Health and its affiliated medical groups (Landmark) is a healthcare company designed to support patients with complex, multimorbid conditions. Landmark partners with health plans and care delivery systems to bring high-touch, longitudinal care to their frailest members, in coordination with community providers and resources.

Through the Landmark program, members receive provider house call visits. Landmark offers routine, urgent and post-discharge visits, in addition to 24/7 phone availability and care coordination.

Landmark's clinical teams communicate findings back to the primary care provider (PCP) and reinforce the PCP's care plan in the home. This collaborative care model helps treat patients in place, address behavioral and social determinants of health, and integrates palliative care and end of life planning into the longitudinal care of high-risk patients.

### Who is part of the Landmark medical team?

The Landmark Complexivist® care team augments PCP office-based care as a local interdisciplinary team that consists of medical doctors (MDs), advanced practice providers (APPs), behavioral health specialists, social workers, nurse care managers, dietitians, pharmacists, care coordinators, and healthcare ambassadors. Complexivists® are providers specially trained in caring for older adults with multiple chronic conditions, and in end-of-life care conversations and management.

### Does Landmark act as the primary care provider?

Landmark does not take the place of patients' PCPs. Rather, this program helps support the great work of primary care by extending your expertise in the home - bringing awareness to root causes and failure points that are not always visible in an office setting. Landmark providers are a safety net to PCPs and patients when your office is closed.

## How does a patient's PCP benefit from this program?

As a strategic partner, Landmark can operationalize the PCP plan of care and continue management in the home. Landmark provides focused feedback to the PCP and ensures the PCP's plan is occurring without many prolonged clinic visits. This frees up the clinic day for other, less complicated patients.

For patients with polychronic conditions, many PCP visits are reactive, at the time of acute illness. This focuses most of PCP time with the patient on managing exacerbations rather than preventative care. Landmark is available 24/7 to prevent or treat an exacerbation as it is just starting. This minimizes exacerbation frequency and hospitalizations and allows for more PCP visits with focus on preventative care and chronic care medical management. This ultimately results in better long-term outcomes for patients and slowed progression to secondary conditions.

Landmark providers can support patients in their home post-discharge, after hours and in urgent situations. Landmark pharmacists, behavioral health specialists, social workers, and dietitians can offer recommendations based on their knowledge of the patient and their area of expertise.

## How do patients qualify for this program?

Scott and White Health Plan will identify eligible members based on their current health state, number of chronic conditions, and complex health needs. All Landmark patients have multiple chronic health conditions, and many also face social and behavioral barriers to health. You will receive a letter with a list of eligible patients on your panel monthly when these services become available to them.

## Is enrollment in the Landmark program optional for patients?

Yes. Scott and White Health Plan identified patients who, based on their complex health needs, will benefit from participating in this program. PCPs also have the advantage of Landmark support; Landmark providers will partner with PCPs on member's care. Our recommendation is for patients to take advantage of this service for an extra layer of support – which has been proven to reduce hospitalizations and readmissions among the targeted Medicare population. Patients who choose not to engage with Landmark will remain eligible. Patients can opt-out of home-based care once enrolled at any time.

