

Monogram Health: Frequently Asked Questions

Commercial Fully Insured, Tufts Health Direct

Point32Health, the parent company of Harvard Pilgrim Health Care and Tufts Health Plan, is collaborating with Monogram Health to expand its in-home chronic kidney disease (CKD stages 3b-5) and end-stage renal disease (ESRD) provider and care management services for commercial fully insured members, to include Tufts Health Direct members effective Jan. 1, 2024. Monogram Health is a leading value-based provider of in-home nephrology, primary care, and benefit management services for individuals with CKD and ESRD.

What are the program goals?

Monogram Health provides individuals with high-touch, in-person and virtual care through an interdisciplinary care team of physicians, advanced practitioners, pharmacists, dieticians, registered nurses, and social workers. Monogram RN and LCSW care managers visit with members in the home several times a year to ensure the members have a care plan and are working towards a healthier life. The program goals include:

- Enhancing the member experience
- Improving health outcomes
- Addressing the rising risk associated with this population
- Addressing Social Determinants and Health Inequities with a focus on underserved communities

What will Monogram Health communicate to providers?

Monogram Health will send letters to PCPs and Nephrologists to announce the expansion to Tufts Health Direct. For members who participate in the program, Monogram Health will share with the members' providers individualized care plans and observations derived from in-home visits. This information will include the following:

- Medications and OTCs that the member has on-hand
- Post-discharge treatment plans
- Social determinants of health barriers to care such as transportation issues, food, or basic needs insecurities
- Bio-metric tracking for co-morbidity management
- Specialist referrals

How are members identified for participation in this program?

Our collaboration with Monogram aims to identify and address CKD earlier, by leveraging advanced analytics, multidisciplinary medical management, and industry expertise. Through Monogram's algorithm, Harvard Pilgrim (in MA, ME, and NH) and Tufts Health Plan (in MA and RI) commercial fully insured members are identified and invited to participate in the program. Monogram Health will begin outreach to eligible Tufts Health Direct members in November to schedule visits beginning in January 2024.

Can a provider or care manager refer a member to the program?

The targeted population is identified through an algorithm based on criteria that identifies members eligible for the program. As a result, neither providers nor care managers can refer members to these services.

Can a member self-refer/enroll in the program?

The targeted population is identified through an algorithm based on criteria that identifies members eligible for the program. As a result, members not identified through the algorithm cannot self-refer/enroll in the program.

Can a participating member disenroll from the program?

Participation in this program is voluntary. If a member no longer wants to participate in the program, the member can contact Monogram Health directly at 1-855-212-2273 between the hours of 9 a.m. to 6 p.m. ET (Monday-Friday). Monogram Health will ensure a smooth transition.

Will member cost sharing apply?

There is no cost for members to participate in the care management program. Covered benefits provided by or arranged by Monogram will be subject to applicable member cost sharing as indicated in the member's plan documents.

Who should I contact for more information?

If you have questions or would like more information, please contact Monogram Health:

- Website: <https://www.monogramhealth.com/>
- Monogram Health's Provider Service:
 - Hours of Operation: 9 a.m. to 6 p.m. ET (Monday-Friday)
 - Phone: 1-855-529-2778
 - Email: PCPservices@monogramhealth.com