



# Guided Living Voice

A PROGRAM THAT CAN HELP MEMBERS NAVIGATING THE COVID-19 CRISIS

Vital Decisions seamlessly extends its telehealth clinical services, supporting the individuals most vulnerable during the COVID-19 pandemic -- directly in the home.

Health plan partners can activate core Vital Decisions resources to create a scalable outreach and support program. Our advanced algorithms identify the most appropriate at-risk members and our Care Alignment Coordinators activate telephonic outreach.

As part of the intervention, Coordinators assess well-being and unmet needs, intervene to support alignment of care with goals and values, provide compassionate support, answer questions, and direct members to local resources and services available through the health plan.

For individuals coping with serious illness, the COVID-19 outbreak presents magnified and interdependent challenges. Compromised immune systems limit access to care. Social distancing increases anxiety and depression. Lapses in care or communication with the member can increase the likelihood of acute care visits.

## Proactive Clinical Telehealth Intervention

Our clinical experts act as compassionate and personal guides for individuals coping with serious illness and their caregivers. Our services focus on ensuring individuals goals and values remain at the center of their health care experience and decision-making during critical times.

In the face of the COVID-19 outbreak, our Care Alignment Coordinators are trained to:

- Educate members about the COVID-19 virus, symptoms and best practices
- Assess members' well-being - how they are feeling physically and emotionally
- Ease anxiety and the effects of social isolation
- Refer members, as warranted, to Behavioral Health programs, Care Management programs, and in-home services available through the health plan
- If a member desires medical treatment, connect them to appropriate local and health place resources (e.g., Teladoc/AMWell, Primary Care Physician, local urgent care) to assess medical necessity for care
- Gently explore willingness to document an Advance Directive and provide access to My Living Voice digital Advance Care Planning platform
- Identify any new barriers to care (e.g., access, Rx costs, social determinants) or unmet needs

## Who is Best Served



Individuals identified by Vital Decisions' Identification Algorithms or via health plan algorithm or direct referral.



Identified individuals are those with multiple chronic conditions and/or elevated risk of high medical utilization or those meeting other specified health criteria.



Clinical experts work with individuals via phone or video conferencing to assess risk and determine if referral to other resources is necessary.

## The Guided Living Voice Team

As behavioral health experts and behavior change professionals, Vital Decisions Care Alignment Coordinators empower individuals with serious illness and those caring for them to be active in their health care decision making.

- > Minimize the demands on overburdened hospital systems
- > Minimize unnecessary risk of exposing patients to the highly infectious virus
- > Allay fear and guide to appropriate resources
- > Empower person-centered care aligned with goals and values
- > Increase communication across the provider team
- > Ensure Advance Directives are in place for the most vulnerable