



# Home Health Care

Positively impacting recovery while managing utilization, appropriateness and cost of care.



## **Did You Know?** directDME offers a comprehensive, national Home Health Care program that effectively controls utilization and manages quality of care.

With a national network of credentialed providers and clinical oversight, directDME's program ensures consistency and appropriateness of care. The complexity of coordinating multiple services is reduced with directDME's full spectrum of service offerings. directDME's Home Health Care and ancillary services include:

- RNs, LPNs, CNAs, High Tech Skilled Nursing, Home Health Aides, Companion Care and Sitters
- Physical Therapy, Occupational Therapy, Speech Therapy
- Respiratory Therapy
- Infusion Therapy
- Catastrophic Care

## **Did You Know?** directDME uses evidence-based clinical pathways to monitor and guide clinically appropriate utilization of Home Health Care and ancillary services.

directDME uses a scientifically based approach and experienced staff to evaluate and monitor care. Using expert analysis and integration with industry-standard evidenced-based guidelines, inappropriate levels and duration of care are identified early. Defensible recommendations are reported to the adjuster and case manager for review and consideration. Through a collaborative effort, this feedback provides supportive, medically-based information to adjust the intensity and volume of care as well as the appropriate type of care. Better control over the use of home care services and associated medical products helps ensure claimants receive quality care and directly impacts return to work efforts.

## **Did You Know?** directDME's Home Health Care staff consults with the adjuster and case manager and forms a team to develop an appropriate care plan addressing the holistic needs of the claimant.

Adjusters and case managers are armed with comprehensive information to positively impact return to work efforts and cost containment. The administrative burden is reduced and effective decisions can be made when actionable timely information is provided on a monthly basis and with every significant file event. The consultative nature of this relationship enables the use of integrated resources, keeps all parties informed and allows everyone to share important information to make informed, timely decisions.

## **Did You Know?** directDME's Home Health Care program addresses rapidly increasing medical claims costs and rising severity of claims.

Research shows that 72% of Home Health Care costs are driven by diagnoses with a frequency rate of less than 5%. Costs are primarily generated by unmanaged long-term utilization due to severe and chronic conditions. Now more than ever, it is important to utilize directDME's diagnosis-based monitoring and coordination of services to manage the right type, duration and cost of care.

## **Did You Know?** directDME's Home Health Care program is backed by service promises that ensure first-rate delivery standards are met.

Clients can expect premier service that is managed strictly to service standards created to match the client's needs.

- The initial start of care evaluation will be completed on the scheduled day. If the initial start of care assessment is not completed on the scheduled day, it will be completed by the next business day at no charge.\*
- The correct type of service (RN, LPN, HHA, etc.) will be provided as ordered. If the incorrect type of service is provided at any time, there will be no charge for that appointment and the next appointment.\*

### **Placing an Order is Easy**

**Toll-free:** Call our toll-free number to reach a customer service representative **877-496-7461**

**Fax:** Fax the order or prescription toll-free to **888-219-6588**

**Email:** Email order information to **homehealth@directdme.com**

**Web:** For more information, visit us at **www.directdme.com**