

## Aspire Health for NJ FamilyCare members in need of palliative care

**Background:** Amerigroup Community Care works with Aspire Health\* to provide in-home and virtual palliative care services to our members facing advanced illness.

### What is Aspire?

Aspire offers a solution to the fragmented and expensive care that patients so often experience during the last chapter of life. By working with community physicians to enroll and serve these vulnerable patients in their homes, Aspire helps patients increase their overall comfort, increase their satisfaction with both their PCP and their health plan, and minimize the risk of unnecessary or unwanted hospitalizations.

### Who uses Aspire?

The typical Aspire patient is usually a physician's sickest with high utilization costs. The typical Aspire patient confronts multiple illnesses, such as chronic heart failure, chronic obstructive pulmonary disease, advanced cancers, dementia, geriatric frailty, chronic or end-stage renal disease, chronic liver disease, cerebrovascular accidents, and other neurological illnesses. They may see multiple providers or frequently seek care in emergency rooms and hospitals. The majority of these patients receive care that is both high-cost and low-value, often resulting in frequent hospitalizations for uncontrolled symptoms and/or exacerbations of chronic disease. They may have limited family support or have family caregivers with their own health concerns.

### How does Aspire help patients?

The Aspire team works to align medical care with a patient's goals and values. Through patient and caregiver education, and expert symptom management with an interdisciplinary team accessible 24/7, Aspire enables patients to avoid unnecessary emergency department visits and hospitalizations.

### How does Aspire help providers?

Aspire's model is built around a philosophy of co-management. After each Aspire visit, a patient's PCP and pertinent specialists receive a clinical visit summary via secure eFax to facilitate coordination of care. Aspire's local clinical leadership is available to communicate with providers around the clock.

### What if I need assistance?

For more information or to refer one of your patients to the Aspire program, please call Aspire's 24/7 Patient and Referral Hotline at **877-702-6863** or visit [aspirehealthcare.com](https://aspirehealthcare.com). If you need further assistance, contact your local Provider Relations representative or call Provider Services at **800-454-3730**.

\* Aspire Health is an independent company providing in-home health care services on behalf of Amerigroup Community Care.