



At HomeSM

Overview of Humana Chronic Care Program (HCCP), Transitions and Special Needs Plan (SNP) Care Management Services

Humana has expanded its complex chronic care management services to help members with complex care needs navigate the health care system. The three services outlined below utilize an interdisciplinary team that provides individualized health coaching and motivational support to prevent unnecessary hospitalizations and improve health and well-being.

Health care providers may refer a qualifying Humana member to any of the below complex chronic care management programs by contacting Humana At Home at **1-800-432-4803** from 8:30 a.m. to 5:30 p.m. EST.

Health care providers may also direct Humana members to call **1-800-432-4803** from 8:30 a.m. to 5:30 p.m. EST to learn if they are eligible to enroll.

Humana Chronic Care Program (HCCP)

- Members who have chronic conditions or functional limitations receive ongoing one-on-one care management, including health education, help with housing, transportation to appointments and community resources.
- Support is provided by phone, video or through home visits, as well as in-home technology and intermittent personal caregiving.

Transitions Care Management

- Care management services are provided for 30 days after a hospital or subacute discharge in an effort to reduce unnecessary hospitalizations and emergency room visits.
- Care managers visit the member in the facility or home, coordinate care with the member's primary care physician and provide telephonic support.
- After 30-days, the member may be transitioned to the Humana Chronic Care Program or other resource for ongoing support.

Special Needs Plan (SNP) Care Management

- Humana provides care management services as part of its Chronic Condition and Dual Eligible Special Needs Plans.
- New applicants into a Humana Chronic Condition program are required to obtain a written attestation of their condition by their physician within 30 days of enrollment or risk disenrollment from the plan.