

Information on the Landmark Services

FOR COMMUNITY PROVIDERS

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Who is Landmark?

As of October 7, 2021, Baylor Scott & White Health Plan has partnered with Landmark to provide members with access to home-based care.

Landmark Health and its affiliated medical groups (Landmark) is a healthcare company designed to support patients with complex, multimorbid conditions. Landmark partners with health plans and care delivery systems to bring high-touch, longitudinal care to their frailest members, in coordination with community providers and resources.

Through Landmark, members receive provider house call visits. Landmark offers routine, urgent and post-discharge visits, in addition to 24/7 phone availability and care coordination.

Landmark's clinical teams communicate findings back to the primary care provider (PCP) and reinforce the PCP's care plan in the home. This collaborative care model helps treat patients in place, address behavioral and social determinants of health, and integrates palliative care and end of life planning into the longitudinal care of high-risk patients.

Where does Landmark operate?

Landmark will provide services to Baylor Scott & White Health Plan members in the North, Central, and Greater Austin regions of Texas. Landmark is a national healthcare company, with neighborhood mobile provider groups providing care in the member's home.

Through which health plans are Landmark services offered?

Landmark's services are being offered to eligible complex Baylor Scott & White Health Plan members through their BSW SeniorCare Advantage plan coverage. Baylor Scott & White Health Plan-covered patients with special needs plans are not eligible.

Who is part of the Landmark medical team?

The Landmark Complexivist® care team augments PCP office-based care as a local interdisciplinary team that consists of medical doctors (MDs), advanced practice providers (APPs), behavioral health specialists, social workers, nurse care managers, dietitians, pharmacists, care coordinators, and healthcare ambassadors. Complexivists® are providers specially trained in caring for older adults with multiple chronic conditions, and in end-of-life care conversations and management. Landmark's team is designed to help PCPs close quality gaps and amplify PCP care through urgent acute interventions, routine visits and thorough documentation – while giving patients maximum access to quality care that is aligned with their health goals.

Does Landmark act as the primary care provider?

Landmark does not take the place of patients' PCPs. Rather, these services help support the great work of primary care by extending your expertise in the home - bringing awareness to root causes and failure points that are not always visible in an office setting. Landmark providers are a safety net to PCPs and patients when your office is closed. Landmark follows patients across the healthcare delivery system to ensure adherence to your care plan.

How will Landmark affect PCP billing?

Because Landmark is not a fee-for-service provider, their contact points can be complementary to – and not competitive with – PCPs. Your billing and patient interaction remain the same, such as with routine wellness visits. Landmark is offered at no cost to your patients as an extra dimension of support to the care you provide.

How will Landmark contact primary care providers?

After Landmark's first visit to the patient's place of residence, the Landmark provider will try to reach you by phone. All Landmark visits are followed-up by phone, direct message or mail – including a Post Home Visit Summary and Continuity of Care Document. The value of this Landmark services depends on strong communication and collaboration among the PCP, the PCP's care management staff, and the Landmark provider and Complexivist® care team.

How are updates and changes in a patient's health communicated?

The Landmark provider and care team directly notifies the PCP office about any changes in a patient's status, disease progression or medication usage. Although Landmark providers may have questions or recommendations about a patient's medications or conditions, they will consult with the PCP before making changes, except in urgent situations.

How does a patient's PCP benefit from Landmark services?

Patients in the Landmark cohort have multiple, complex, comorbid conditions, often 6 or more, which require focus and management. As a PCP, these patients often require hour-long visits to address their needs. As a strategic partner, Landmark can operationalize the PCP plan of care and continue management in the home. Landmark provides focused feedback to the PCP and ensures the PCP's plan is occurring without many prolonged clinic visits. This frees up the clinic day for other, less complicated patients.

For patients with polychronic conditions, many PCP visits are reactive, at the time of acute illness. This focuses most of PCP time with the patient on managing exacerbations rather than preventative care. Landmark is available 24/7 by phone. Landmark providers can help prevent or treat an exacerbation sooner, minimizing exacerbation frequency and hospitalizations and allowing for more PCP visits to

remain focused on preventative care and chronic care medical management. This ultimately results in better long-term outcomes for patients and slowed progression to secondary conditions.

Landmark providers can support patients in their home post-discharge, after hours and in urgent situations. Landmark pharmacists, behavioral health specialists, social workers, and dietitians can offer recommendations based on their knowledge of the patient and their area of expertise.

How do patients qualify for Landmark?

Baylor Scott & White Health Plan will identify eligible members based on their current health state, number of chronic conditions, and complex health needs. All Landmark patients have multiple chronic health conditions, and many also face social and behavioral barriers to health. You will receive a letter with a list of eligible patients on your panel monthly when these services become available to them.

Is enrollment in Landmark services optional for patients?

Yes. However, our recommendation is for patients to take advantage of this service for an extra layer of support – which has been proven to reduce hospitalizations and readmissions among the targeted Medicare population. Baylor Scott & White Health Plan identified patients who, based on their complex health needs, will benefit from opting into Landmark services. PCP's also have the advantage of Landmark support; Landmark providers will partner with PCPs on member's care. Patients who choose not to engage with Landmark will remain eligible. Patients can opt-out of home-based care at any time.

How does Landmark contact patients who are eligible?

Landmark and Baylor Scott & White Health Plan will send eligible patients an introduction letter that describes Landmark services and lets them know that a Landmark representative will call to schedule a visit. The letter also provides contact information that the patient can use to get additional information about Landmark and/or schedule an appointment on their own. The letter specifies that patients will continue seeing their regular primary care provider as well as specialists and/or covered home health or ancillary services.

How does a PCP contact Landmark to discuss a shared patient?

PCPs can call Landmark's provider line at 1-833-874-2581 to request an in-service for their office staff, discuss patient care, or receive an updated list of eligible patients on your panel.

