

Homespire FAQs

New Intermountain Healthcare service launching May 1, 2018!

Intermountain is partnering with Lifesprk to create a new company called Homespire using a whole person senior care model with private-pay home care capabilities (called Life Care) and more to help us transform care in Utah for seniors, families, and caregivers.

Why are we doing this?

- To help seniors and families remain in their homes longer, living healthy independent lives.
- To fill the gaps in community support for seniors and families.
- To provide ongoing continuity of Intermountain care deeper in the community.
- To increase support to families caring for their older loved ones.
- To give you added support in the community to implement care plans, improve outcomes, and spark lives!

What is this Life Care model?

- Life Care is a person-centric approach for providing ongoing proactive support and guidance to adults and their families at home, or wherever they call home, that starts with a Discovery to learn the client's personal goals across all 7 elements of wellbeing, then develops a Life Plan that incorporates all the priorities, including the health care issues, to achieve the person's goals.
- The key to the model's success is the Life Care Manager, a registered nurse, who provides ongoing guidance, care coordination, and support.
- The model goes beyond traditional home care by working to reduce the need for care, lower long-term care costs, and spark lives with proven results. Individual client outcomes are measured over time, reducing ER visits by 47.8% and hospitalizations by 56.8% (*Source: 2017 data*).

What services will be available?

- Life Care Management: (see more on Life Care Manager on next page)
 - All clients are assigned a dedicated Life Care Manager (RN) who:
 - Performs free Discovery Consultation to help identify all options to achieve client goals.
 - Creates whole-person Life Plan including health goals as well as purpose, passion, identity, and other goals, addressing social determinants of care.
 - Regularly provides phone and in-home visits for ongoing coordination and continuity of care across all settings.
 - Oversees in-home caregiving and provide medication management not covered through skilled services.
 - Provides ongoing coordination of care and wellbeing, including Homespire wishes.
- Private-pay caregiving – home health aide/homemaker including:
 - Companionship
 - Bathing assistance
 - Light housekeeping
 - Dressing and grooming
 - Shopping & errands
 - Dementia care
 - Meal preparation
 - Transportation
 - Walking/mobility
 - Live-in

Why are we partnering with Lifesprk?

- Intermountain does *not* currently possess several of the core competencies for this specific business.
- We did an extensive national search evaluating potential non-medical home care partners and determined Lifesprk to be the best partner because of their shared values, innovative approach, and ability to serve our entire service area.

How is a Life Care Manager different than an Intermountain Care Manager?

- Life Care Managers (LCMs) work in the community using a whole person approach to build long-term relationships with seniors and their families to catch little issues early to improve wellbeing.
- Regardless of a client's eligibility for different Intermountain programs or services, LCMs provide ongoing continuity of care, regularly visiting the client at home, gaining deep client knowledge, and coordinating care and services across all settings and for all issues, not just health. LCMs proactively identify issues and the need to escalate services including the need to re-engage other Intermountain services, including care management.
- When a client has an Intermountain Care Manager or other provider involved, the LCM proactively coordinates and adjusts efforts to prevent duplication of care.

Do we have to offer choice for private-pay services?

- We will always honor choice. If a client has a preferred choice, we will honor it. However, Intermountain legal has reviewed this and found that the choice regulations do not apply to private-pay services.
- Our goal is to provide a seamless experience for our Intermountain Healthcare clients, and when they do not have a preference, we'd like Homespire to be the preferred choice.

How will the services be paid for?

- These services will be offered as private-pay services paid for by the client or family.
- Most Long-Term Care insurance policies will pay for these services, however coverage varies by policy.
- Our goal in the future will be to have other payment mechanisms such as offering the services as a Medicare Advantage benefit, contracting with Medicaid and waiver programs, contracting with healthcare providers who are at financial risk for certain populations to pay for the services for their members, and some form of charity care.

How much will this cost?

- One of the major differentiators for Homespire is that it is a model designed to help people reduce the need for care, which lowers their costs. As a result, Homespire clients typically spend about half the average monthly in-home costs, which in Utah are \$4,576 (*Source: Genworth Cost of Care for Utah, 2017*).
- We are finalizing the local market prices and will share more during our launch educational meetings. Nationally, prices for the non-medical services cover a wide range but most are between \$25-\$37 per hour. The Life Care Manager services are bundled in a flat monthly fee.
- Homespire will offer free 24/7 Navigation and education services to all seniors and families regardless of income – this will be a very helpful resource for our community.
- Every senior regardless of income can have a free Discovery Consultation to learn all their options for community-based support, including services beyond what the new joint venture will provide.

Who do I call if I have more questions?

- Homespire:
Main: 801-503-3200
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