

Essential Elements of Medi-Cal Palliative Care Services: Education and Engagement Materials for MCP Members and Families

This resource is part of “Section D: Define (or refine) strategies to identify and engage MCP members” of the California Health Care Foundation publication *Essential Elements of Medi-Cal Palliative Care Services: Tips and Tools for Medi-Cal Managed Care Plans and Palliative Care Providers*.

Medi-Cal managed care plans and their palliative care provider partners shared information from their programs for this guide, including internal policies and procedures. CHCF is grateful for this leadership and willingness to contribute for the benefit of more people whose health and lives can be improved with high-quality palliative care.

Medi-Cal managed care plans (MCPs) and palliative care providers work together to inform patients and families about palliative care (PC) and what it offers them. Here are examples of materials in a range of formats used by California MCPs and PC providers.

MCP AND PC PROVIDER PROMOTIONAL MATERIALS

- Postcard from Aspire Health (PC provider)
- Patient handout from L.A. Care Health Plan (MCP)
- Trifold brochure from Snowline (PC provider)



Aspire Health

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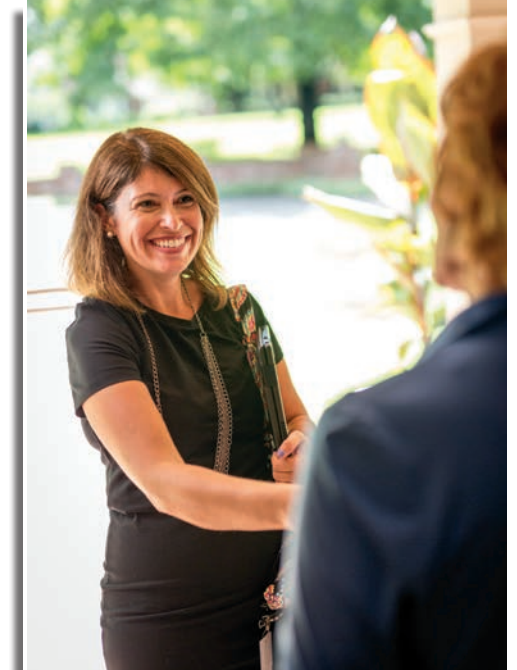
**“Being there when you need us,
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is our passion and our privilege.”**

All at **NO** cost to you!

Call Aspire today at (844) 735-1418

Aspire is a doctor's office that provides old fashioned house calls. Our services include:

- Nurse practitioners/physician assistants who see you in the **convenience of your home.**
- Developing a care plan to ensure **you receive health care the way you want it.**
- **Help managing symptoms** and **monitoring changes** in your health.
- **Ordering tests** and **prescribing medicine.**
- Access to a team of clinicians **24 hours a day.**
- **Communicating** and **working** with your current doctors.



For All of L.A.

Extra Support for People with Serious Illness: How Palliative Care Helps

L.A. Care offers support to very sick people and their family. We can help them cope with the symptoms and stress of being ill. This support is called “palliative care”. You can keep getting other types of care while also getting palliative care. The goal is to help you feel better and live as well as you can.

L.A. Care’s palliative care team can help you with:

- ✓ Pain
- ✓ Breathing problems
- ✓ Loss of appetite
- ✓ Spiritual needs
- ✓ Worries about job or family
- ✓ Nausea
- ✓ Feeling tired
- ✓ Trouble sleeping
- ✓ Feeling sad or stressed

Who can get palliative care?

Adults and children who are very ill can get palliative care.

- ⌘ Congestive Heart Failure (CHF)
- ⌘ Chronic Obstructive Pulmonary Disease (COPD)
- ⌘ Advanced Cancer (Stage III or IV)
- ⌘ End Stage Liver Disease
- ⌘ Other serious illnesses

Children with a disability or illness who need long-term care can also get palliative care.



When and where do I get palliative care?



Palliative care is given during serious illness. Speak with your health plan to learn more about where you can get this type of care.

Your palliative care team may include:

- ⌘ Doctors
- ⌘ Nurses
- ⌘ Social Workers
- ⌘ Chaplains
- ⌘ Other health professionals

This team will work with your doctor to help meet your health care needs.

Who pays for palliative care? What is covered?

People who have joined a Medi-Cal plan can get palliative care. Call L.A. Care’s Member Services Department at **1.888.839.9909** or TTY **711** to get connected to our palliative care program.

Free language assistance services are available. Call L.A. Care <888-839-9909> (TTY 711) 24 hours a day, 7 days a week, including holidays. The call is free. For more information, please visit our website at www.lacare.org.

L.A. Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

English: Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at **1-888-839-9909 (TTY 711)**, 24 hours a day, 7 days a week, including holidays. The call is free.

Spanish: Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al **1-888-839-9909 (TTY 711)**, las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.

Chinese: 提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他格式的資訊，或輔助援助和服務。請致電 L.A. Care 電話 **1-888-839-9909 (TTY 711)**，服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。



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Supportive Care



Yes, you can...



You can

have

Quality of Life

in times of
serious illness.

Supportive Care

is here for *You*

Snowline,

Leading the way, providing trusted

Care
for 40 years.

What is Supportive Care?

Supportive Care is specialized, in-person medical care for people living with a serious illness.

This type of care is focused on providing relief from the symptoms and stress of the illness.

The goal is to improve quality of life for both you and your family.

Supportive Care is provided by a specially-trained team of doctors, nurses and other specialists who work together with a patient's current doctors to provide an extra layer of support. Supportive Care can be provided alongside of curative treatment.



Supportive Care
Here for *You*



Pain & Symptoms Management

We collaborate with your physician to manage symptoms, pain, and stress of a serious illness.

24 / 7 / 365

Every hour, every day.
Support for you and your family.

Quality of Life

More time for the things you enjoy!

Relief

We provide you with an extra layer of support by working with your doctor, so you and your family have time for what matters most.

Navigation

Feel empowered with our experience of navigating the health care system and community resources.

High Patient Satisfaction

98% of our patients and families would recommend our service.



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of
Quality Care

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