



Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

Nonclinical, transitional care program for Medicare Advantage members

For Medicare Plus BlueSM and BCN AdvantageSM

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Program overview

Blue Cross Blue Shield of Michigan and Blue Care Network contracted with naviHealth, Inc. to implement a nonclinical, transitional care program to help reduce avoidable inpatient readmissions.

This program is available to Medicare Plus BlueSM and BCN AdvantageSM members who are discharged from inpatient facilities to one of the following settings:

- Their homes either in Michigan or outside of Michigan
- Certain post-acute care facilities in Michigan. (See the list of participating facilities later in this document.)

How the program works

naviHealth staff support these members for up to 30 days after discharge from inpatient facilities.

With each interaction, naviHealth staff members introduce themselves to the member, using their name and licensure (if applicable) and the naviHealth name.

Timing	Details
Prior to discharge from an inpatient facility	naviHealth navigation specialists work with each member to: <ul style="list-style-type: none"> • Discuss their current health and whether he or she feels ready to be discharged. • Identify social determinants of health through naviHealth’s proprietary technology. • Address barriers to continuity of care. The navigation specialists share this information with the naviHealth patient navigator who is assigned to the member for post-discharge care.

Timing	Details
<p>After members leave inpatient facilities</p>	<p>naviHealth patient navigators work with each member to:</p> <ul style="list-style-type: none"> • Review their discharge needs. • Provide education to achieve better outcomes based on the discharge plan. • Create a plan to address any health barriers. • Assist in overcoming barriers that were identified prior to discharge. This may include scheduling appointments, coordinating care or connecting members to community resources to address social determinants of health. • Assist with medication adherence. <p>If the patient navigator has concerns about a member, he or she may reach out to the member's health care provider.</p> <p>Note: Patient navigators are commonly known as community health workers. These naviHealth staff members are trusted, knowledgeable frontline personnel who typically reside in or near the communities they serve.</p>

Participating post-acute care facilities

This program is available to members who are discharged to the following post-acute care facilities:

- Aerius Health Center
- Allegra Nursing and Rehab
- Allegria Village
- Allisonville Meadows
- Altenheim Health and Living Community
- Aspen Trace
- Beaumont Health and Rehab Center
Common
- Belle Fountain Nursing and Rehabilitation
Center
- Bethel Pointe Health and Rehabilitation in
Muncie
- Brickyard Healthcare Woodlands Care Center
- Caretel Inns of Brighton
- ProMedica Skilled Nursing and Rehabilitation
of Canton
- ProMedica Skilled Nursing and Rehabilitation
of Dearborn Heights
- ProMedica Skilled Nursing and Rehabilitation
of Grosse Pointe
- ProMedica Skilled Nursing and Rehabilitation
of Oakland
- ProMedica Skilled Nursing and Rehabilitation
Sterling Heights
- ProMedica Skilled Nursing and Rehabilitation
of Briarwood
- Regency at Bluffs Park
- Regency at Canton
- Regency at Chene

- Carmel Health and Living Community
- Carriage House Nursing and Rehab
- Chelsea Retirement Community
- Coventry Meadows
- Creekside Health and Rehabilitation Center
- Creekside Village
- Evergreen Health and Living Center
- Four Chaplains Nursing Care Center
- Four Seasons Rehabilitation and Nursing
- Fraser Villa
- Great Lakes Rehab Center
- Harbour Manor Health and the Lodge
- Heritage Park Fort Wayne
- Hickory Ridge of Temperance
- Livonia Woods Nursing and Rehabilitation
- Lourdes Senior Community
- Maple Woods Manor
- Marwood Manor
- MediLodge of Capital Area
- MediLodge of Milford
- MediLodge of Monroe
- MediLodge of Montrose
- MediLodge of Okemos
- MediLodge of Port Huron
- MediLodge of Shoreline
- Millers Merry Manor Wakarusa
- Northwest Manor Healthcare Center
- Notting Hill of West Bloomfield
- Novi Lakes Health Campus
- Orchard Grove Health Campus
- Pomeroy Living Rochester Skilled Rehabilitation
- Pomeroy Living Sterling Skilled Rehabilitation
- Regency at Grand Blanc
- Regency At Shelby Township
- Regency at St Clair Shores
- Regency at Waterford
- Regency Healthcare Centre
- Regency on the Lake
- Rivergate Health Care Center
- Rivergate Terrace
- Rosegate Village
- Shelby Nursing Center
- SKLD Bloomfield Hills
- SKLD Livonia
- SKLD West Bloomfield
- SKLD Whitehall
- South Lyon Senior Care and Rehab Center
- Symphony Applewood
- Symphony of Chesterton
- Symphony of Crown Point
- Symphony of Dyer
- The Lodge at Taylor
- The Rivers Grosse Pointe
- The Springs of Lafayette
- The Terrace at Solarbron
- The Village at Hamilton Pointe
- The Village of East Harbor
- Transitional Care Unit McLaren Lapeer Region
- University Heights Health and Living Community
- Villa at City Center
- Villa at Traverse Point
- Wellbridge of Clarkston
- Wellbridge of Fenton

- ProMedica Marvin and Betty Danto Family Health Care Center
- ProMedica Monroe Skilled Nursing and Rehab
- ProMedica Skilled Nursing and Rehab Bay City
- ProMedica Skilled Nursing and Rehabilitation of Allen Park
- ProMedica Skilled Nursing and Rehabilitation of Ann Arbor
- Wellbridge of Novi
- Wellbridge of Rochester Hills
- Wellbridge of Romeo
- West Bloomfield Health and Rehabilitation Center
- Westlake Health Campus
- Westland Convalescent and Rehabilitation Center
- Willowbrook Manor
- Woodward Hills

Additional information

For more information about this program, see the [Readmissions Reduction page on naviHealth's website](#).*

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

naviHealth is an independent company that provides select care management services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Advantage plans.