

Evernorth In-Home Primary Care

Working side-by-side in the home with patients who have chronic, complex conditions



Meeting patients who need the most help—right where they are

In recent years, there's been a growing shift towards in-home and digital telehealth care services, reinforced by the COVID-19 pandemic. However, the application of resources to support in-home primary care delivery has been inconsistent, fragmented, and poorly coordinated.

Whether it's a lack of convenient care options or limited access to transportation, delays in care can significantly impact health care costs, quality of life and productivity for the patient—and for those with multiple chronic conditions, the impacts are even greater.

Evernorth is prepared to meet this market shift by employing a flexible, physician-led, multimodal approach to primary care that centers on personalized experiences and improved access for all members. In doing so, we're also working to reduce the inequities and disparities in the traditional care delivery process.

Enhancing accessibility and guiding whole-person health management

With our In-Home Primary Care solution, physicians work side-by-side with patients in coordinated in-home, virtual and telephonic settings to address their health challenges.

In-Home Primary Care serves as a convenient “one-stop shop” care experience that also connects patients to our suite of capabilities based on their individual health needs:



On demand / urgent care: 24/7/365 on-call provider and care services



Health assessments: In-home comprehensive health assessments and wellness exams that support ongoing wellness and preventive care, gap closures, and early health risk identification



Behavioral health (BH): Assessment, diagnosis and ongoing BH services by nurse practitioners and social workers



Pharmacy: Medication review, reconciliation and recommendations by a clinical pharmacist



Labs / diagnostics: In-home blood draw and diagnostic services



Reducing the total cost of care

Our risk-based funding model helps manage cost by analyzing members' total medical spend and providing fully coordinated, comprehensive care—that drive results and savings



24/7 access to care, 365 days a year

Evernorth's In-Home Primary Care solution brings quality care to patients, wherever and whenever they need it, offering support that makes it easier to get and stay healthy:

- + **Comprehensive care teams** review each patient's unique situation from a multi-disciplinary approach and recommend a complete care program
- + **Fully coordinated care** planning to ensure better patient engagement and management of chronically and critically ill patients
- + **Multimodal delivery model** that includes in-home, virtual and telephonic care delivery in addition to care received at medical facilities

Overcoming cost and inaccessibility for patients with chronic conditions starts with changing the narrative on how care can and should be delivered. **Our home-based care approach** takes patients' greatest challenges head-on.

Join Evernorth in removing barriers to better health

Visit us at
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Contact us at
homebasedcare@evernorth.com

Unique offerings that drive better results



Value-based model

Anticipated savings are guaranteed from day one of management with our shift to an effective value-based model—plus there's no administration fee.



Sophisticated data and analytics capabilities

Combined with our years of experience, our data and analytics capabilities enable us to identify patient needs and create personalized care plans.



Support across multiple sites of care

We provide transitional care management for patients requiring acute and post-acute care, forging connections with the specialists treating our patients.



Robust provider engagement model

We offer a dedicated in-market provider engagement team and program.



True client partnership

Our collaborative and flexible approach gives us the ability to address buyer-specific needs—from pricing to network engagement to outside vendor integration.