



Lifetime Care Services

LCS BENEFITS

- No cost to clinics or to qualifying Medicare patients
- Decrease in No-Shows
- Strengthens Clinic – Patient Relationships
- Better Patient Outcomes
- Patients more likely to follow provider care plans
- Better Medication Adherence
- Increases Seniors access to transportation and other local services
- Additional Medicare Reimbursements directly to Clinics!



**“Alone we can do so little;
together we can do so much.”**

Helen Keller

LIFETIME CARE SERVICES (LCS) OVERVIEW

Lifetime Care Services (LCS) provides personalized, meaningful patient care coordination services to help clinics strengthen their relationships with patients by increasing engagement and reinforcing compliant behaviors such as medication management and showing up to clinic appointments. In addition, LCS helps patients find and access resources in their communities that are outside of the clinic’s scope of practice. LCS works directly for clinics whose staff are often unable to provide constant communication and health coaching to patients between in-person visits to their providers.

LCS works primarily with patients who are on Medicare and qualify for one or both of Medicare's fully funded Chronic Care Management and/or Behavioral Health Initiative programs. Most Medicare patients qualify for at least one of these. Effectively this means that LCS services are free to both qualifying patients and providers. In fact, clinics retain 20% of the total reimbursement provided by Medicare, allowing them to invest in their patients' care in ways that otherwise might not be possible.

HOW LCS WORKS

Coordinating between multiple healthcare providers, testing facilities, labs, and specialists can be incredibly time-consuming and complex for many seniors. We work to remove as much of the administrative burden as possible from both patient and provider, allowing clinics to focus on the relational aspects of care. LCS addresses the gap between patients' needs and clinics' ability to provide regular communication and health coaching in between in-person clinic visits.

Through our service, each patient is contacted by the same care coordinator between one and three times a month and has 24/7 phone access in case further assistance is needed. LCS care coordinators work directly on behalf of the assigned clinic; allowing clinics to develop more trusting and long-term provider-patient relationships that foster engagement, adherence, and investment in personal health journeys. LCS also manages all administrative requirements, including chart updates, proactive medication refills, appointment scheduling, and specialist coordination. Patients enrolled in CCM programs show improved overall satisfaction with their healthcare providers, increased medication adherence, lower no-show rates, and decreased hospitalization and ER visits.

We follow the clinic's workflow and protocols. We act as an extension of the clinic rather than a separate entity, which we believe is essential for building an ongoing relationship with the patient based on trust and respect.

“We wanted to create a more personalized, non-generic call center approach for seniors. Each Care Coordinator is assigned to a clinic and a specific group of patients. Therefore, the patient speaks to the same Care Coordinator several times a month, who then enters in all of the information directly into the clinic’s existing EHR system. This minimizes the risk of miscommunication and reinforces the clinic-patient relationship.”

- Tom Stevenson, CEO, Lifetime Care Services

CORE SERVICES

- 20+ patient encounters between visits by the same care coordinator
- Scheduling assistance, specialist appointments, and other administrative services such as medication refills, updates to records and patient information, and follow up
- Regular patient engagement and medication reconciliation
- Administrative support, including end-to-end billing and reporting
- Coordination between patient and provider post-discharge from acute care
- Ability for patients to reach us at any time
- Coordination with community and social services to assist in transportation, food delivery, phone access, and housing issues for our patients
- White-labeled under the practice
- HIPPA and CMS compliance with MIPS/MACRA support

FINANCIAL AND EFFICIENCY CONTRIBUTIONS TO CLINICS

LCS's services are fully funded by Medicare and are provided at no cost to qualifying patients or the clinic. LCS believes that these Medicare programs should be utilized in a way that materially benefits the patients as well as the clinics that care for them. Further, LCS provides clinics with 20% of the total reimbursement provided by Medicare, allowing them to invest in their patients' care that otherwise might not be possible. In addition, clinics typically see dramatic operational efficiency increases due to decreased no-show rates and reduced burdens on clinical staff.

CONTACT US

Lifetime Care Services

512-883-5250

TStevenson@LifetimeCareServices.com

www.LifetimeCareServices.com