

# Landmark First Organization Insights



## *Quick Links:*

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- [Organization Overview](#)
- [About Our Patients](#)
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### Training Tip:

Prospective patients can find out if they are eligible for Landmark through their Health Plan.

### Training Tip:

Landmark does NOT provide daily Home Health Aide service.

### Training Tip:

Landmark DOES NOT replace, but DOES collaborate with the patient's primary care provider (PCP).

# Landmark First Organization Information

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## About Landmark Health:

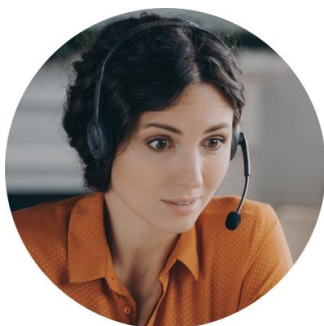
Landmark was formed in 2013 to solve a problem that exists in the United States for people at greatest risk. Many people with multiple chronic health conditions rely on hospital emergency rooms as their primary source of health care. For our families, loved ones and communities, that simply isn't good enough.

Landmark approaches care using the patient's personal health characteristics, not historical utilization. We respond to patients 24/7. Our medical care is in addition to patients' regular primary care providers and other specialists. Landmark's team works with the primary care provider. We provide care to the whole patient with proven outcomes.

We always do what's right, even when it's not easy. Employees who thrive at Landmark believe in our purpose to change health care for complex, chronic patients. We carry the mantra given by our founders that we always do what's right, even when it's not easy. Changing the status quo takes hard, dedicated work. But doing that work for the greater good motivates us and moves us forward.



## About Landmark First



Landmark First provides 24/7 remote call coverage and clinical assistance to patients of Landmark Health as a first point of contact and resolution.

When a Landmark Health market (location) office experiences call overflow, those calls are routed to Landmark First to handle remotely. Landmark First will then work in collaboration with Landmark Health to deliver patient communications, encounter information, appointment adjustments, and updated plans of care.

## Vision:

Landmark will transform health care by dramatically improving the quality of life in our communities.

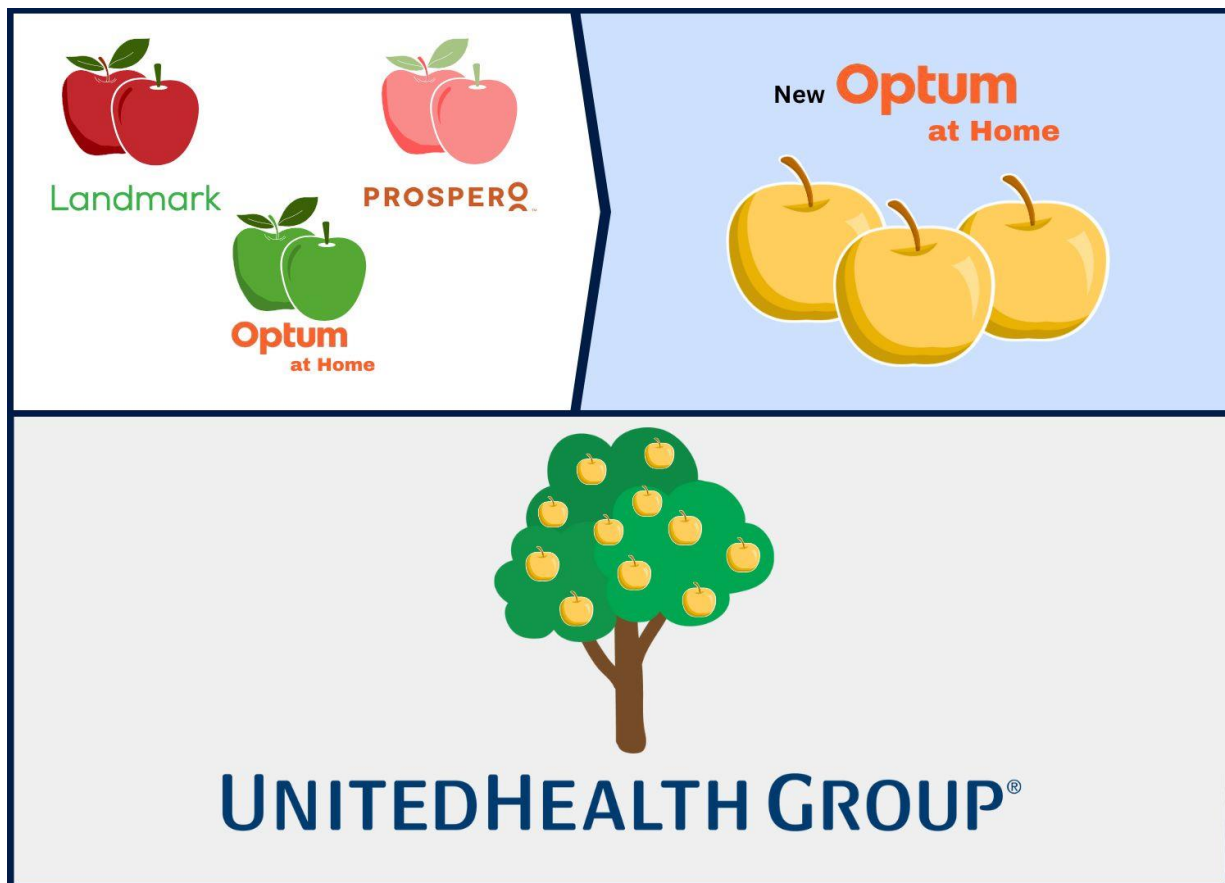
**Values:**

- We show unwavering commitment.
- We uphold absolute integrity.
- We are empathetic and compassionate.
- We are resourceful and action-oriented.
- We look to continuously improve everything we do.
- We celebrate our accomplishments, large and small.

**Optum Home Health Partnership:**

Landmark & Prospero have joined Optum Home Health! This merger Presents an integrated model that delivers home-based care to meet the medical, behavioral, and social needs of the people we serve based on their objectives and preferences.

The New Optum at Home can accept risk for the entire population (Full Population Management) or can focus on serving the frail elderly population (Home-Based Medical Care)



## About Our Patients

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- Landmark Patients have 6 or more qualifying chronic conditions to be eligible for our services.
- Eligibility is determined by the patient's insurance provider and are enrolled as a benefit of their health plan.
- Many Landmark patients are elderly, home-bound, and have difficulty accessing their Primary Care Provider (PCP)
- Some of our patients are experiencing end-of-life events, behavioral struggles, or mental impairments that make empathy key to communication.
- Some patients rely on trusted friends or family members to communicate on their behalf (as authorized contacts).
- Some patients will call us to handle emergency or life-threatening medical situations.
- We tell our patients to call us for any reason.



## Roles & Responsibilities

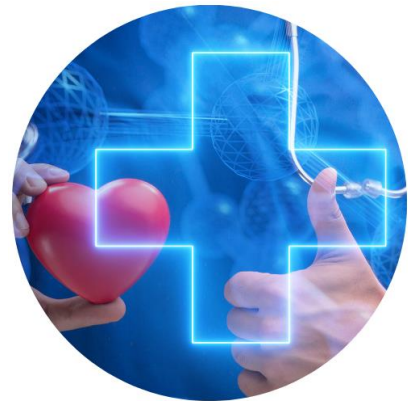
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### Responsibilities of All Employees:

- Adhere to all applicable Optum / Landmark policies including Attendance, Telephonic, and Holiday policies.
- Follow the latest published call flows, documenting guidelines, encounter procedures, and additional collaborations on behalf of our patients.
- Follow state and federal compliance laws including HIPAA and any legalities associated with state licensing.
- Protecting & storing company-issued equipment according to Optum / Landmark Policy.
- Completing assigned compliance training by the given deadlines.

**The Advanced Practice Clinician (APC):**

- Providing 24/7 remote clinical coverage for the Markets.
- Documenting updates concerning a patient's health.
- Accepting information from the patient's Primary Care Provider.
- Dispatching and overseeing Urgentist Extender visits in a patient's home.
- Contacting 911 in the event of an emergency on behalf of a patient.
- Telephonic UV patient Management.
- LM1 provider management of a patient's acute changes in condition" Accepting lab / test results from diagnostic facilities.
- Assessing a patient's condition while referencing their electronic health record.
- Providing patient education.
- Work in collaboration with LM market providers and the patient's community providers.

**The Triage Registered Nurse (TRN or Triage RN):**

- Triage clinical patient calls and fulfill administrative requests, as necessary.
- Handle triage emails and messages and determine when handoff to APC / Market Provider is necessary.
- Handoff to market to request UVs
- Schedule UEUVs
- Handoff Tele-UV requests to LM1 APCs
- Review medication updates and respond to medication questions.
- Handle lab and diagnostic center communications via email / web portal.
- Document patient communications and follow-up.
- Additional collaboration with the market and LM1 providers or community providers when appropriate.





**The Patient Care Coordinator (PCC):**

- PCC Administrative Responsibilities:
- Providing 24/7 national remote call coverage.
- Assist patients with managing appointments.
- Updating patient charts with messages for providers.
- Transferring patients to APCs when a medical question or concern is voiced.
- Contacting 911 or other emergency services on a patient's behalf.
- Updating contact, address, or arrival instructions on a patient's chart.
- Contacting On-Call Market Providers to assist in patient care when appropriate.
- Handle return calls to Landmark staff following the Call Transfer Flow Process.
- Answer patient, or prospective patient, questions regarding Landmark services.
- Contacting Local Outreach teams when interest is expressed in Landmark services.

**Admin & Clinical Ownership:**

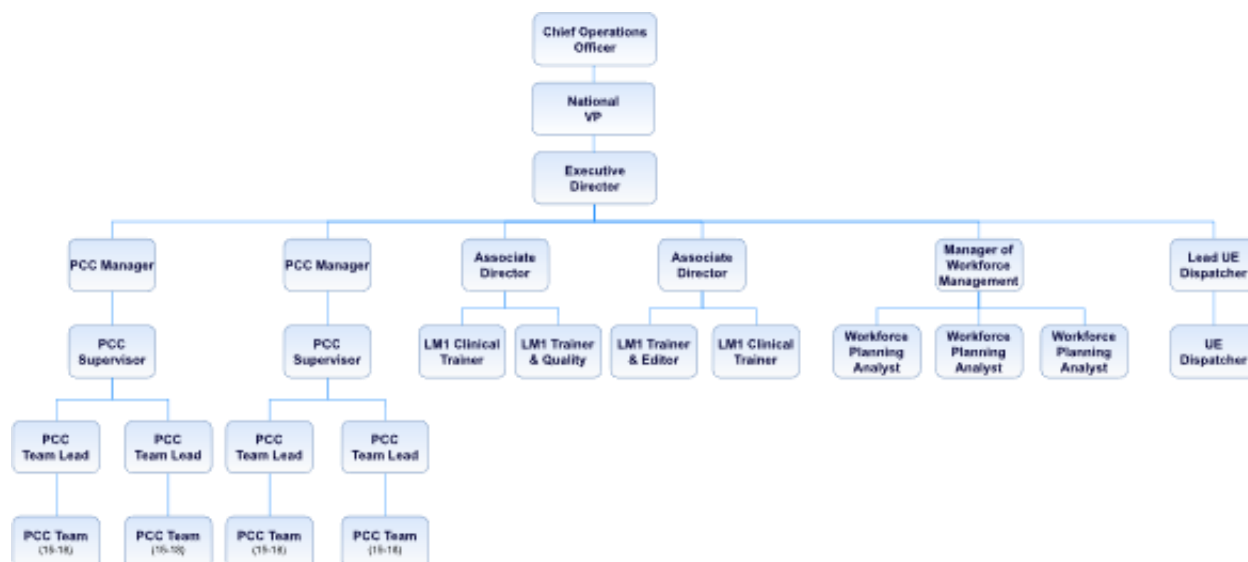
Administrative Duties	Clinical Duties
<p>Patient Care Coordinators (PCCs) take ownership of administrative tasks such as rescheduling appointments and authorizing patient contacts.</p> <ul style="list-style-type: none"> <li>• PCC (Primary Responsibility)</li> <li>• APC (As Needed)</li> <li>• TRN (As Needed)</li> </ul>	<p>Clinical tasks vary from handling remote oversight to updating prescription information on the behalf of our patients.</p> <ul style="list-style-type: none"> <li>• APC (Primary Responsibility)</li> <li>• TRN (Primary Responsibility)</li> </ul>

**Attention – Medical Recommendations**

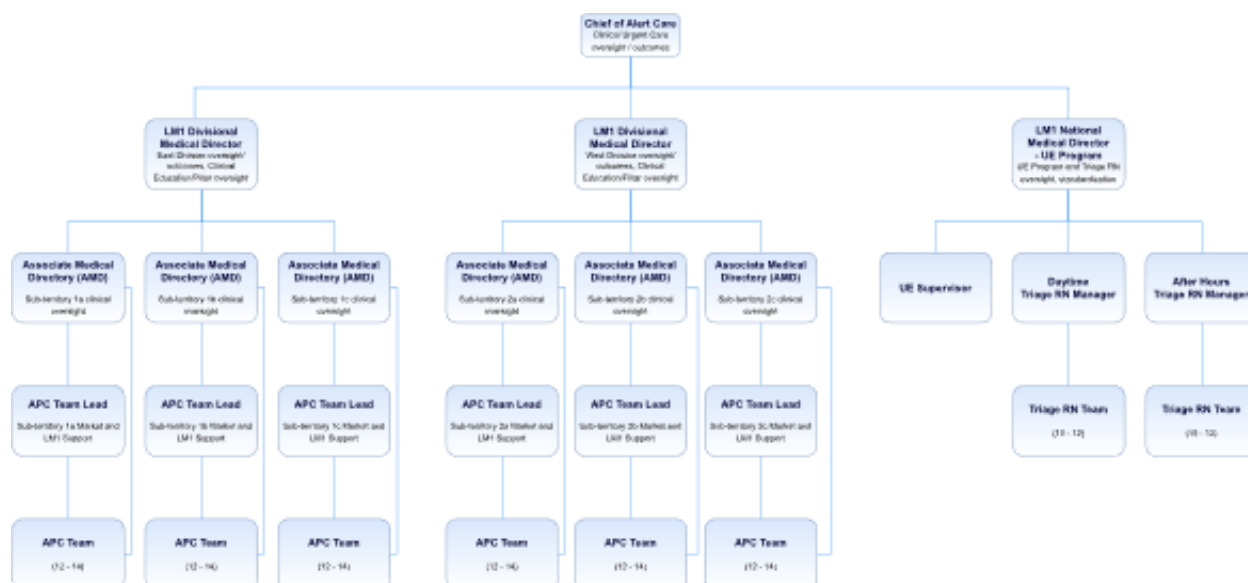
Under no circumstances should PCCs deliver medical recommendations to patients.

# Organizational Charts

## Administrative Team Organizational Chart:



## Acute Clinical Team Organizational Chart:



# Primary Contacts

## Executive & Associate Leadership:

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## Acute Clinical Care Medical Directors and Associate Medical Directors:

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**APC Team Leads & Supervisors:**

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**PCC Managers:**

Name:	Phone:	Email:
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**PCC Team Leads:**

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**Landmark First Training Team:**

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**UHG and LM1 Company Contacts:**

Name:	Phone:	Message:
Attendance Line	(716) 427-2237	(No Email)
UHG Human Resources	(800) 561-0861	<a href="#">Visit the Employee Center</a>
LM1 System Issues <i>Report Issue to Leadership</i>		<a href="mailto:lm1_systemissues@optum.com">lm1_systemissues@optum.com</a>
UHG Service Desk <i>Optum / UHG IT</i>	(800) 561-0861	<a href="#">Visit the Service Desk Portal</a>
Compliance Office	(800) 816-7727	<a href="mailto:Compliance-Reporting@landmarkhealth.org">Compliance-Reporting@landmarkhealth.org</a>
Fraud Reporting Line	(844) 359-7736	<a href="#">Report Healthcare Fraud Portal</a>
Landmark Health Medical Records Office	(833) 908-6722 <i>Phone</i> (844) 576-2533 <i>FAX</i>	
Central Outreach		<a href="mailto:CentralOutreach@optum.com">CentralOutreach@optum.com</a>