

Landmark First Organization Insights



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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

About Landmark Health:

Landmark Health 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.

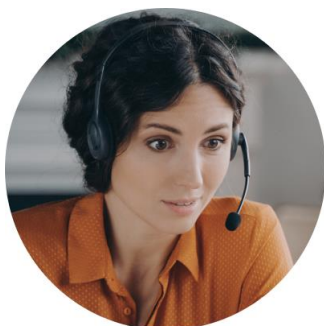
Landmark approaches care using the patient's personal health characteristics, not historical utilization. We respond to patients 24 / 7. Our medical care is in addition to patients' regular primary care providers and other specialists. Landmark's team works with the primary care provider. We provide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

Landmark Health offices operate during traditional business hours between Monday and Friday from 8:30 AM to 5:30 PM (local time).



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 patient calls Landmark Health, they are routed to Landmark First before reaching the local office. If the caller's question or concern can be resolved remotely, Landmark First will manage that call from start to finish. If the caller's concern cannot be resolved remotely, Landmark First will collaborate with market.

Landmark First will attempt to resolve both administrative and clinical concerns remotely; however, On-Call Providers may be dispatched to a patient's home at any time for Urgent Visits.

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.

Landmark and Optum Home Health:

Landmark Health and Landmark First are partners of Optum Home-Health under UnitedHealth Group (UHG). This has accelerated our mission and brought Landmark services to thousands of patients across the country. Under this partnership, Landmark employees have access to Optum and UnitedHealth Group's resources such as Human Resources, Workforce Management, and 24 / 7 Information Technology (IT) support.

As our partnership with Optum deepens you will find exciting opportunities ahead for your professional and personal growth.

We will continue to introduce ourselves as "Landmark" to our patients throughout 2024 with more information to come in the future.

UNITEDHEALTH GROUP®



About Our Patients

- 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

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 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:**

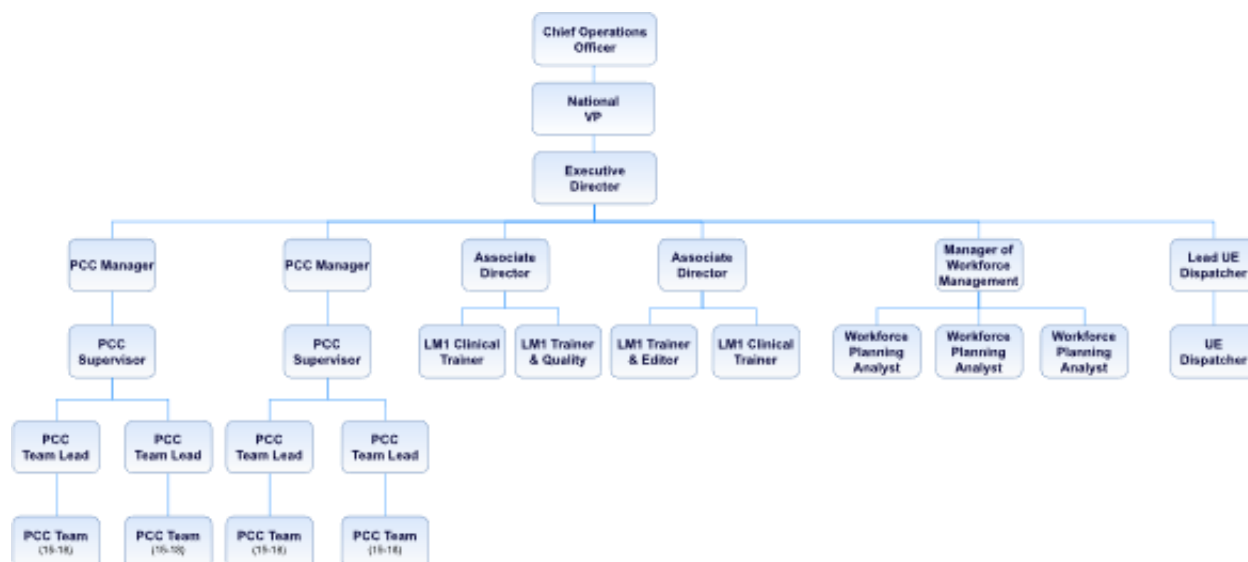
Administrative Duties	Clinical Duties
<p>Patient Care Coordinators (PCCs) take ownership of administrative tasks such as rescheduling appointments and authorizing patient contacts.</p> <ul style="list-style-type: none"> • PCC (Primary Responsibility) • APC (As Needed) • TRN (As Needed) 	<p>Clinical tasks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

Attention – Medical Recommendations

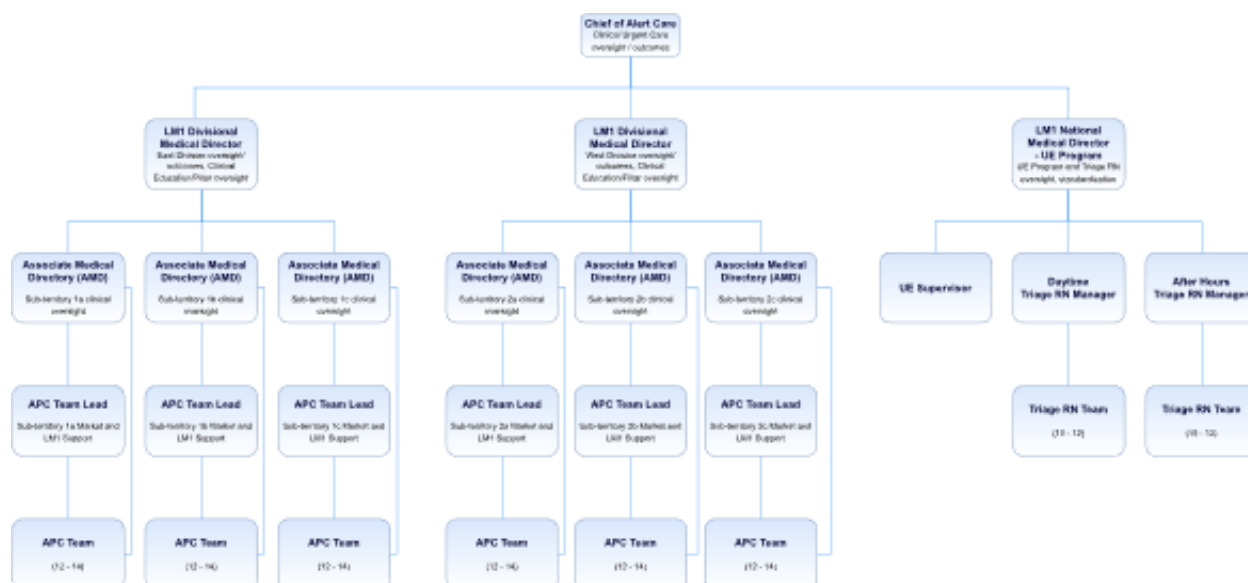
Under no circumstances should PCCs deliver medical recommendations to patients.

Organizational Charts

Administrative Team Organizational Chart:



Acute Clinical Team Organizational Chart:



Primary Contacts

Executive & Associate Leadership:

Name:	Email:
Anessa Issa-Bazouzi <i>National VP</i>	anessa.issabazouzi@optum.com
Karen Abrashkin, MD <i>Sr. Medical Director of Acute Clinical Care</i>	karen.abrashkin@optum.com
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Acute Clinical Care Medical Directors and Associate Medical Directors:

Name:	Email:
Taylor Spencer <i>Division Medical Director</i>	taylor.spencer@optum.com
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Mah- Fri Fomukong <i>Associate Medical Director (AMD)</i>	mah-fri_fomukong@optum.com
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UE Program:

Name:	Email:
Thomas Charlton <i>National Medical Director Urgentivist Exitenders</i>	thomas.charlton@optum.com
Stacy Hittner <i>UE Supervisor</i>	stacy.hittner@optum.com

Triage RN Supervisors:

Name:	Email:
LM1 Triage RN Manager Email <i>(Preferred Email Contact)</i>	LM1TriageRNmanager@ds.uhc.com
Monika Pikula <i>Triage RN Manager</i>	monika.Pikula@optum.com
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Jen Stamp <i>Triage RN Manager</i>	Jennifer.m.stamp@optum.com

APC Team Leads & Supervisors:

Name:	Email:
Ashley Harris <i>APC Team Lead</i>	ashley.harris1@optum.com
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Heather Glass <i>APC Team Lead</i>	heather.glass2@optum.com
Maggie Berolo <i>APC Team Lead</i>	maggie.berolo@optum.com
Michele Scarborough <i>APC Team Lead</i>	michele.scarborough@optum.com
Yasmin Hollowitz <i>APC Team Lead</i>	yasmin.hollowitz@optum.com

PCC Managers:

Name:	Email:
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Courtney Maxwell <i>PCC Manager</i>	courtney.maxwell@optum.com

PCC Supervisors:

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Landmark First Training Team:

Name:	Email:
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Lavor (Troy) Sanders <i>LM1 Quality Lead</i>	lavor.sanders@optum.com
Paul Nichols <i>Admin Training Specialist</i>	paul.nichols@optum.com
Sunni Kneeland <i>Clinical Training Specialist</i>	sunni.kneeland@optum.com

Workforce Management:

Name:	Email:
WFM Email <i>Contact WFM Team</i>	lm1_wfm@optum.com

UHG and LM1 Company Contacts:

Name:	Phone:	Message:
Attendance Line	(855) 317-0842 <i>Call</i> (888) 863-0090 <i>Text</i>	(No Email)
UHG Human Resources	(800) 561-0861	Visit the Employee Center
LM1 System Issues <i>Report Issue to Leadership</i>		lm1_systemissues@optum.com
UHG Service Desk <i>Optum / UHG IT</i>	(800) 561-0861	Visit the Service Desk Portal
Compliance Office	(800) 816-7727	(No Email)
Fraud Reporting Line	(844) 359-7736	Report Healthcare Fraud Portal
Landmark Health Medical Records Office	(833) 908-6722 <i>Phone</i> (844) 576-2533 <i>FAX</i>	
Central Outreach		CentralOutreach@optum.com

Email Distribution Lists:

Name:	Email
LM1_PCC_UHG <i>All PCC Contact</i>	LM1_PCC_UHG@ds.uhc.com
LM1_Clinicians <i>All Clinicians Contact</i>	LM1_Clinicians@ds.uhc.com