

# PACE

Program | All Inclusive | Care for the | Elderly

*In the state of Pennsylvania,  
PACE is known as **LIFE**  
(Living Independence For the Elderly).  
The two terms are interchangeable.*

2026 Broker Certification



**innovAge**  
Life on Your Terms®

# InnovAge PACE operates in six states across the US.



CALIFORNIA | COLORADO | NEW MEXICO | PENNSYLVANIA | VIRGINIA | FLORIDA



## California

Crenshaw  
Inland Empire  
(Riverside and  
San Bernardino  
Counties)  
Sacramento and  
surrounding counties

## Colorado

Denver  
Lakewood  
Aurora  
Thornton  
Loveland  
Pueblo

## New Mexico

Albuquerque

## Pennsylvania

Allegheny  
Henry Ave.  
Pennypack  
St. Bart's

## Virginia

Blue Ridge (Charlottesville)  
Peninsula (Newport News)  
Richmond  
Roanoke Valley

## Florida

Tampa  
Orlando



# California Service Area

## Sacramento Center

**El Dorado County:** 95623, 95651, 95664, 95667\*, 95672, 95682, 95762

**Placer County:** 95603\*, 95648, 95650, 95658, 95661, 95663, 95677, 95678, 95746, 95747, 95765

**Sacramento County:** 95608, 95610, 95615, 95621, 95624, 95626, 95628, 95630, 95632, 95638, 95639, 95641, 95652, 95655, 95660, 95662, 95670, 95673, 95680, 95683, 95690, 95693, 95742, 95757, 95758, 95811, 95814, 95815, 95816, 95817, 95818, 95819, 95820, 95821, 95822, 95823, 95824, 95825, 95826, 95827, 95828, 95829, 95830, 95831, 95832, 95833, 95834, 95835, 95837, 95838, 95841, 95842, 95843, 95864

**San Joaquin County:** 95220, 95237, 95240, 95242, 95258

**Sutter County:** 95674, 95991

**Yuba County:** 95692\*, 95901\*, 95961 (\*Partial Coverage)

## Inland Empire Center

**San Bernardino County:** 91701, 91708, 91709, 91710, 91729, 91730, 91737, 91739, 91743, 91758, 91761, 91762, 91763, 91764, 91784, 91785, 91786, 92313, 92316, 92318, 92322, 92324, 92325, 92331, 92334, 92335, 92336, 92337, 92346, 92350, 92354, 92357, 92359, 92369, 92373, 92374, 92375, 92376, 92377, 92399, 92401, 92402, 92403, 92404, 92405, 92406, 92407, 92408, 92410, 92411, 92412, 92413, 92414, 92415, 92418, 92423, 92424, 92427

**Riverside County:** 91752, 92223, 92320, 92501, 92502, 92503, 92504, 92505, 92506, 92507, 92508, 92509, 92513, 92514, 92515, 92516, 92517, 92518, 92519, 92521, 92522, 92551, 92552, 92553, 92554, 92555, 92556, 92557, 92570, 92572, 92599, 92860, 92877, 92878, 92879, 92880, 92881, 92882, 92883

## Crenshaw Center

**Los Angeles County:** 90006, 90007, 90008, 90016, 90018, 90019, 90025, 90034, 90037, 90043, 90044, 90045, 90047, 90056, 90062, 90064, 90066, 90067, 90094, 90230, 90232, 90245, 90247, 90248, 90249, 90250, 90254, 90260, 90266, 90278, 90291, 90292, 90293, 90301, 90302, 90303, 90304, 90305, 90401, 90403, 90404, 90405, 90501, 90502, 90503, 90504, 90710, 90717, 90746



# Colorado Service Area

## Colorado Service Area

**Adams County:** 80022, 80030, 80031, 80045, 80221, 80229, 80233, 80234, 80241, 80249, 80260, 80601, 80602, 80614, 80640

**Arapahoe County:** 80010, 80011, 80012, 80013, 80014, 80017, 80110, 80113, 80120, 80121, 80122, 80247

**Broomfield County:** 80020, 80023

**Denver County:** 80205, 80206, 80207, 80209, 80210, 80211, 80212, 80216, 80218, 80219, 80220, 80222, 80223, 80224, 80230, 80231, 80236, 80237, 80238, 80239, 80246, 80249

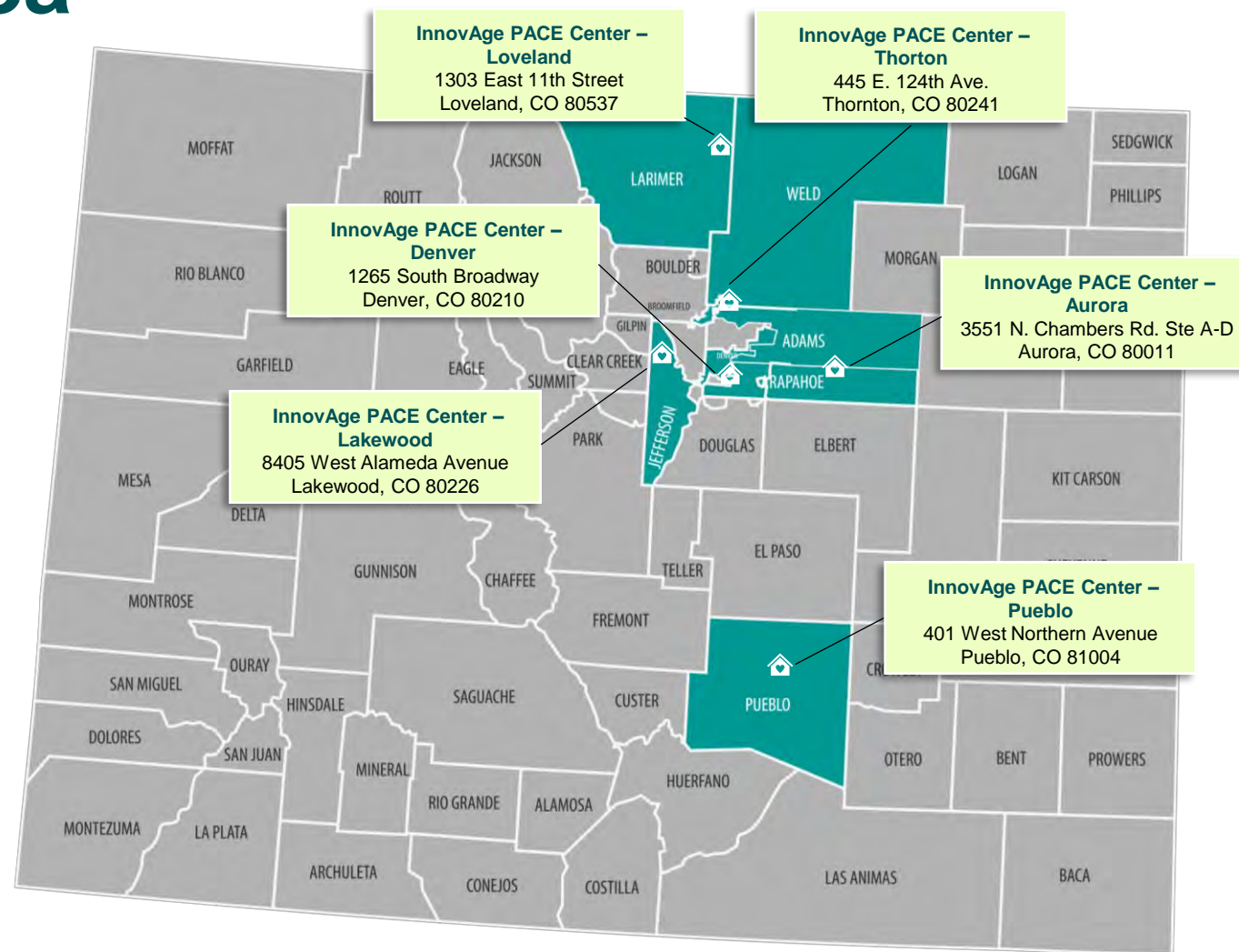
**Jefferson County:** 80002, 80003, 80004, 80005, 80021, 80031, 80033, 80123, 80127, 80128, 80214, 80215, 80226, 80227, 80228, 80232, 80235, 80401, 80403, 80465

**Larimer County:** 80513, 80521, 80523, 80524, 80525, 80526, 80528, 80537, 80538, 80547

**Pueblo County:** 81001, 81003, 81006, and portions of zip codes 81004, 81005, 81007, 81008

**Weld County:** 80534, 80543, 80550, 80615, 80620, 80631, 80634, 80639

 [Download Service Areas by County & Zip Code](#)



# New Mexico Service Area

## New Mexico Service Area

87004<sup>A</sup>, 87102, 87109, 87119, 87031<sup>B</sup>, 87104, 87110, 87120, 87042<sup>C</sup>,  
87105, 87111, 87121, 87043<sup>D</sup>, 87106, 87112, 87122, 87048, 87107, 87113,  
87123, 87068, 87108, 87114, 87124<sup>E</sup>

<sup>A</sup>This Zip code's northern and western boundaries end at Highway 44 and Highway 313.

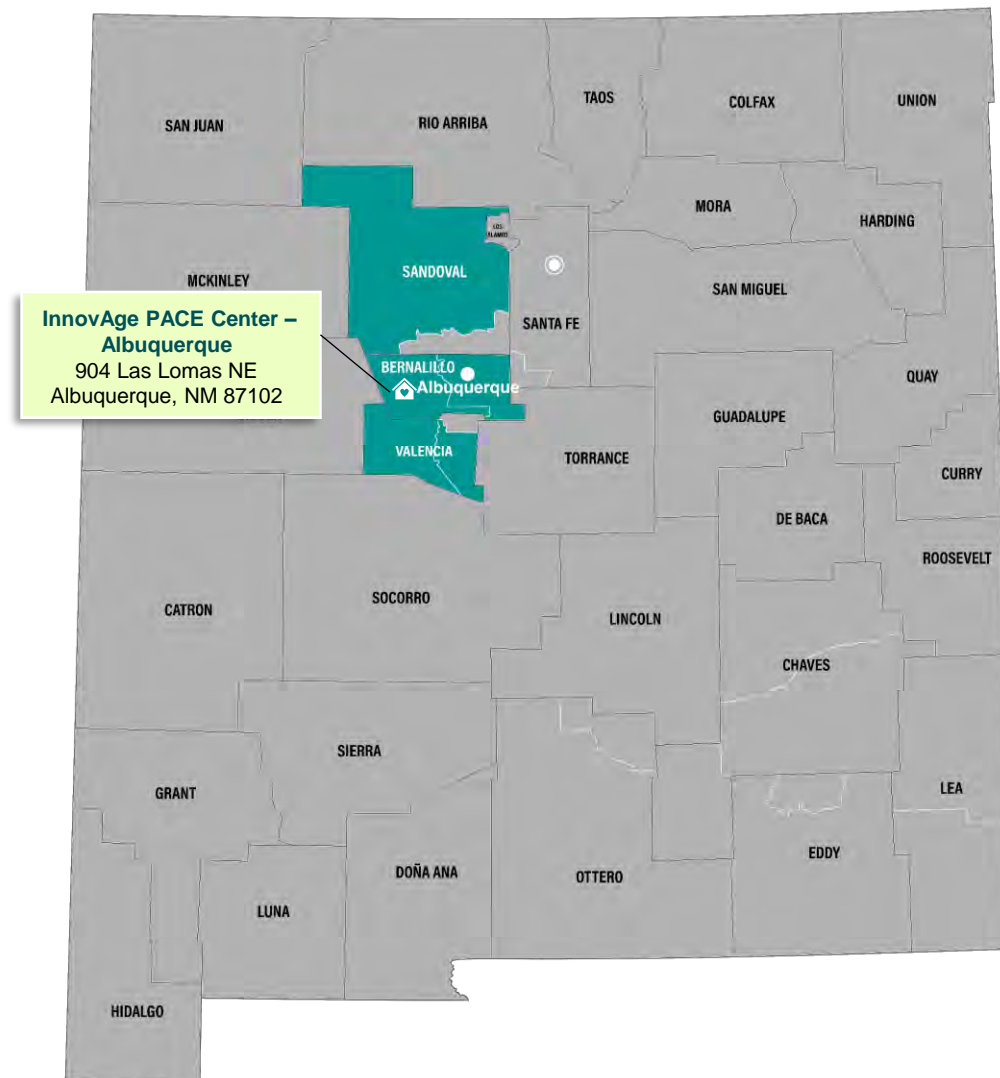
<sup>B</sup> This Zip code's southern and eastern boundaries end at North El Cerro Loop (Highway 263) and La Ladera Road.

<sup>C</sup> This Zip code's eastern boundary is La Ladera Road.

<sup>D</sup> This Zip code's northern and eastern boundaries end at Calle Las Iglesias and Homesteads Road.

<sup>E</sup> This Zip code's northern and western boundaries end at Northern Boulevard NE and Rainbow Boulevard NE

 [Download Service Areas by County & Zip Code](#)



# Florida Service Area

## Orlando Center

**Lake County:** 32757, 32778, 34705, 34711, 34714, 34715, 34736, 34748, 34753, 34756, 34762, 34787, 34797

**Orange County:** 32703, 32709, 32712, 32751, 32757, 32789, 32792, 32798, 32801, 32803, 32804, 32805, 32806, 32807, 32808, 32809, 32810, 32811, 32812, 32814, 32816, 32817, 32818, 32819, 32820, 32821, 32822, 32824, 32825,

32826, 32827, 32828, 32829, 32830, 32831, 32832, 32833, 32835, 32836, 32837, 32839, 34734, 34760, 34761, 34786, 34787

**Osceola County:** 34741, 34743, 34744, 34746, 34747, 34758, 34769, 34771, 34772

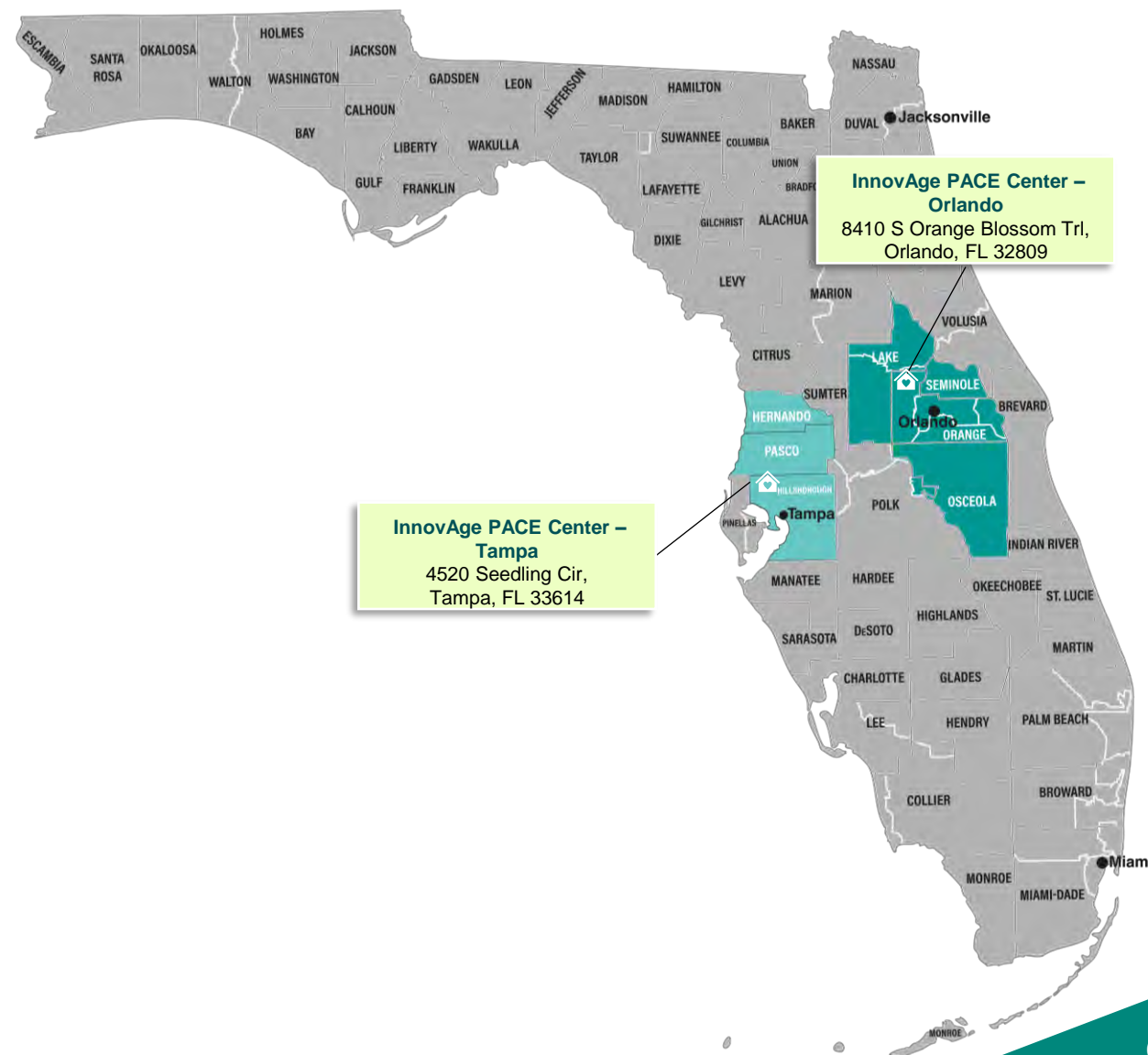
**Seminole County:** 32701, 32703, 32707, 32708, 32714, 32730, 32746, 32750, 32751, 32765, 32766, 32771, 32773, 32779, 32792

## Tampa Center

**Hernando County:** 34601, 34602, 34604, 34606, 34607, 34608, 34609, 34613, 34614

**Hillsborough County:** 33510, 33511, 33527, 33534, 33547, 33548, 33549, 33556, 33558, 33559, 33563, 33565, 33566, 33567, 33569, 33570, 33572, 33573, 33578, 33579, 33584, 33592, 33594, 33596, 33598, 33602, 33603, 33604, 33605, 33606, 33607, 33609, 33610, 33611, 33612, 33613, 33614, 33615, 33616, 33617, 33618, 33619, 33620, 33621, 33624, 33625, 33626, 33629, 33634, 33635, 33637, 33647

**Pasco County:** 33523, 33525, 33540, 33541, 33542, 33543, 33544, 33545, 33576, 34610, 34637, 34638, 34639, 34652, 34653, 34654, 34655, 34667, 34668, 34669, 34690, 34691





# Philadelphia Service Area

## St. Barts

19149, 19135, 19124, 19111

## Pennypack

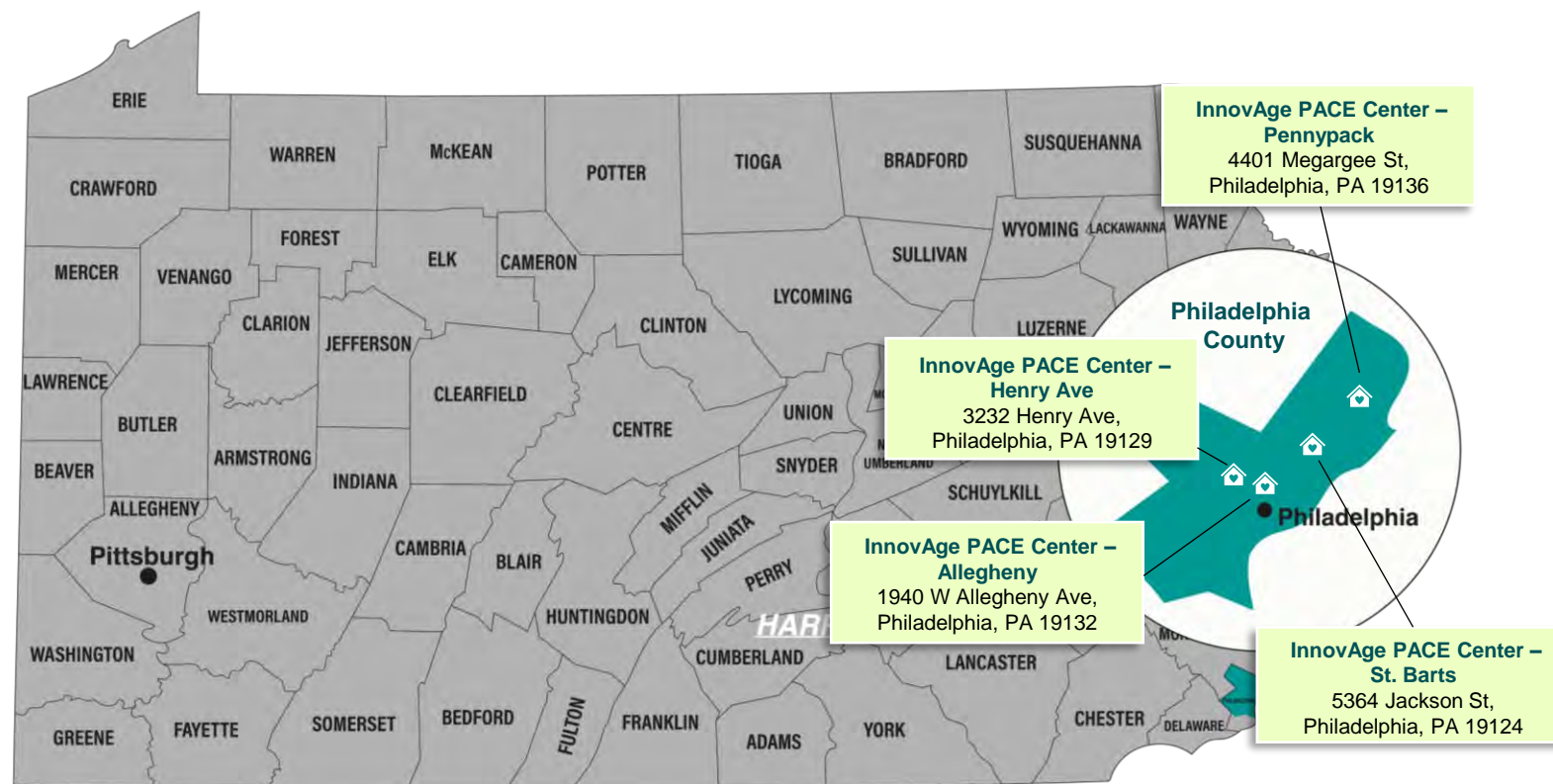
19154, 19136, 19116, 19115, 19114

## Henry Ave

19150, 19138, 19129, 19128, 19127, 19119, 19118

## Allegheny

19144, 19141, 19132, 19126, 19120



# Virginia Service Area

## Blue Ridge

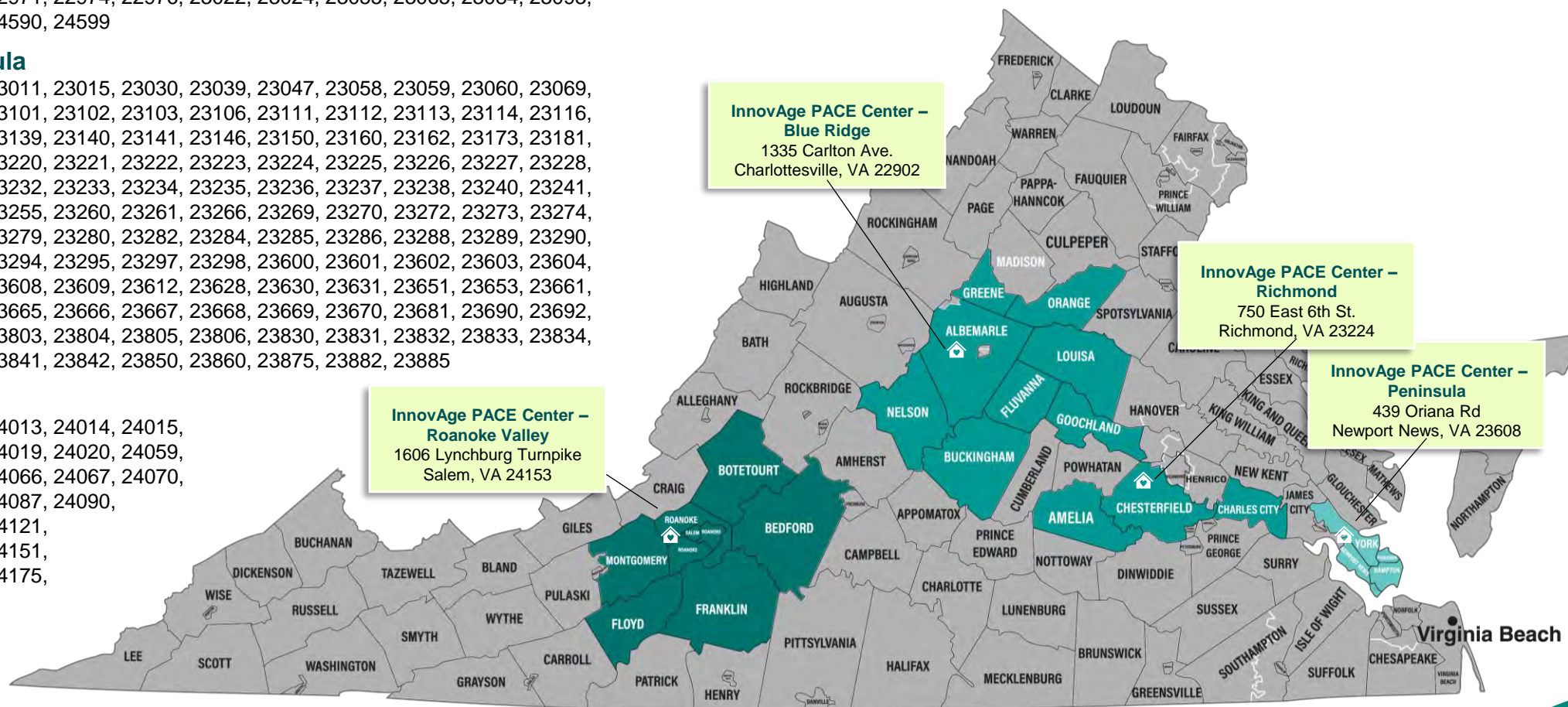
22901, 22902, 22903, 22904, 22911, 22920, 22922, 22923, 22931, 22932, 22935, 22936, 22937, 22938, 22940, 22942, 22943, 22946, 22947, 22949, 22958, 22959, 22963, 22964, 22967, 22968, 22969, 22971, 22974, 22976, 23022, 23024, 23055, 23065, 23084, 23093, 23117, 24464, 24562, 24590, 24599

## Richmond/Peninsula

22546, 23005, 23009, 23011, 23015, 23030, 23039, 23047, 23058, 23059, 23060, 23069, 23075, 23086, 23089, 23101, 23102, 23103, 23106, 23111, 23112, 23113, 23114, 23116, 23120, 23124, 23129, 23139, 23140, 23141, 23146, 23150, 23160, 23162, 23173, 23181, 23192, 23218, 23219, 23220, 23221, 23222, 23223, 23224, 23225, 23226, 23227, 23228, 23229, 23230, 23231, 23232, 23233, 23234, 23235, 23236, 23237, 23238, 23240, 23241, 23242, 23249, 23250, 23255, 23260, 23261, 23266, 23269, 23270, 23272, 23273, 23274, 23275, 23276, 23278, 23279, 23280, 23282, 23284, 23285, 23286, 23288, 23289, 23290, 23291, 23292, 23293, 23294, 23295, 23297, 23298, 23600, 23601, 23602, 23603, 23604, 23605, 23606, 23607, 23608, 23609, 23612, 23628, 23630, 23631, 23651, 23653, 23661, 23662, 23663, 23664, 23665, 23666, 23667, 23668, 23669, 23670, 23681, 23690, 23692, 23693, 23696, 23801, 23803, 23804, 23805, 23806, 23830, 23831, 23832, 23833, 23834, 23836, 23838, 23840, 23841, 23842, 23850, 23860, 23875, 23882, 23885

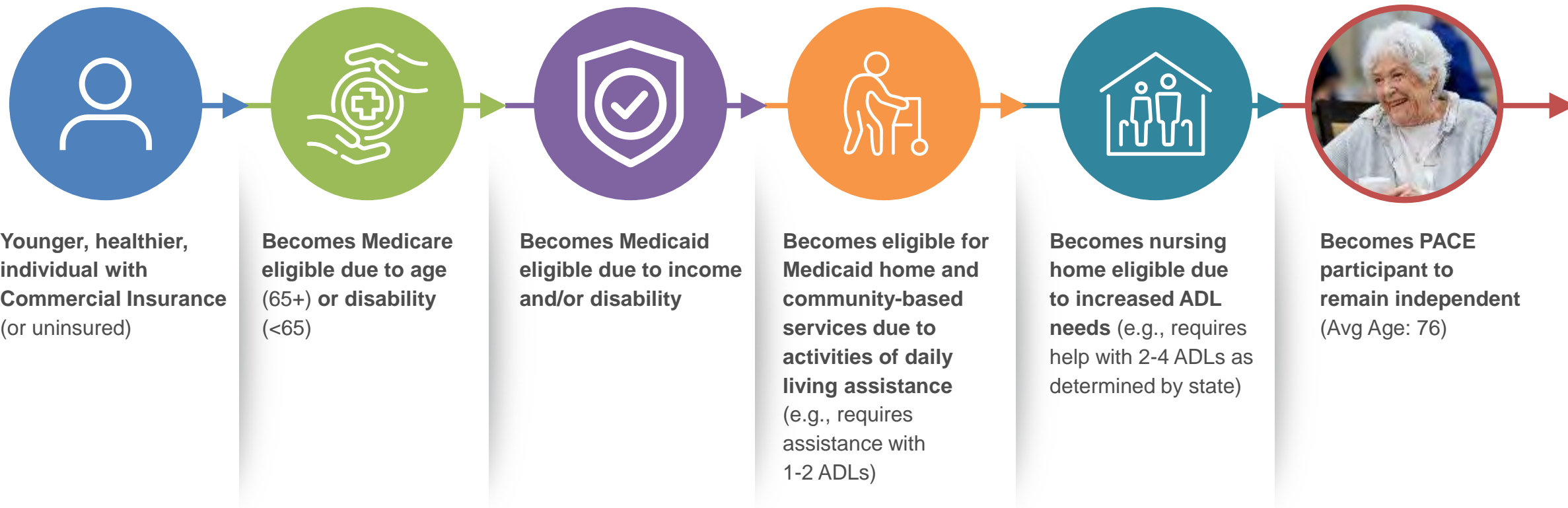
## Roanoke

23153, 24011, 24012, 24013, 24014, 24015, 24016, 24017, 24018, 24019, 24020, 24059, 24060, 24064, 24065, 24066, 24067, 24070, 24073, 24077, 24083, 24087, 24090, 24092, 24095, 24101, 24121, 24122, 24138, 24149, 24151, 24153, 24162, 24174, 24175, 24176, 24179, 24184





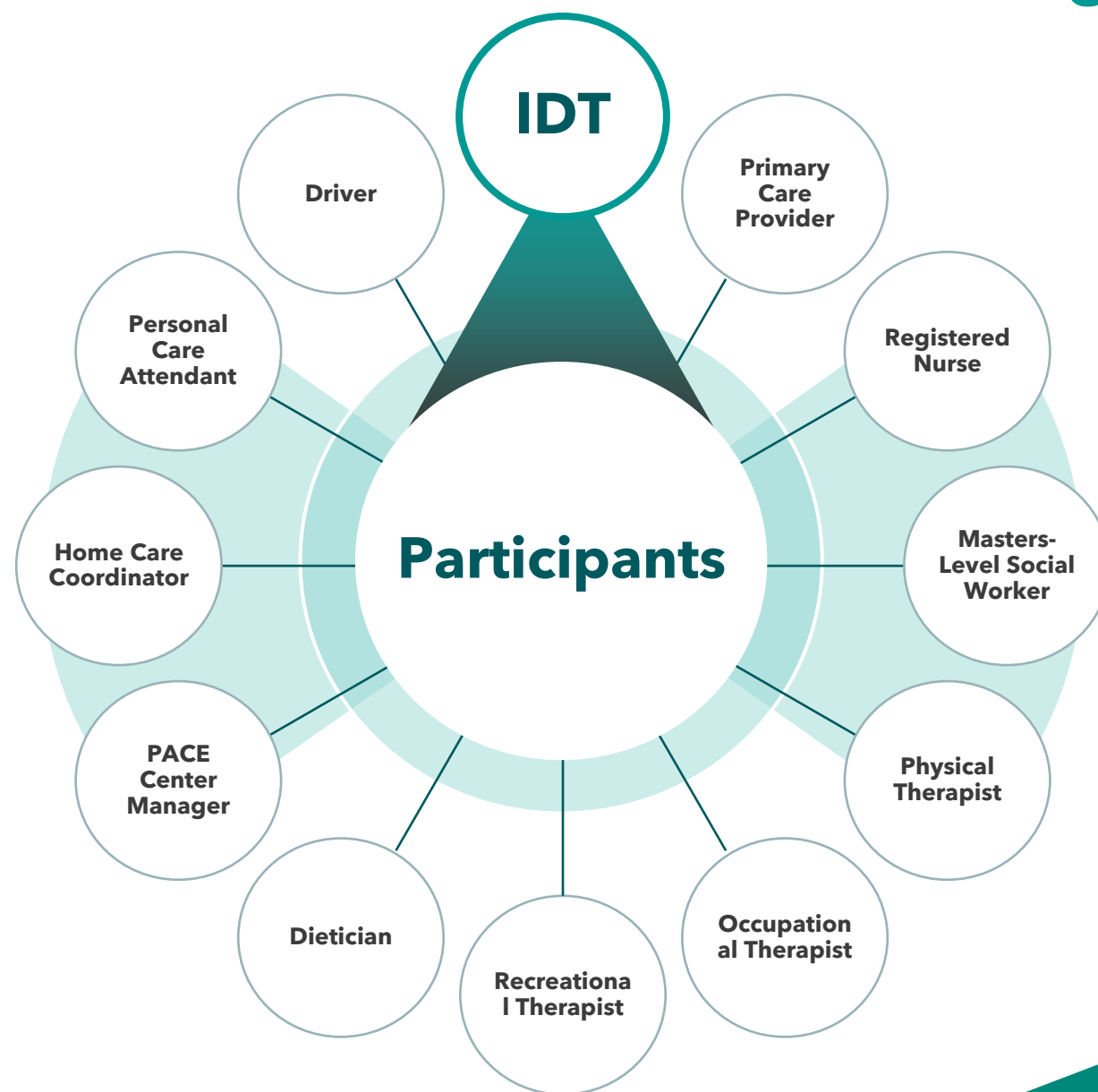
# PACE is positioned towards the end of the healthcare continuum.




# Interdisciplinary Team

**Interdisciplinary care team manages and coordinates all aspects of each participant's unique care plan.**

- 11-discipline IDT, collectively responsible for each participant's customized care plan
- Teams designed to enhance access to care and eliminate information gaps
- Leverages technology to build a comprehensive view of each participant and effectively manage care across settings
- Our care plans seek to mitigate challenges presented by participants' social determinants of health



# Key roles of the Interdisciplinary Care Team (IDT)

 <b>Care Support</b>	<b>Primary Care Provider</b>	Manages <b>all aspects of medical care</b>
	<b>Registered Nurse</b>	Monitors for evolving care needs, <b>coordinates care</b> , and supports chronic condition management
	<b>Home Care Coordinator</b>	Ensures <b>in-home nursing</b> and <b>personal care needs</b> are met
	<b>Physical Therapist</b>	Optimizes <b>physical function and rehabilitation</b> , improving quality of life and <b>reducing falls</b>
	<b>Occupational Therapist</b>	Identifies / addresses opportunities to <b>increase participant independence</b> and <b>functional ability</b>
	<b>Recreational Therapist</b>	<b>Plans day center activities</b> to encourage socialization and maintain mental acuity
	<b>Master's-level Social Worker</b>	Identifies and addresses <b>psycho-social determinants of health</b>
	<b>Dietician</b>	Ensures that participants' <b>nutritional needs</b> are met
 <b>Operations</b>	<b>Personal Care Attendant</b>	Assists with <b>activities of daily living</b> , in the home and in the day center
	<b>Center Director</b>	<b>Leads center operations</b> , ensures overall participant satisfaction, care quality, and growth
	<b>Driver</b>	<b>Helps participants to / from vehicles</b> and <b>transports</b> to the day center and outside appointments

1. Roles as defined by the National PACE association.



# We've standardized each phase of the participant journey to ensure continuity of care.

## Enrollment

White glove enrollment model from initial assessment and eligibility to enrollment

## Care Planning

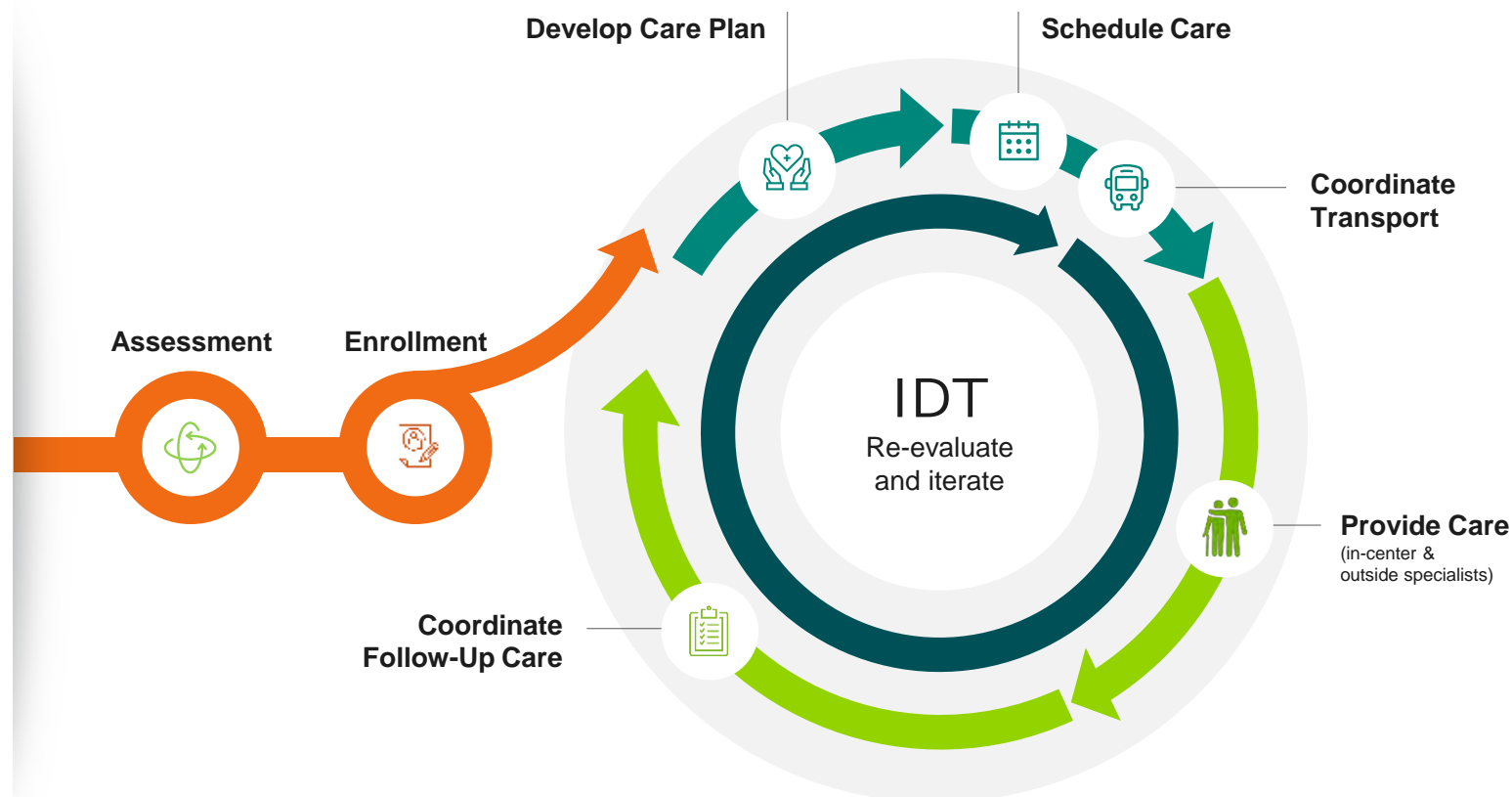
Customized care plan based on unique needs of the participant

## Care Delivery & Ongoing Support

Care managers lead IDT-approved protocols for proactive care

## End of Life Care

Support participant through palliative and end of life care (when required)



## Why It Matters

Highly tailored and customized care plans keep each participant safe and independent for as long as safely possible

# We serve a frail, highly complex population.

## Who We Serve

### Average Risk Adjustment Factor

**2.42**

innovAge<sup>1</sup>

**1.08**

Medicare Average<sup>2</sup>

### Common Chronic Conditions

- Diabetes with chronic complications
- Major depressive, bipolar and paranoid disorders
- Chronic obstructive pulmonary disease (COPD)
- Polyneuropathy
- Dementia
- Chronic kidney disease
- Congestive Heart Failure (CHF)
- Vascular disease
- Hypertension

### Average Participant Statistics

**>10**

Number of  
Chronic Conditions<sup>3</sup>

**12**

Number of  
Medications<sup>4</sup>

**2+**

Activities of daily living  
requiring assistance<sup>5</sup>

### Participant Interactions



Average 4 visits  
to PACE center  
per month



>10 IDT touchpoints  
on average per  
month



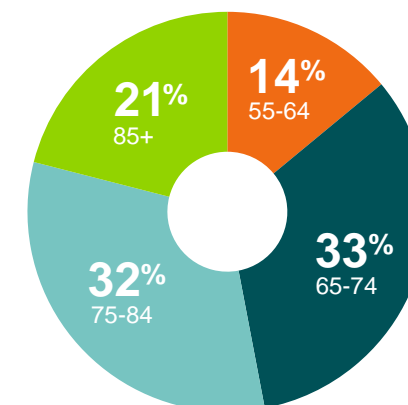
Uncapped  
individualized  
therapy sessions



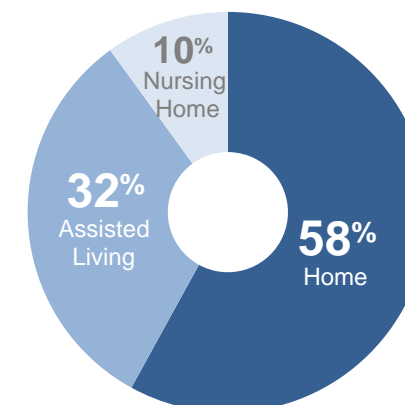
~10 InnovAge-  
provided transports  
per participant per  
month<sup>4</sup>

## Participant Demographics<sup>4</sup>

### Age (Years)



### Living Situation



1. Based on InnovAge data as of December 31, 2023.











2. Based on analysis of individuals enrolled in Medicare Fee-for-Service non-dual enrollees, as calculated in an analysis by Avalere Health in June 2020.

3. Based on InnovAge participant data for the 12-months ended September 30, 2023.

4. Based on InnovAge participant data for the fiscal year ended June 30, 2023.

5. Based on InnovAge's most recently available data from the 2022 Modified Health Outcome Survey, on average, assistance with two or more Activities of Daily Living.

# PACE offers the most comprehensive healthcare benefits.

	Original Medicare	Medicare Advantage	Medicaid Long-Term Services & Supports	PACE
 <b>Physician Care</b>	✓	✓		✓
 <b>Hospital Care</b>	✓	✓		✓
 <b>Pharmacy</b>	✓	✓		✓
 <b>Supplemental Benefits</b> (e.g., Vision, Dental)	✓	✓		✓
 <b>Home Health</b> (Skilled)	✓	✓		✓
 <b>Transportation<sup>1</sup></b>		✓	✓	✓
 <b>Home Care</b> (Unskilled)			✓	✓
 <b>Adult Day Services</b>			✓	✓
 <b>Assisted Living</b> (when required)			✓	✓
 <b>Nursing Facility</b> (when required)			✓	✓



Continuous  
SEP!

# How to QUALIFY for PACE

Be at least  
55 years of age

Reside in an  
InnovAge service area

Meet level of care  
as required by  
participating State  
(Two or more ADLs)

Be able to live safely  
in a community setting  
with PACE services at  
the time of enrollment

A PACE participant may **not** be enrolled in a Medicare Advantage Plan, Medicare Prescription Drug Plan, Medicaid prepayment plan, optional benefit (such as a home-and community-based services waiver), or the Medicare Hospice Benefit at the same time they are enrolled in PACE.

# Identifying Participants

## Whom InnovAge PACE Serves

- Frail, dual-eligible seniors
- Whose independence is a priority
- Whose living situation can be improved with an increased level of support
- Whose social life has virtually diminished
- Whose support network is weak
- Has recent changes in medical, marital or other status that concerns loved ones
- Whose financial status is unstable
- Whom finds transportation is a challenge



# Common Activities of Daily Living (ADLs)

PACE ADL definitions and requirements vary by state. Brokers should identify at least two ADLs before submitting an application.

ADL	Description
<b>Bathing</b>	Help set up? Supervision? Shower chair? Bottles? Upper/Lower Body?
<b>Dressing</b>	Choose clothes? Layout? Upper body vs Lower body? Lay/Sit/Stand?
<b>Grooming</b>	Shaving? Oral Hygiene? Set up? Toiletries? Finger/Toe-Nail clipping?
<b>Toileting</b>	Able to use the toilet without assistance?
<b>Eating</b>	Able to feed self? Choking risk? Handle utensils? Prepare place setting?
<b>Meal Prep</b>	Stove, microwave, kitchen use?
<b>Medication</b>	Medication management: reminders and physical abilities, inject insulin?
<b>Memory</b>	Recognize faces/names? Wandering (lost)? Forget stove on? Confusion?
<b>Phone</b>	Not able to make or answer phone calls. Ability to use their phone.
<b>Supervision</b>	Live alone? Falls? Able to evacuate in case of fire?
<b>Transferring</b>	Requires help moving between bed/walker/wheelchair/toilet/etc.
<b>Mobility</b>	1-2 Person assist? Device assist? Wheelchair, walker, rollator, cane, etc.?
<b>Transportation</b>	Private auto? Bus? Gurney transport? Self driver?



# ADL Values by State

Meaningful Assistance	CA	CO	NM	VA	PA	FL
State Minimum	2	2	2	5	3	3
Application Minimum	2	2	2	3	2	2
Bathing	1	1	1	1	1	1
Dressing	1	1	1	1	1	1
Eating <small>Named 'Feeding' in VA</small>	1	1	1	1	1	1
Grooming	0	0	0	0	1	1
Mobility	1	1	1	0	1	0
Transferring	1	1	1	1	1	1
Toileting <small>NOT Incontinence</small>	1	1	1	1	0	1
Bladder <small>Incontinence</small>	0	0	0	1	1	0
Bowel <small>Incontinence</small>	0	0	0	1	3	0
Cleaning	1	0	0	0	0	0
Laundry	1	0	0	0	0	0

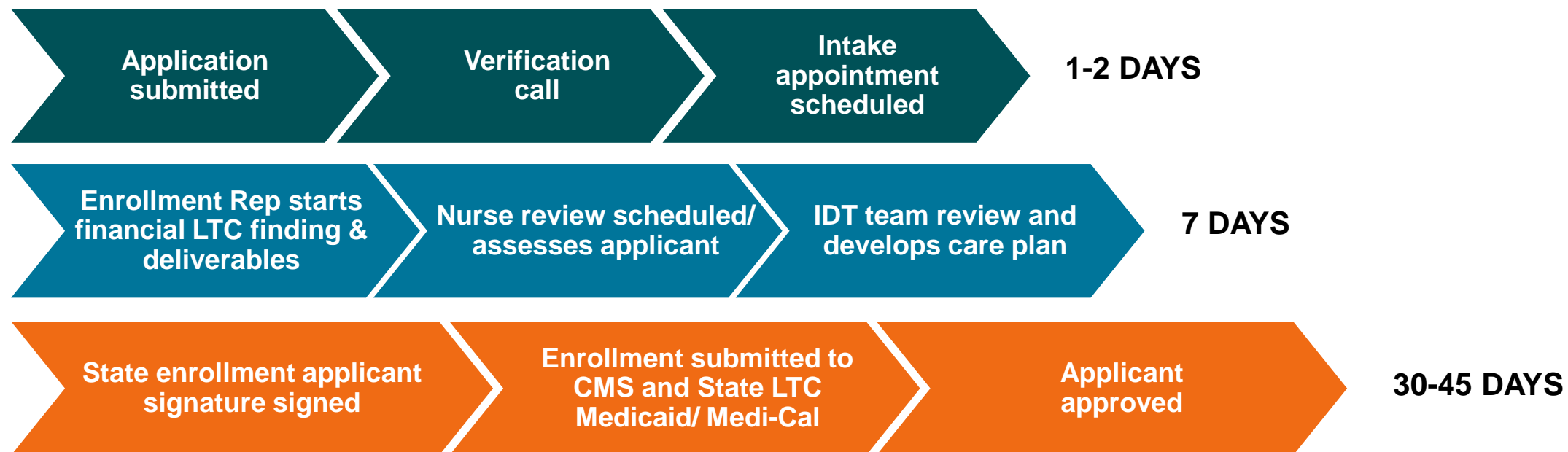
Significant Need Exists	CA	CO	NM	VA	PA	FL
State Minimum	2	2	2	5	3	3
Application Minimum	2	2	2	3	2	2
Behavioral Health	2	2	2	0	0	0
Brain Injury	2	2	2	0	0	0
Cognition	2	2	2	0	0	0
Developmental Disability	2	2	2	0	0	0
Memory	2	2	2	0	0	0
Mental Illness	2	2	2	0	0	0
Behavior and Orientation	0	0	0	3	0	0

Each State sets its own minimum for ADL eligibility requirement. Some states utilize a scale from 0 to 3 to score the value of each ADL. Please follow the Application Minimum when submitting an application.

# Financial Qualifications for LTC Medicaid Eligibility

Max	CA	CO	NM	VA	PA	FL
Monthly Income	\$6,667	\$2,901	\$2,901	\$1596 (Max Limit for no Share of Cost)	\$2,901	\$2,901
Total Assets	No Limit	\$2,000 Single Maximum  \$3,000 Couple Asset Maximum	\$2,000 Single Maximum  \$4,000 Couple Asset Maximum	\$2,000 Single Maximum  \$4,000 Couple Asset Maximum	\$2,000 Single Maximum  \$4,000 Couple Asset Maximum	\$2,000 Single Maximum  \$3,000 Couple Asset Maximum
Primary Residence Equity	No Limit	\$1.09M	\$730K	\$730K	\$730K	\$730K

# Enrollment Timeline

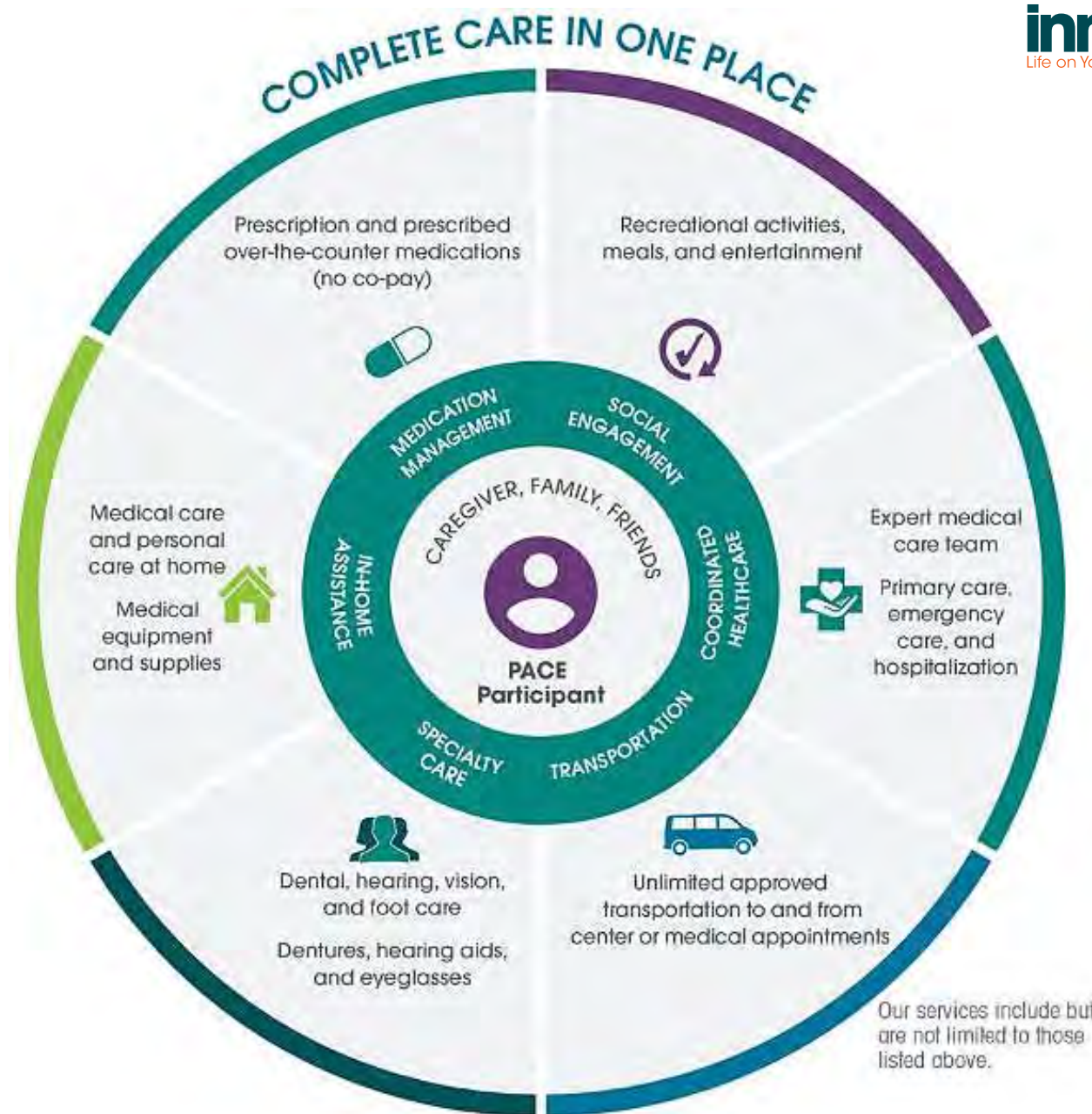


- Time for State LTC approvals vary
- Once approved, enrollment starts on the 1st of the following month (same as MAPD)



Overview of Our

# In-Center & Participant Home Services



The Role of our

# The Primary Care Provider

- Decisions for medical care
- Updating Participant's care plan
- Specialist Referrals
- Review laboratory, radiology and other reports
- Medication management
- 24/7 Primary care coverage



The Role of our

# Social Services

- Social workers are participants' main point of contact
- Care navigation
- Initial and routine assessments at least every six months
- Engage contracted providers to ensure Participant's continuity of care
- Emotional support





The Role of our

# Allied Therapies

- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Behavioral Therapy





# Medication Management

Our prepackaged medication management system minimizes dosing errors and ensures adherence.

## Medication Calendar

EVERYDAY					
JOHN SMITH					
LIQUOR	For digestion	1/2			
OS-CAL 500MG + D	Nutritional supplement	1			
BRISQOL/BRISQOLCEFEROL	For vitamin D deficiency	1			
ASPIRIN 80 325 MG TABLET	For Arthritis pain	1	1	1	1
COLACE	For constipation	1			1
PLAVIX	To prevent heart attack		1		
VALIUM/VITAMIN TABLET	For stress/anxiety			1	
PHILLOEC	For insulin levels				1
PRADAXIN	For blood flow	1			
VIOCTAN	For diabetes/cholesterol	1	1	1	1
CRAJEL MALT STRENGTH		✓	✓	✓	



## SimplePack



Participant benefits include

# Supplies & Equipment

- OTC Supplies
- Assistive and Durable Medical Equipment
- Home Safety Modifications
- Oxygen





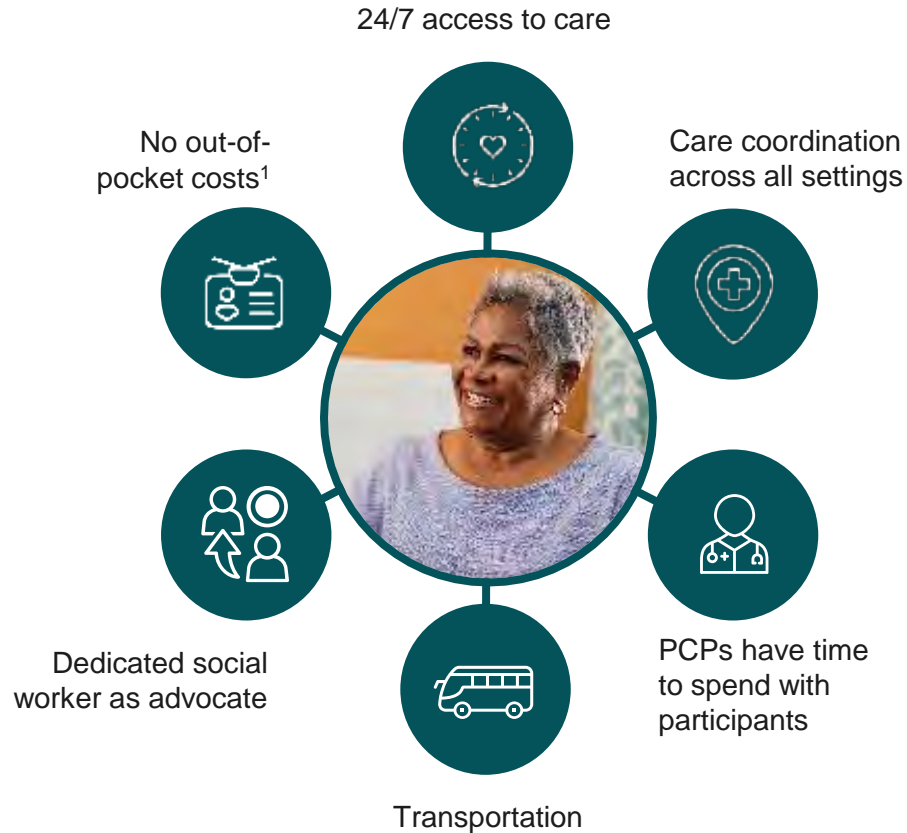
Participant benefits include

# End of Life Care

InnovAge coordinates end of life care services for Participants, as needed.



# Seniors choose InnovAge for the comprehensive benefits, unique experience, and sense of community we create at each center.



## Participant Testimonials

“Our mother loved it here and **we loved the care she was given**. We knew **when we got older, we wanted to be InnovAge participants**, too, and here we are! **The staff is tremendous. There is no other program we could have gone to that would have given us all these benefits** and where we’d be so well taken care of.

“The care [my mother] received has been phenomenal. **Everything is done professionally and within a warm, caring atmosphere**. It’s a family here. And, I know **our care model is critical to our success**. All the departments work together, whether its transportation, physical therapy, behavioral health, and so on.

“I took care of my mom, but I also needed to work full time. With InnovAge PACE’s support **I was able to continue to work full-time, and not worry about her being home alone**. My mom loved it here. You walk into this center, **people are smiling and they’re handing out hugs like candy**.

**InnovAge PACE Net Promoter Score: 47 | Health insurance industry average: 27<sup>2</sup>**

1. Dual eligible individuals have no out-of-pocket costs once enrolled in PACE.

2. <https://customergauge.com/benchmarks/blog/nps-insurance-industry-net-promoter-scores#:~:text=The%20average%20NPS%20score%20for,game%20through%20more%20personalized%20experiences.>



# Our model of care drives superior health outcomes.

90%

## Independent Living

Participants remain in the community<sup>1</sup>

10.3

## Risk Prevention

Falls per 100 participants<sup>2</sup>

73%

## High Engagement

Reduction in low-to-medium severity ER visits<sup>3</sup>

5.5%

## Appropriate Utilization

Inpatient Admits<sup>4</sup>

1. As of December 31, 2023.

2. InnovAge data as of December 31, 2023.

3. Average low- to medium-severity emergency department visits and hospital admissions relative to a comparable Medicare fee-for-service population with similar risk scores based on most recently available data from 2018. Based on InnovAge estimates as of June 30, 2022.

4. Defined as total inpatient admissions to total member months for the 12-months ending June 30, 2023.

# The InnovAge clinical care model is unique and comprehensive.

100%

Patient Engagement<sup>1</sup>

<100

Target Panel Size (compares to 500+ for trad. VBC providers)

7 hrs.

Average time PCP spends with a participant in their first month

3-7

PCP visits per day<sup>2</sup>



## InnovAge Differentiators

- Integrated approach and execution
- Epic tech stack
- 24/7 Care (e.g. after-hours nursing)
- Monthly self-audit ("CMS-inside" approach)



## PCP

- Drive all care decisions
- Concierge practice model
- 360-degree view of each participant
- Durable relationships with participants



## On site care

- PT/OT/Speech
- Integrated BH
- Recreation
- Dental
- Nutrition
- Social Services



## Enterprise Support

- Population health department
- Infection control specialists
- Best practices sharing through training / internal clinician community



## Concierge Model

Our model aligns incentives for physicians to spend significant time with each participant and to optimize quality and the total cost of care.

# We employ a more comprehensive care team than traditional primary care providers.

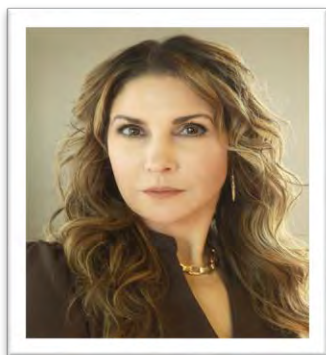
	Traditional Primary Care <sup>1</sup>	IDT
Primary Care Physician	✓	✓
Registered Nurse	✓	✓
Master's level Social Worker	X	✓
Center Manager	X	✓
Physical Therapist	X	✓
Recreational Therapist	X	✓
Occupational Therapist	X	✓
Dietician	X	✓
Home Care Coordinator	X	✓
Personal Care Attendant	X	✓
Driver	X	✓
Care delivered by employees as a % of revenue <sup>2</sup>	~5%	~30%



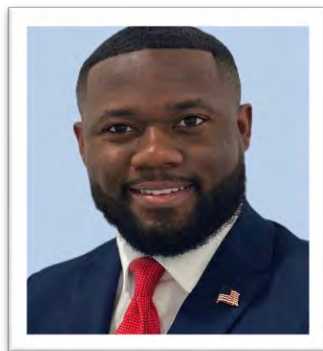
## PACE model of care benefits

- Interdisciplinary care teams (“IDTs”) serve as core care team (11 personnel) and **coordinate all medical care and benefits** through **staff-model concierge practice**
- Address each participant's medical, physical, social, and emotional needs through **assessing each person as an individual**, and not making coverage decisions with generic rules
- **Create and refine custom care plans** to help ensure participants receive **optimal treatment**
- Seek to **mitigate challenges** presented by participants' **social determinants of health**
- **Meet daily to discuss** center operations and plans for new participants

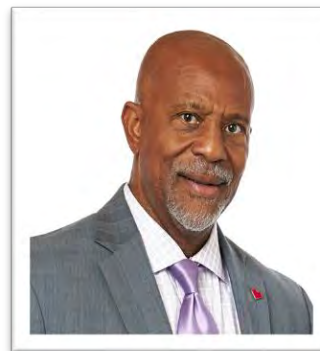
# Meet Your Broker Channel Team



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