

Supportive Care Program

Helping Your Patients Manage Serious Illness in the Home Environment

Program Goals and Your Role

The goal of our **Supportive Care Program** is to help your Peoples Health patients, of any age, be active at home in addressing and managing the acute symptoms of a serious illness or condition. Our Peoples Health care team can work with you to identify self-management interventions to enhance the patient's quality of life. We work with our network providers to arrange needed services, including in-home services when required.

Supportive care is not the same as hospice care. Unlike with hospice care, patients can receive supportive care while undergoing treatment. Additionally, this care aims to help avoid hospitalizations and health crises.

The program does not replace the care you provide but can complement it. We notify you and the patient's other treating physicians about the patient's enrollment in the program, and reports are available about the services provided. The providers administering services may contact you to discuss care options, as well as identify your preference for receiving reports (e.g., via fax or email).

How the Program Helps Your Patients

- Identifies the patient's and the family's needs and ways to meet them—through health care, community and Peoples Health resources
- Provides ways to treat and manage symptoms, which may range from pain, insomnia, fatigue and shortness of breath to poor appetite, nausea, constipation and diarrhea
- Addresses side effects caused by treatment, as well as social, psychological and spiritual concerns related to the treatment or illness
- Assists with advance care planning
- Supports family or caregivers, who may feel overwhelmed by the many aspects of the patient's care

To Refer Patients

We encourage you to discuss program benefits with your eligible Peoples Health patients. Refer patients by submitting an order through the [UnitedHealthcare Provider Portal](#), or submit a [Peoples Health Medical Necessity Form](#) to the appropriate fax number on the form. Write "supportive care" in the Service(s) Requested field. Patients can also self-refer by calling the Customer Service number on the back of their Peoples Health plan ID card.

If you have questions about this program, contact your Peoples Health representative. For general support, call Provider Services at 1-877-842-3210. For information about other Peoples Health clinical programs, visit peopleshealth.com/provider-plan-documents.