

LONG-TERM SERVICES AND SUPPORTS CASE STUDY:

Point of Care Program

THE CHALLENGE

Pennsylvania-based **PA Health & Wellness (PHW)**, a **Centene Corporation** health plan, identified a significant challenge in **reducing Emergency Department (ED) use** among a segment of participants who are clinically eligible for nursing facility care but reside in the community.

WHY IT MATTERS

Frequent ED visits signaled deeper, unresolved issues that required attention to improve care quality and control healthcare spending. Addressing the root causes of these visits was essential, to enhance participants' quality of life and ensure more efficient use of healthcare resources. PHW focused on identifying and resolving these underlying factors to promote better health outcomes and optimize system-wide resource utilization.

BARRIERS TO PROGRESS

One of the main barriers to implementing the program was **shifting the traditional mindset of simply authorizing increased home care hours**. The challenge was to encourage home care agencies to identify and alleviate the root causes of ED visits without necessarily increasing home care costs. This required a fundamental change in how services were delivered and managed.

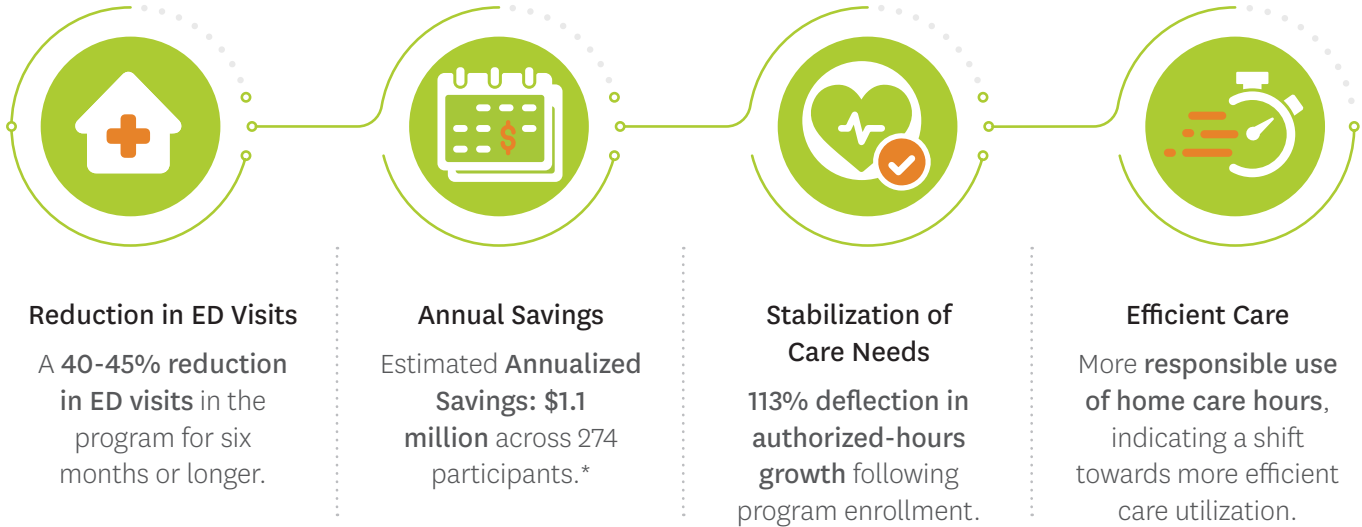
THE SOLUTION < < <

PHW developed Point of Care, a program offered across the state of Pennsylvania, that leverages community health workers employed by home care agencies like Help at Home and Bayada. These workers, supervised by nurses, use their agencies' existing relationships with participants to identify underlying causes for high ED utilization and work to alleviate them. Participants are selected based on a history of ED use. Their results are compared to members who aren't in the Point of Care program. The program also involves sharing admission, discharge, and transfer data with providers to monitor program outcomes effectively. Beyond curbing ED use, the program creates opportunities to discuss participants' other drivers of health, allowing referrals to food, transportation and other needed services.



IMPACT

The Point of Care program has achieved significant savings while ensuring members receive the right care at the right time:



CONCLUSIONS

The Point of Care program exemplifies Centene's innovative approach to LTSS, demonstrating that home and community-based services can be effectively leveraged to improve participants' physical health outcomes. By utilizing non-clinical providers who are trusted by participants and present in their homes, the program addresses the participant's "whole health" in a novel and effective manner. With plans to expand to additional home care providers and potentially transition to a shared savings model, PHW is poised to continue its leadership in managed LTSS.

*Based on Per Member Per Month ED variance + Per Member Per Month Inpatient variance, a Member Per Month Total variance of \$355 per member per month across 12 months.

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