

## Talking Points for Case Managers Discussing BIDCO Preferred Home Care Agencies with Patients and Families

Here is some information to aid your discussion with patients and families about utilizing a BIDCO preferred home care agency:

1. BIDCO can monitor a patient's quality of care while at a BIDCO preferred home care agency through continual tracking and communication.
2. Using BIDCO's preferred home care agencies improves communication and ensures better continuity of care when transitioning from hospital or SNF to home care agency.
3. BIDCO's preferred agencies will coordinate your discharge planning when you need outpatient services such as physical therapy, occupational therapy or other out-patient services. This helps to ensure a seamless transition from home care agency to PCP.
4. BIDCO has built strong relationships with the preferred facilities and the preferred home care agencies meet BIDCO's clinical and service criteria. By partnering together, BIDCO and the home care agencies are able to work together to ensure a high level of care and strong communications.
5. BIDCO knows the capabilities of the preferred home care agency and can therefore help to choose a home care agency that will be able to effectively manage a patient's specific clinical needs.

### Addressing Patient and Family Questions or Concerns to Utilizing a BIDCO Preferred HOME CARE AGENCY

**Question:** Am I able to choose the home care agency I go to/my family member goes to?

**Answer:** Patients certainly have a choice of which home care agency to use but we believe patients will be pleased with any one of our recommended preferred home care agencies. These home care agencies offer high quality care, are committed to patient satisfaction and will ensure you recover as soon as possible.

**Question:** I've had a home care agency in the past and I want to use the same one.

**Answer:** There are many home care agencies to choose from. However, communication between BIDCO, the home care agency and your PCP about your health status and any medications you are prescribed is streamlined when all parties are part of a single system.

**Question:** Why does BIDCO want me to go to a home care agency in its network?

**Answer:** The benefit of choosing a BIDCO preferred home care agency is that our preferred home care agencies have to meet our expectations and standards of care to ensure they remain a "preferred" BIDCO home care agency.