



Medicare Insurance Plans



TO: Cigna Medicare PCPs
FROM: Network Operations Department
DATE: February 25, 2020
SUBJECT: Alegis Care - Complex Care Program (CCP)

In a continued effort to positively impact the overall well-being of our members, Cigna Medicare is excited to announce an additional program in partnership with Alegis Care. We are introducing the Complex Care Program (CCP) program in the NETX POD service area effective February 17, 2020. Below is a summary of the Alegis Care CCP Program.

Complex Care Program Goals

At Alegis Care we strive to continuously enhance our in-home programs to help improve the health and well-being of patients identified as needing additional support. Our Complex Care Program provides the opportunity to extend care into the home by offering support to those patients with primary care services and enforcing the care plan that an in-office PCP has already developed for patient who are failing traditional in-office care delivery approaches.

What is the Complex Care Program (CCP)?

The Alegis Care Complex Care Program is where we serve as an extension of the office PCP in the home. At times, by getting into the patient's home, Alegis Care is able to help to figure out why they may be failing traditional in-office care delivery. The goal is to provide care in collaboration with the office PCP.

As we recognize it takes a team approach to deliver superior care, Alegis Care will closely collaborate with you as the patient's PCP. You can expect to receive phone calls at your office from the local program NP to discuss and review the care plan, as well as the management of acute and chronic medical issues. The local program RN may also facilitate appointments, clarify medications, and coordinate care with case management.

If you have questions, please contact Mandy Hamilton at (936) 707-5846 or by email at Amanda.LHamilton@careallies.com, or Leslie Anders at (936) 641-2604 or by email at Leslie.Anders@careallies.com.

Thank You,

Cigna Medicare Network Operations Department