



FACILITY

materials



Continue Care is an innovative transitional care management program that combines PharMerica's trusted pharmacy services with BrightSpring's home health services to offer person-centered, hands-on interventions that help prevent costly rehospitalization of medically complex patients transitioning home.

Continue Care services include:

- Delivery of up to 44 days of medication
- Medication regimen reviews by pharmacists
- In-home assessments by dedicated nurse practitioners
- Safe and convenient multi-dose pillow packaging
- Regular nurse check-ins
- 24/7 triage support

How Continue Care Helps

Our unique approach helps patients stay healthy at home with the person-centered support they need. And with Continue Care, skilled nursing facilities can manage transitional care more effectively, resulting in:

- Lower costs
- Increased medication adherence
- Reduced rehospitalization rates
- Improved clinical and quality outcomes
- Structured with CMS reimbursement model in mind
- Enhanced reputation and referrals

Home-based primary care is associated with a 50% reduction in hospital readmissions and a 20% reduction in emergency room visits.



How ContinueCare Works



For more information, contact your PharMerica representative at 800-821-4038
or visit PharMerica.com/ContinueCare



Program Eligibility and Enrollment

How do you determine who qualifies to take part in Continue Care?

All residents who are going home or to a personal residence when discharging the facility are eligible to participate in the program.

Can residents cancel their participation at any time?

Residents can stop participating in Continue Care at any time and we will help them transition their prescriptions to the pharmacy of their choice.

Cost & Coverage

Does it cost anything for residents to take part in Continue Care?

There is no cost to participate in Continue Care. Residents transitioning home are only responsible for a co-payment based on their pharmacy coverage. Our medication management, nurse/nurse practitioner follow up, and delivery services are provided at no added cost.

Do residents need to provide their insurance for the program?

We will need residents' pharmacy coverage in order to bill the Pharmacy Benefits Manager (PBM) directly for their medications. By taking care of insurance coordination, Continue Care makes receiving medications even easier for residents.

Included Services

What do residents get if they participate in Continue Care?

All residents who take part in Continue Care will receive a 14-day supply of the medications prescribed by their physician in easy-to-use multi-dose packaging before they leave your facility. A nurse practitioner will make an in-home visit and can order up to a 30-day* refill so there's one less thing for residents to worry about. If a resident decides not to continue with the program or the insurer doesn't cover their participation, we can transfer their prescriptions to any pharmacy they choose.

Refills

When will residents receive their first Continue Care box?

Residents transitioning home will receive their box before they leave that includes a 14-day supply. Refills ordered by the nurse practitioner will arrive before their current supply of medications runs out. These will be delivered in the same Continue Care box the residents received when leaving your facility.

Who do residents contact if they have questions about their Continue Care delivery?

Residents can call Continue Care at 800-821-4038. A representative can provide tracking and status information about their prescription shipment.

Will all medications be in one Continue Care box?

Yes, residents will receive just one shipment that contains all of their medications along with instructions on when to take each dose.

Do you provide just oral tablet/caplet medications or other prescriptions as well?

We provide oral tablet and caplet medications as well as liquid medications.

Will a pharmacist review the medications?

When we receive a list of resident medications, a pharmacist will conduct an initial review and make any recommended changes to their prescribers based on possible risks like drug interactions or dosage problems.

Clinical Follow Up

Will Continue Care communicate with a resident's primary care provider?

Following their in-home visit, the Nurse Practitioner can communicate directly with the resident's primary care provider. Alternatively, the resident can decide to make the Nurse Practitioner their ongoing primary care provider.

Will Continue Care contact a resident once they are home?

A Care Manager will contact the resident within 48 hours of transitioning home from your facility.

What types of questions/concerns will the nurse/nurse practitioner be able to address?

During their in-home visit, our Nurse Practitioner can help residents and the responsible party understand their medication list and how to take their prescriptions, their post-care instructions and when they are to see their primary care provider, and how to access other services not in place.

Does the visit by the nurse practitioner need to be in person?

An in-person visit after transitioning home is the best way to help a resident get resettled and have access to necessary healthcare. Continue Care Nurse Practitioners specialize in home visits, particularly with patients who have recently been in a skilled nursing facility.

**Subject to insurer's approval*





PATIENT
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Making Your Transition Home Easier and Safer

As a resident, PharMerica will provide your medications during your facility stay. To ensure you continue to have the treatments you need when transitioning home, we'll give you up to a 14-day supply of your medications to take with you.

Up to 44 Days of Medications at Home

To help make sticking with your medication regimen even easier, Continue Care will provide a follow-up call from a nurse the first week you return home, as well as a visit in your home from a nurse practitioner* within two weeks.

The nurse practitioner can also arrange up to a 30-day refill once your medications run out*, saving you a trip to the pharmacy. Your additional prescriptions will be mailed to your home in easy-to-use packaging with medications organized by the date and time you need to take them, so you can be sure to take the right dose at the right time.

In-home Visits for Improved Health

In addition to providing a supply of your medications, Continue Care also delivers enhanced safety at this crucial time, including:

SAFETY REVIEWS

A pharmacist will review your medications for accuracy and safety, an extra step that is often missed if you have chronic conditions or multiple specialty providers.



NURSE FOLLOW-UP

A nurse will conduct regular weekly calls to check on any issues you may be experiencing with your medications or health changes that could impact the effectiveness of your treatments. Within two weeks, a nurse practitioner will also visit your home* to review your drug usage and check on any additional support services you may need.



INDIVIDUALIZED PACKAGING

Your shipment of medications will contain individual packages with the date and time you need to take each dose, eliminating any confusion.



24/7 ON-CALL SUPPORT

Our nurses and pharmacists are available to answer both patient and family questions 24/7.



The best part? There's no additional cost: We'll handle billing your insurance directly for your medication refills. You'll only be responsible for a co-payment based on your pharmacy coverage. Our medication management, nurse/nurse practitioner follow up, and delivery services are provided at no additional cost.

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Program Eligibility and Enrollment

How do I qualify to take part in Continue Care?

All residents who are going home or to a personal residence when discharging the facility are eligible to participate in the program.

Can I cancel my participation at any time?

You can stop participating in Continue Care at any time and we will help you transition your prescriptions to the pharmacy of your choice.

Cost & Coverage

How much does it cost to take part in Continue Care?

There is no additional cost to participate in Continue Care. Residents transitioning home are only responsible for a co-payment based on their pharmacy coverage. Our medication management, nurse/nurse practitioner follow up, and delivery services are provided at no added cost.

Do I need to provide my insurance for the program?

We will need your pharmacy coverage information in order to bill the Pharmacy Benefits Manager (PBM) directly for your medications. By taking care of insurance coordination, Continue Care makes receiving medications even easier for you.

Medication Access

How do I get my medications as a participant in Continue Care?

If you take part in Continue Care, you will receive a 14-day supply of the medications in easy-to-use multi-dose packaging before you leave the facility. Once home, a nurse practitioner will make an in-home visit and can order up to a 30-day* refill so there's one less thing for residents to worry about. If you decide not to continue with the program or your insurer doesn't cover your participation, we can transfer your prescriptions to any pharmacy you choose.

When will I receive my first Continue Care box?

You will receive your box before you leave that contains a 14-day supply. After this 14-day supply, refills ordered by the Nurse Practitioner, for eligible patients, will arrive before your current supply of medications runs out. These will be delivered in the same Continue Care box you receive when leaving the skilled nursing facility.

Who do I contact if I have questions about my Continue Care delivery?

Residents can call Continue Care at 800-821-4038. A representative can provide tracking and status information about your prescription shipment.

Will all medications be in one Continue Care box?

Yes, you will receive just one shipment that contains all of your medications along with instructions on when to take each dose.

Do you provide just oral tablet/caplet medications or other prescriptions as well?

We provide oral tablet and caplet medications as well as liquid medications.

Will a pharmacist review the medications?

When we receive a list of your medications from the nursing home, a pharmacist will conduct an initial review and make any recommended changes to prescribers based on possible risks like drug interactions or dosage problems.

Clinical Follow Up

Will Continue Care communicate with my primary care provider?

Following their in-home visit, the Nurse Practitioner can communicate directly with your primary care provider. Alternatively, you can decide to make the Nurse Practitioner your ongoing primary care provider.

Will Continue Care contact me once I return home?

A Care Manager will contact the you within 48 hours of transitioning home from the skilled nursing facility.

What types of questions/concerns will the Nurse Practitioner be able to address?

During their in-home visit, our Nurse Practitioner can help you and your responsible party understand your medication list and how to take your prescriptions, your post-care instructions and when you are to see their primary care provider, and how to access other services not yet in place.

Does the face-to-face visit by the nurse practitioner need to be in person?

An in-person visit after transitioning home is the best way to help you get resettled and have access to necessary healthcare. Continue Care Nurse Practitioners specialize in home visits, particularly with patients who have recently been in a skilled nursing facility.

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