

DUOS pilot program helps eligible Geisinger Gold members manage their health

DUOS connects older adults to a real person, a Duo, who acts as a companion in care — encouraging them to get preventative screenings and close care gaps while addressing social needs. We'll be reaching out to one or more of your Geisinger Gold patients about this unique opportunity.

What is DUOS?

- We're partnering with DUOS to run a year-long pilot for eligible Geisinger Gold members.
- Eligible members may receive outreach from DUOS by mail, email or telephone.
- Members will have the opportunity to enroll into the pilot.
- Once members are enrolled, DUOS uses weekly calls, technology enabled navigation and personalized support to reduce gaps in care, address social needs, reduce the prevalence of social isolation and connect members to existing programs and services.
- This is a pilot program limited to members specifically identified through analytics. You won't be able to refer patients into the pilot program at this time.

Why was DUOS created?

As DUOS' founders juggled care for aging loved ones, they couldn't find services that made sense for them. Some were too much. Others didn't do enough. And they were all too expensive. Plus, their parents and grandparents felt like their independence was slipping away.

They wished for just the right amount of help. Help that made their loved ones more independent, not less. That idea became DUOS.

Responsive, ongoing support

DUOS pairs older adults with a real person called a "Duo." Once enrolled, Duos call weekly and your patients enjoy the following support, at no cost to them:

- Weekly telephonic companionship from a real person — their "Duo"
- Help with connecting to local meal programs, transportation, financial aid, and more
- Coordination with their care team, including family members to help with appointments, transportation, meal delivery, financial aid, and more as needs arise and evolve.

Duos aren't nurses or clinicians. They're a friendly voice who can help folks along in their healthcare journey. It's the modest yet critical support many aging people need to meet their health care needs and maintain their health and independence.

Who's eligible for DUOS?

- Geisinger Gold members that are not already a part of another Geisinger care management program or quality initiatives who also meets inclusion criteria:
 - Primary pilot inclusion criteria – has at least one open care gap:
 - Annual wellness visit (AWV), breast cancer screening, colorectal cancer screening, annual flu vaccine, osteoporosis management, diabetic eye exam, diabetic kidney disease monitoring and diabetic blood sugar control
 - Secondary pilot inclusion criteria – experiencing one or more:
 - Social determinants of health (SDOH) needs (e.g., transportation, food, etc.)
 - Social isolation

Case study: Suzanne, age 76

Transportation, consistent meals, and finances are all challenging for Suzanne. So is keeping up with her care plan — she has type 2 diabetes and high blood pressure. Suzanne's Duo arranged:

- A PCP appointment for HbA1c testing
- A ride to the appointment
- Co-pay assistance for meds
- Delivery of low-sodium meals

Suzanne lives alone, and the weekly talks with her Duo also relieve her social isolation. "My Duo really wants to know what's going on with me," she says.

How you can help

- Ask your eligible patients to consider the DUOS program if you think it's right for them.
- Talk with your Geisinger Gold patients about any care gaps they may have. Closing care gaps improves health and can increase incentive payments for you and your patients!

"Geisinger is committed to transforming the healthcare experience for older adults. We expect this program to improve patients' lives, support the efforts of our providers and reduce cost of care." *Dr. John Bulger Chief Medical Officer for Geisinger Health Plan*

If you have any questions about the DOUS pilot program for Geisinger Gold members, contact your Provider Account Manager at **800-876-5357** or GHPAccountMngt@geisinger.edu.