

Community Based Palliative Care

Overview of Services

The Community-Based Palliative Care (CBPC) program supports members with serious health conditions. It focuses on easing symptoms, coordinating care, and helping you and your family navigate the health system, while you keep getting your regular treatments.

Care is provided at home or in other community places (not in a hospital) by an interdisciplinary care team that creates a care plan based on your needs and goals.

Depending on your individual needs, services may include:

- Help managing symptoms
- Home visits from nurses, social workers, or other licensed providers
- Help with planning for future care needs
- Coordinating and connecting you to other services
- Emotional, social, and spiritual support for you and your caregivers
- Reviewing and adjusting medications
- Guidance and support for caregivers
- Access to a 24/7 telephone line for urgent questions or concerns

Please note: Palliative care and hospice care are different, and you **do not** need to have a terminal diagnosis to get palliative care. Palliative care can help anyone with a serious illness who is having a hard time with daily activities or managing their health. You can still get other medical treatments and keep seeing your regular doctor while receiving palliative care.

Member Eligibility Criteria

To be considered eligible for CBPC, you must have a serious illness that has impacted your daily life. Examples of qualifying serious illnesses and changes in daily life are listed below. Aetna Medicare FIDE (HMO D-SNP) may also approve CBPC if it decides the service is medically necessary for you.

1. Diagnosis with serious illness:

Eligible conditions include (but are not limited to):

Adult:

- Cancer (Stage III or IV)
- Congestive Heart Failure
- COPD
- ESRD or chronic kidney disease
- Cirrhosis or liver disease
- Degenerative neural condition (i.e., Parkinson's, severe neurodegenerative disorders)
- Alzheimer's and dementias

- Diabetes
- Stroke
- AIDS

Pediatric:

- Cardiac Disease
- Pulmonary Disease
- Neurological Disorder
- Cancer
- Renal Disease
- End-stage Liver Disease
- Genetic Disorders
- Metabolic/Inclusion Disease
- Gastrointestinal Disease or Conditions
- Orthopedic Disorders
- Neonatal
- Infectious Disease

2. Quality of life impairment, as indicated by one of the following:
 - a. Documented decline in ability to do daily activities
 - b. Recent acute care use: two or more emergency room visits in the last six months, or at least one hospital stay in the last 12 months
 - c. Other signs of functional decline or serious disease not listed above

To learn more about the program and whether you qualify, please reach out to Member Services at: **1-844-362-0934 (TTY: 711)**, 8 AM to 8 PM, 7 days a week.

Accessing Services

There are several ways to get CBPC services:

- 1) You (or someone helping you, like your provider, family member, or a community group) can use the Program Eligibility Screening Tool (you can access the screening tool at [aet.na/njforms](https://aetna.com/njforms)) then contact Member Services at: **1-844-362-0934 (TTY: 711)** for next steps; if the screen shows you may qualify, Aetna Medicare FIDE can help you find an in-network provider for an assessment.
- 2) Your healthcare provider or Aetna Medicare FIDE can also refer you directly for an assessment

In either case, eligibility is confirmed with a Comprehensive Medical Assessment using the state's standard tool. This is done in person by a qualified, Medicaid-enrolled clinician. Prior authorization is not needed for the assessment. If you are eligible, Aetna Medicare FIDE will approve services and start care planning with your palliative care team.

Aetna Medicare FIDE (HMO D-SNP)
PO Box 982980
El Paso, TX 79998-2980



To stay in the CBPC program, you will be reassessed every six months, or sooner if your health changes a lot. If you still qualify, your approval will be extended for another six months.

Service Coordination

If you join CBPC, your assigned Aetna Medicare FIDE Care Manager will work with your palliative care team to coordinate Medicaid-covered services that support your palliative care plan – for example, Personal Care Assistance, home health, or needed equipment. Your palliative care team will meet at least once a month to review your needs and update the care plan, and at least one of these monthly meetings will include your Aetna Medicare FIDE Care Manager.

Finding a Provider

You can look up in-network Palliative Care Providers by:

Clicking this link: [Provider Search Tool - Find a CBPC Provider](#)

OR

Visiting www.aetnamedicare.com/NJDSNP and clicking “Find a provider” in the top right corner.

In the tool, use the “Search for a Specialty” field to find in-network Community Based Palliative Care providers.

After Aetna Medicare FIDE approves you to start this benefit, you will get a list of three (3) in-network CBPC providers if you don't already have an in-network provider in mind. You can take some time to look at the provided list and choose the provider you want. If you do not choose a provider within 5 business days, your care manager will help pick one for you. They will choose the provider that is the best fit, so you can start your care without delay.

If you need help, please call Member Services at 1-844-362-0934 (TTY: 711), 8 AM to 8 PM, 7 days a week. We can assist with questions like:

- How to find an in-network provider
- How to request a service authorization
- Claim questions, including status or disputes
- Filing a grievance or appeal
- Getting in touch with CBPC program contacts
- What to do if your desired provider is out-of-network

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Aetna Medicare FIDE (HMO D-SNP) is a Fully Integrated Dual Eligible Special Needs Plan with a Medicare contract and a contract with the New Jersey Medicaid Program. Enrollment in Aetna Medicare FIDE depends on contract renewal.

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage.

If you speak a language other than English, free language assistance services are available. Visit our website at aetnamedicare.com/NJDSNP or call 1-844-362-0934 (TTY: 711), 8 AM to 8 PM, 7 days a week.

ESPAÑOL (SPANISH): Si habla un idioma que no sea el inglés, los servicios gratuitos de asistencia en idiomas están disponibles. Visite nuestro sitio web en aetnamedicare.com/NJDSNP o llame al 1-844-362-0934 (TTY: 711), de 8 a.m. a 8 p.m., los 7 días de la semana.

(CHINESE)傳統漢語(中文)如果您講英語以外的語言,則提供免費語言援助服務。請造訪我們的網站aetnamedicare.com/NJDSNP或致電, 1-844-362-0934(TTY:711),上午8時至下午8時,每週7天

You can get this document for free in other formats, such as large print, braille, or audio. Call Member Services at 1-844-362-0934 (TTY: 711), 8 AM to 8 PM, 7 days a week. The call is free.