

ConcertoCare™

Available to eligible members

Frequently Asked Questions

1. Who is ConcertoCare?

ConcertoCare (www.concertocare.com) helps health plans reduce costs, reduce patient health risks, and improve outcomes through coordinated and comprehensive care.

ConcertoCare's tech-enabled in-home care teams leverage their value-based, interdisciplinary care model to address unmet health and social needs and improve patients' quality of life, working closely with them, their caregivers, families, healthcare providers and communities.

Founded in 2015, ConcertoCare currently operates in eight states: California, Oregon, Washington, New York, Ohio, Massachusetts, North Carolina and Rhode Island. ConcertoCare currently provides services to major Blues plans. In California, ConcertoCare offers integrated care services through a dedicated Program of All-Inclusive Care for the Elderly (PACE) center in Los Angeles serving Los Angeles and Orange counties.

2. Will the IPA/medical group have input regarding which complex care management programs are offered to eligible plan members?

Blue Shield and Blue Shield Promise carefully to determine which care path each member is offered, depending on their documented individual needs, including whether a member is offered the ConcertoCare program.

If you have questions about which certain complex care programs are offered to a member who is your patient, you may contact Blue Shield Provider Customer Service at (800) 541-6652 for assistance in connecting with the appropriate care management specialist for discussion.

3. Does ConcertoCare act as a primary care physician?

No. This program helps support the work you do and provides you with up-to-date information, while being a constant and consistent resource to eligible patients when and where they need care.

4. How does ConcertoCare work with Blue Shield and Blue Shield Promise network providers?

As members enroll in the program, ConcertoCare will contact the patient's primary care physician (PCP) to inform them, and to request medical records for pre-visit preparation. This upfront communication sets the stage for a collaborative relationship. ConcertoCare communicates with providers in whatever way is the most seamless for their practice.

Following all ConcertoCare visits, all documentation and treatment plans will be shared with the member's PCP. ConcertoCare will ask for feedback and alignment on the clinical care plan. ConcertoCare will coordinate identified needs related to orders, referrals or prescriptions.

5. Will Concerto providers help close care gaps and risk adjustment coding/documentation?

Yes, ConcertoCare clinical care providers, as part of the care they provide, seek to address both care gaps and accurate coding and documentation.

6. What is the IPA/Medical Group's financial responsibility with respect to ConcertoCare?

For eligible members, Blue Shield pays ConcertoCare for services. Blue Shield and Blue Shield Promise contracted provider IPA/medical groups and providers are not financially responsible for the covered services ConcertoCare provides to an eligible member.

- Financial responsibility for services ConcertoCare does not provide (e.g., lab, radiology, specialist care) will fall under the group's capitation for HMO members. ConcertoCare will secure prior authorization from the IPA/medical group or from Blue Shield, as needed.
- Financial responsibility for services ConcertoCare does not provide to eligible PPO members are billed under a fee-for-service provider agreement. ConcertoCare will secure prior authorization from Blue Shield, as needed.

7. Is ConcertoCare in Blue Shield's palliative care network?

No, members who are being treated by a network palliative care provider would not be eligible to enroll in and participate in the ConcertoCare program.

8. Can a member's primary care physician refer the member to ConcertoCare?

Direct referrals to ConcertoCare by a member's health care provider are not being offered at this time. If you receive a letter from Blue Shield with the name of a member who is your patient and is being offered the ConcertoCare program, we hope you will encourage that member to enroll.

Member Services

9. How do eligible members enroll in ConcertoCare?

Eligible members receive outreach from ConcertoCare will contact those members by postal mail and phone calls, inviting them to enroll in the program and providing details about how it works. A ConcertoCare professional will offer to set up an introductory appointment in the member's home or another place that is convenient. Members are free to accept or decline the offer.

10. What after a member chooses to enroll in ConcertoCare?

After the first visit, ongoing frequency of visits for the ConcertoCare team with each member will be established to align with the member's needs. The ConcertoCare team will also set up a collaborative communication schedule with the member's PCP.

11. Does a member have to participate in ConcertoCare if they are offered the program?

No. Once Blue Shield offers the program to a member, enrollment by the member is voluntary.

12. Does participation in the ConcertoCare plan affect the member's health plan and benefits?

No. Members continue to use their health plan and benefits. There is no impact or any change to their health plan or benefits if the member participates in the ConcertoCare program.

13. What does the program cost members?

There are no additional co-insurance or co-payments for covered services delivered by ConcertoCare. Covered services provided by non-ConcertoCare providers through a referral from ConcertoCare, however, may be subject to co-insurance or co-payments based on the member's benefits and coverage.

14. Can members participate in the ConcertoCare program by telephone?

Yes. Members can participate by phone, video or in person.

15. Does ConcertoCare see members who are experiencing homelessness?

Yes. Concertocare providers will meet and treat the member at a variety of locations.

16. Does ConcertoCare see members who are in a skilled nursing facility?

Yes. Concertocare providers will meet and treat the member at a variety of locations.

If you would like to speak with ConcertoCare directly to learn more about their programs, visit their website at www.concertocare.com or call them by email at BSC@concertocare.com or by telephone at (888) 305-9433