



Reminder - Post Discharge Outreach Support

Our partnership with CipherHealth for an outreach solution designed to enhance post-discharge care and support for our members will go live on November 3, 2025. It applies to members, 18 and older, discharged from any inpatient or observation setting from any HAP contracted hospital in the following HAP plans:

- Commercial HMO and PPO
- Medicare Advantage HMO and PPO
- ASO

About the Outreach Tool

The CipherHealth platform will initiate automated outreach via phone call or text message within 72 hours after discharge. This outreach includes a brief series of questions to assess the member's transition back into the community and identify any immediate needs or concerns.

If a member responds negatively to any of the questions, the outreach will be automatically routed to a case manager, who will follow up directly to ensure the member receives appropriate support and resources.

Benefits of the Outreach Tool

- Promotes safe and healthy transitions from hospital to home
- Identifies and addresses potential gaps in care
- Reduces avoidable hospital readmissions

We believe this tool will be a valuable addition to our care coordination efforts and will strengthen our commitment to the health and well-being of our members.

Frequently asked questions and a sample outreach script are attached.

We appreciate your partnership and support in preparing for this launch.

Frequently Asked Questions

- 1. How do members enroll in post-discharge outreach?**
Members don't have to enroll. It's part of their benefits.
- 2. Are there any out-of-pocket costs for the member in the post-discharge outreach?**
No.
- 3. How often will members receive communication from the post-discharge outreach?**
Members will receive communication post-discharge in the following cadence:
 - a. Post discharge:**
 1. 8 a.m. - Primer text
 2. 9 a.m. - Main program voice call
 3. 9:05 a.m. - Main program immediate SMS (if no response to voice)
 4. 3 p.m. - Main program voice call
 5. 3:05 p.m. - Main program immediate SMS (if no response to voice)
 - b. Next day retries:**
 1. Noon - Main program voice call
 2. 12 p.m. - Main program immediate SMS (if no response to voice)
- 4. Can members opt out?**
Yes. Members can opt out by replying STOP during the instructions.

Sample Script

The following questions will be asked after the personalized introductory message.

- Question 1: Who Answered
 - Reply 1 - If you were recently at a hospital
 - Reply 2 - You are the caregiver
 - Reply 3 - Call you back later
 - Reply 4 - Wrong Number
- Question 2: General Status - How are you feeling now compared to when you left the hospital?
 - Reply 1 - If you're feeling better
 - Reply 2 - If you're feeling the same
 - Reply 3 - If you're feeling worse
- Question 3: Discharge Instructions - Do you understand all of your care instructions?
 - Reply 1 - If you understand them
 - Reply 2 - If you do not
 - Reply 3 - If you did not receive these care instructions
- Question 4: Rx Obtained - Have you been able to get all of your prescribed medications?
 - Reply 1 - If you have
 - Reply 2 - If you have not
 - Reply 3 - If you were not prescribed any medications
- Question 5: Rx Questions - Do you understand all of your medications?
 - Reply 1 - If you understand
 - Reply 2 - If you have any questions
- Question 6: Follow-up Scheduled - Have you scheduled your appointment with your doctor's office?
 - Reply 1 - If you have
 - Reply 2 - If you have not
 - Reply 3 - If you would like help scheduling an appointment