

Benefit Guideline: Papa Pals

Service: Social Needs Benefit

Effective: 1/1/2022-12/31/2022

Products:

Medica DUAL Solution[®] - Minnesota Senior Health Options (MSHO)

Benefits Defined

Supplemental

Covered Services

This benefit will provide up to 72 hours of virtual visits within the calendar year. Papa Pal will assist the member with unskilled services such as companionship to reduce social isolation, technology training, and reminders about their benefits and health care for members.

Eligibility:

- Member has been identified with the following chronic conditions:
 - Diabetes
 - Congestive Heart Failure
 - Hypertension
 - Ischemic Heart Disease

Process

- Service provider must be Papa Pals
- Medica will identify eligible members via reporting, Medica will provide the eligibility report to Papa Pals.
- Papa Pals will receive the report and complete direct outreach to engage eligible members.
- When a member engages/accepts the benefit, Papa Pals will notify Medica.
- Papa will reach out to care coordinator for coordination on referrals or other updates from their visits with the member as applicable.

When to Submit a Request for Benefit Exception

- This service is ineligible for BEI requests.

Considerations:

- This benefit does not replace any necessary or required visits/assessments that are completed by a Medica Clinical Care Coordinator
- If the member is in need of any community resources or referrals the Medica Clinical Care Coordinator is responsible for those actions

This Medica Benefit Guideline for Care Coordination products is intended to guide service plan development. This reflects current interpretation of the product benefit set and/or parameters for obtaining services. Medica staff should be consulted for further guidance or to vary from these recommendations.

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