



Summit ElderCare®

The only program of its kind in  
Central Massachusetts

## Our mission

Summit ElderCare® is committed to maximizing the dignity and respect of older adults and enabling elders to remain in their homes and in their communities as long as medically and socially feasible. SE enhances their quality of life and their autonomy. SE preserves and supports the elderly adult's family as an integral part of this mission.



## Helping you. Sharing the care.

Summit ElderCare is a Program of All-Inclusive Care for the Elderly (PACE) that helps give elderly adults and their caregivers an innovative choice in health care. It's also a welcome alternative to nursing home care. Participants in Summit ElderCare have access to most medical services at a Summit ElderCare site while they keep the independence of living in their own homes, their own communities. Summit ElderCare provides individualized quality care by a team of geriatric care professionals who work together with participants and caregivers to address each individual's specific needs. This team of professionals is an essential component of the Summit ElderCare PACE program. The team uses a collaborative approach to care planning and is often called the interdisciplinary team.

Summit ElderCare is the only program of its kind in central Massachusetts. Summit ElderCare started as part of a PACE demonstration project in 1995, and is one of six PACE programs in the state. There are over 50 PACE programs nationwide. And, although Fallon Community Health Plan sponsors Summit ElderCare, a participant doesn't have to be an FCHP member to enroll.



## Pace overview

### Home is where the health is.

The Program of All-Inclusive Care for the Elderly model evolved through the belief and experience that older adults with chronic care needs, and their families and caregivers, are better served by living in their homes and communities whenever possible.

**PACE is a national model of care** that is both supported and regulated by the Centers for Medicare & Medicaid Services and State Administering Agencies. The SAA in Massachusetts is the Office of Medicaid.

The PACE model started in the 1970s in San Francisco. Members of the Chinatown-Northbeach community were seeking home-based alternatives to nursing home care for their elders who had emigrated from China, Italy and the Philippines. Unable to find a solution, the community formed a nonprofit service organization known as On Lok Senior Health Services to provide care for these elderly adults through a community-based system. It created what would become the flexible and comprehensive PACE model as a demonstration project.

**The results were positive.** So much so that a grant was given by the U.S. Department of Health and Human Services to develop a model for this type of care that could be duplicated in other parts of the country. Massachusetts was an early PACE programs pioneer, and with the leadership of the East Boston Neighborhood Center, six PACE programs were established in Massachusetts—including Summit ElderCare.

Today there are over **50 PACE programs throughout the country.** They're innovative home-based alternatives to nursing home care. Participants in Summit ElderCare have access to most medical services on site at the SE Adult Day Health Center while they keep the independence of living in their own homes, their own communities. Summit ElderCare provides individualized care by a team of medical professionals who work together to address each individual's specific needs.

### How PACE works

PACE is a model of coordinated care. The care is coordinated using an interdisciplinary team process that works closely with participants and caregivers to achieve participant goals of continued living in a home-based setting. Through an individual care plan, the participant has access to all of the services listed on the following page. Periodically, and any time a participant's health or situation changes, the care plan is reevaluated to see if it's still appropriate. A complete description of the program and covered services is included in the Summit ElderCare *Member Handbook/Evidence of Coverage*. This document is available upon request.



## Overview of Summit ElderCare benefits and services

All covered services are provided with no out-of-pocket expense for program participants. Some participants may have a monthly share of cost or premium based on income. **Many participants qualify for zero monthly cost share or zero premium based on income.**

For services to be covered, they must be in accordance with the care plan and approved by the interdisciplinary care team. Participants may be liable for unauthorized services. A more-detailed description of the program and covered services is included in the *Member Handbook/Evidence of Coverage*.

• Medically necessary prescription drug coverage	Covered in full
• Geriatric consultation and support for participants and their caregivers	Covered in full
• 24-hour telephone access to a member of the participant's geriatric team	Covered in full
• In-home assistance with personal care needs such as bathing, dressing, and meal preparations as needed.	Covered in full
• In-home nursing, rehabilitation and other medical services as needed	Covered in full
• Transportation to and from the Summit ElderCare ADHC	Covered in full
• Physical, occupational, recreational and other therapies	Covered in full
• Nutrition evaluations and guidance	Covered in full
• Medication management	Covered in full
• Medical supplies and equipment	Covered in full
• Inpatient hospitalization care	Covered in full
• Nursing home care	Covered in full
• Specialty care services such as cardiology, ophthalmology, podiatry	Covered in full
• Dental and vision care, including eyeglasses	Covered in full
• Adult day health care services for cognitive and cognitively impaired individuals	Covered in full
• Other services as prescribed by the interdisciplinary team	Covered in full

*All services are recommended and approved in support of the Summit ElderCare mission, which is to enable frail elders to remain in their homes and in their communities as long as medically and socially feasible. Participants must use SE services and providers.*

## Benefits of being home

### How PACE helps the participant

Through the PACE program, participants receive a high level of care, including prescription drug coverage, doctor and/or specialist visits, medically necessary therapy visits and access to Adult Day Health Centers.

Because of the participant's close relationship to the PACE program, **physicians and nurses are on staff to take care of health issues right away.** Changes in a participant's condition may be identified and treated more quickly than they would without involvement in the PACE program.

The participants are able to stay in their communities and their own homes instead of a nursing home. Joining and socializing with peers in the Adult Day Health Center helps keep participants connected and involved in their well-being and the health of their fellow participants.

The Summit ElderCare PACE program provides benefits for participants and their caregivers and providers in a number of important ways.

*"A program is only as good as the people who work for it. Yours is the very best."  
Bob Wiles,  
caregiver*



## Summit ElderCare staff expertise

The collaborative expertise of many different professionals working together as members of the interdisciplinary team is a key feature of the PACE program. **Each of our Summit ElderCare personal care providers specialize in geriatric care.** They bring valuable skills and experience to our participant teams through a deliberate focus on caring for older adults who require assistance to remain independent so that they can live in their homes and communities.

**Primary Care Services** Our primary care physicians, many of whom are board certified geriatricians, specialize in the care of older adults, are trained to more expertly differentiate between a disease and normal aging so their patient is more apt to be properly treated and remain active. Our primary care physicians are also better versed in prescribing for older patients and have expertise in dementia care and other disabling conditions of the elderly. Our primary care physicians are able to spend more time with patients and their caregivers than general practitioners since additional time is often required to make appropriate evaluations of elderly patients. They want to keep their patients independent for as long as possible. Our Summit ElderCare primary care physicians work closely together with the participants, caregivers and other members of the team to achieve the goal of helping these elders live productively in a home setting.

**Nursing staff** on the Summit ElderCare teams see the participants more frequently than most nurses in other settings see their patients. **This allows the clinical staff to more closely monitor changes in their patients' conditions, such as weight, their demeanor, healing time for wounds, mobility and energy levels.** With their expertise, they can more actively manage evolving health care issues and sometimes prevent small problems from becoming larger ones. The staff takes pride in developing important patient relationships and caring directly for the participants, earning their trust and helping their families.

**Social workers** at Summit ElderCare provide ongoing support and education about the aging process to both participants and families. The social workers may also advocate for the participants by acting as a liaison to community agencies and participating in the intake and evaluation process. As part of the interdisciplinary team, they contribute to the participant's care plan while educating the staff on the role of social and family systems.

Members of the **activities staff** play a critical role in the Summit ElderCare participants' lives. They develop and coordinate activities that are very important to the well-being of all participants.

**Activities are carefully planned and developed to be restorative, rehabilitative, meaningful and interactive.** These activities have a strong social component and are meant to be recreational, stimulating, therapeutic, entertaining and fun. The activities provide opportunities for helping social, physical and cognitive needs. Activities don't just fill time, they fill our lives. Understanding that, the activities staff consider how important these events are to participants' well-being. Therefore they plan and present these exercises with great care and enthusiasm.

**Health aides** assist with personal care needs such as bathing, grooming, using a toilet and maintaining physical activity. Health aides support participants with patience, discretion and respect. **Services are tailored to each individual to facilitate maximum independence, while ensuring safety and providing appropriate levels of services.**

**Nutritionists** monitor special dietary needs and make recommendations for meal planning and nutritional supplements. Changes in participant weight levels are also monitored closely to ensure that dietary intake meets participant health care needs. Adequate nutrition plays a key role in ensuring optimum health.

**Home health care** staff provide a wide array of services, including meal preparation, medication management, nursing services such as changing of dressings, assistance with bathing and dressing, and light housekeeping. Home health care staff provide enabling services that make it easier for participants to continue living in a home-based setting.

**Rehabilitation** therapists provide goal-based therapy that helps Summit ElderCare participants reach target levels of functioning. The rehabilitation staff also work closely with the nursing staff to help participants maintain optimum mobility, range of motion and strength needed to support participant goals for independence. Rehabilitation staff, along with other members of the team, also perform periodic home safety assessments.

**Transportation** staff are also trained to meet the specialized travel needs of participating elders. With a primary focus on safety and participant comfort, they help participants to get from their home to the Adult Day Health Center and back and to other medical appointments, as needed.

All members of the interdisciplinary team are experienced and dedicated, and they understand the importance of every team members' role in providing a positive experience for the participants.



## How we share the care

### Summit ElderCare can help make a positive difference in a participant's quality of life.

Our services are tailored to the individual. Through a careful evaluation, each individual participant receives a personalized plan of care developed in conjunction with their own personal care team. With Summit ElderCare, participants and their caregivers have access to experts in geriatric care who work as a team to help participating elders live healthy, productive lives in the comfort of a home-based setting rather than an institutionalized environment such as a nursing home.

One of the most important ways we share the care at Summit ElderCare is through a care plan for each participant. **In addition to their individual care plans and 24-hour telephone access to the care team, participants are also covered for home care medical services and prescription drugs, drugs as approved by the interdisciplinary team.** Additionally, once a participant is enrolled in the Summit ElderCare program, there is no paperwork or claims forms to worry about.

### Sharing the care through teamwork

It's the Summit ElderCare Interdisciplinary team that brings their multiple disciplines and specialties to the goal of providing coordinated care to patients and their caregivers. **A personal physician, a nurse practitioner, a registered nurse, a social worker, a rehabilitation and activities coordinator, health aides and other professionals form the team.** Please see the insert in the back of this brochure for information on Summit ElderCare's primary care providers. Each member of the team assesses the participant's health needs. If necessary, specialists are added to the process to more fully share the care and achieve care planning goals.

Through our coordination and commitment to act as a resource for a full range of care, we contract with a network of specialty care providers, such as cardiologists, urologists and orthopedists. We also have contracts for durable medical equipment, pharmacy, laboratory X-ray, transportation, home care and other services.



*"I am grateful to the program for keeping my wife healthy and happy while she was a participant. The staff should be proud of their efforts and the good deeds they do daily."*

*George Dalianis,  
caregiver*

Arrangements are also in place with hospitals and nursing homes to provide inpatient services for our participants who require them. All services for Summit ElderCare participants must be provided or arranged by Summit ElderCare providers, except for emergency care and urgently needed care when you are outside of the service area.

## Helping affirm independence through our adult day health facilities

One of the ways in which *We Share the Care*<sup>SM</sup> is by providing care and activities at our facilities. Because many Summit ElderCare participants benefit from regular attendance at one of our PACE sites, we work with the participants and their families to determine the most appropriate day program and schedule to meet the needs of our participants.

The PACE sites offer many services to participants. A partial list of those services provided include: recreational activities, medical services, rehabilitation therapy, nutritional counseling, social services, hot lunches and snacks. Summit ElderCare operates PACE sites at 277 East Mountain St. and 1369 Grafton St. in Worcester, 55 Cinema Drive in Leominster, and on the Masonic Health System Campus at 88 Masonic Home Road in Charlton. The Charlton Summit Elder Care Center offers PACE services in two buildings on the Masonic campus. Both locations offer all PACE services with the difference being that one location provides activity programming focused on the needs of participants with cognitive impairments. The other location provides activities for participants who are more cognitively alert. The Interdisciplinary team will recommend, with consideration for the participant's choice, the most beneficial activities program for the participant as part of the participant's care plan.

In addition to the PACE sites, Summit ElderCare contracts with the adult day program, St. Francis Home Adult Day Health Center (ADHC) at 101 Plantation St., in Worcester. We also contract with Dodge Park Day Club at Dodge Park Rest Home. The choice of day services are based on participant preference, the level of services needed and the availability of day service slots. St. Francis Home ADHC provides nursing care including medication administration, personal care, activities, hot lunches, and morning and afternoon snacks. Dodge Park Day Club provides activities, medication reminders, hot lunches, and morning and afternoon snacks.

Medical care and rehabilitation services for participants who attend St. Francis Home Adult Day Health Center or Dodge Park Day Club are provided at one of the Summit ElderCare PACE sites. Transportation to and from the PACE sites and the contracted day programs is provided.



## Family matters to our team.

The team also works with the participant's family members and caregivers to develop a plan that takes all the health, family and personal considerations into account. Through their inclusion in the team's coordinated care plan, caregivers can alert the team members to any changes or health concerns they observe so that adjustments and action can be taken as early as possible.

## Help at home

In addition to the benefits of periodic attendance at the Adult Day Health Center sites, Summit ElderCare also provides in-home assistance with participant's daily activities, based on each individual's needs. **Covered services can include medication management, emergency response systems, bathing, dressing, safety evaluations, light housekeeping, and assistance with meal preparation.** The Summit ElderCare team recommends and authorizes all services in collaboration with the participant and caregivers to help the participants to stay in their homes.

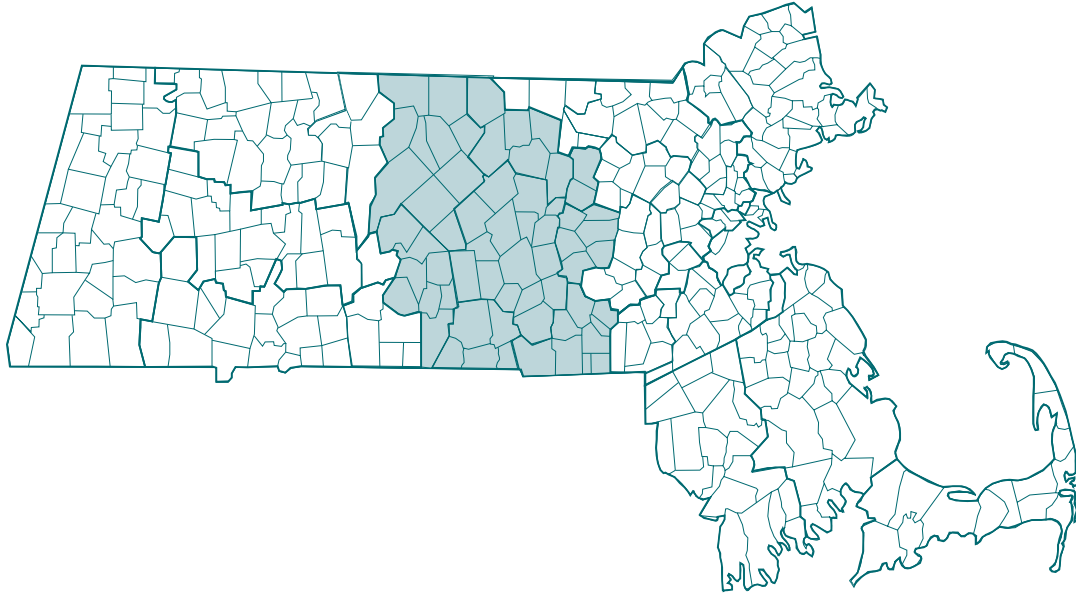
## Care and counsel for caregivers

Being a caregiver is an important role, but it can also become overwhelming at times. **At Summit ElderCare, we also support caregivers through individualized consultation on their loved one's care plans, 24-hour telephone access and caregiver support groups.** By sharing the care in this way, we try to help ensure that caregivers have adequate resources and a more reasonable role in working together to support the participant's desire to live in a home environment.



## Sharing the care in your community

Summit ElderCare provides its Program of All-Inclusive Care for the Elderly (PACE) to elders and their caregivers living throughout Worcester County, the city of Marlborough and the town of Hudson.



Ashburnham	Gardner	North Grafton	Still River
Athol	Gilbertville	North Oxford	Sturbridge
Auburn	Grafton	North Uxbridge	Sutton
Baldwinville	Hardwick	Northborough	Templeton
Barre	Harvard	Northbridge	Upton
Berlin	Holden	Oakdale	Uxbridge
Blackstone	Hopedale	Oakham	Warren
Bolton	Hubbardston	Oxford	Webster
Boylston	Hudson	Paxton	West Boylston
Brookfield	Jefferson	Petersham	West Brookfield
Charlton	Lancaster	Phillipston	West Millbury
Charlton City	Leicester	Princeton	West Upton
Charlton Depot	Leominster	Rochdale	West Warren
Cherry Valley	Linwood	Royalston	Westborough
Clinton	Lunenburg	Rutland	Westminster
Douglas	Manchaug	Shrewsbury	Wheelwright
Dudley	Marlborough	South Barre	Whitinsville
East Brookfield	Mendon	South Grafton	Wilkinsonville
East Princeton	Milford	South Lancaster	Winchendon
East Templeton	Millbury	Southborough	Winchendon Springs
Fayville	Millville	Southbridge	Worcester
Fiskdale	Morningdale	Spencer	
Fitchburg	New Braintree	Sterling	
Gardner	North Brookfield	Sterling Junction	

## Who is eligible to join Summit ElderCare?

To be eligible for the program, any person age 55 and older must first live within the Summit ElderCare service area. Additionally, MassHealth's screening agent must certify that the applicant meets the Medicaid nursing facility clinical eligibility criteria. This means that the applicant requires enough assistance to require nursing home care. The applicant must also be assessed by the Summit ElderCare interdisciplinary team and determined to be capable of living safely in the community.

The Summit ElderCare enrollment staff will guide prospective participants through the application and enrollment process and will coordinate the scheduling of these evaluations. Applicants aren't responsible for any of the costs associated with the assessment and application process.

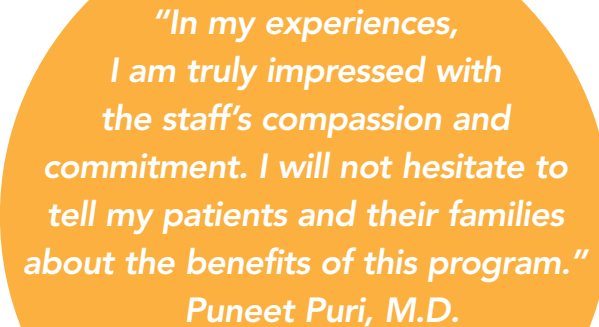
Although Fallon Community Health Plan sponsors Summit ElderCare, a participant does not have to be an FCHP member to enroll. Once new participants are enrolled in Summit ElderCare, they don't require additional health insurance coverage beyond any Medicare and or Medicaid plans that may be in place. In addition to providing medical and social support to the participant, the program also includes insurance coverage for all medical services, including hospitalizations and unlimited prescription drug coverage.

There are no financial eligibility requirements to become a Summit ElderCare participant. However, a large majority of Summit ElderCare participants are enrolled in Medicare and also qualify for Medicaid assistance toward the cost of premiums. While many participants qualify for the program with no monthly premium costs, some participants may be responsible for paying a portion of the monthly premiums and/or Medicaid share of cost. A Summit ElderCare representative can answer your questions regarding program costs.

Once enrolled, all approved care and services are covered with no additional cost (beyond any monthly premium cost shares), including prescription medications. There's no insurance paperwork or claim forms, which allows participants and their caregivers to focus on care plans and the benefits of the program.

If a participant reaches a point where the interdisciplinary care team and caregivers determine that care at home is no longer appropriate, Summit ElderCare will provide full coverage for nursing home services at one of our participating nursing facilities.

If you would like to learn more about Summit ElderCare, please call 1-800-698-7566 (TDD/TTY: 1-800-889-4106) between the hours of 8:30 a.m. and 5:00 p.m. Monday through Friday, or you may request more information online at [www.summiteldercare.org](http://www.summiteldercare.org).



*"In my experiences,  
I am truly impressed with  
the staff's compassion and  
commitment. I will not hesitate to  
tell my patients and their families  
about the benefits of this program."  
Puneet Puri, M.D.*



*We Share the Care*

[www.summiteldercare.org](http://www.summiteldercare.org)

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a Program of All-Inclusive Care for the Elderly (PACE)

sponsored by Fallon Community Health Plan

