



OVERVIEW

Palliative care is comprehensive care, provided by an interdisciplinary team, for patients living with a chronic, often progressive illness and their families. Care is focused on alleviating physical and psychosocial symptom burdens, and promoting quality of life according to the patients' goals.

The palliative care team works in partnership with the patient's physician to coordinate and case manage care at no additional costs to eligible patients. The care team is a resource for the patient's physician and they will frequently be communicating with the primary care physician.

Specific services provided by the palliative care team include:

- Open and supportive discussions about treatment choices and symptom management
- Coordination of care with all health care providers
- Emotional support for the patient and the family
- 24/7 telephone access to a registered nurse
- Social work visits to help access community support services
- Regular phone contact to monitor the patient's condition and answer questions

In addition, other major issues that are addressed include advance care planning and psychosocial and spiritual needs.

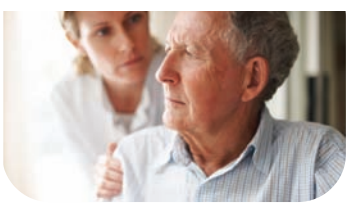
ELIGIBILITY REQUIREMENTS

Any Independent Health Medicare Advantage member facing serious progressive illness including, but not limited to, the following conditions may be eligible:

- Cancer, whether or not the patient is undergoing active treatment with radiation or chemotherapy
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Progressive Neurological Disorders
- Advanced Alzheimer's disease or other form of dementia

The benefit serves eligible members in the eight counties of Western New York – Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans and Wyoming. In Erie County, the benefit is also available to MediSource and Commercial members.

The reverse side of this sheet lists the organizations that provide palliative care services to Independent Health members.



PALLIATIVE CARE PROVIDERS REFERRAL LIST

Please note that these Hospice programs provide distinct palliative care services, separate and not part of the Hospice program.

For members who reside in:	Palliative Care Provider	Referral Phone and Fax Numbers
ALLEGANY COUNTY		
Medicare Members Only	HomeCare & Hospice Comfort Partners	P: (716) 372-5735 F: (716) 372-4635
CATTARAUGUS COUNTY		
Medicare Members Only	HomeCare & Hospice Comfort Partners	P: (716) 372-5735 F: (716) 372-4635
CHAUTAUQUA COUNTY		
Medicare Members Only	Hospice Chautauqua County, Inc. – Palliative Care Program of Chautauqua County	P: (716) 338-0033 F: (716) 338-1575
ERIE COUNTY		
Medicare, MediSource and Commercial Members Only	Center for Hospice and Palliative Care – Home Connections	P: (716) 989-2475 F: (716) 901-0192
GENESEE COUNTY		
Medicare Members Only	HomeCare & Hospice Comfort Partners	P: (585) 343-7596 F: (716) 372-4635
NIAGARA COUNTY		
Medicare Members Only	Niagara Hospice and Pathways Palliative Care	P: (716) 439-4417 F: (716) 439-6214
ORLEANS COUNTY		
Medicare Members Only	Hospice of Orleans	P: (585) 589-0809 F: (585) 589-5304
WYOMING COUNTY		
Medicare Members Only	HomeCare & Hospice Comfort Partners	P: (716) 372-5735 F: (716) 372-4635