

# The Care Center Advantage



We pride ourselves on the services that set us apart and make a difference for the parents and grandparents we serve. Our Care Center team ensures our values ring true from the press of a button for help to follow up interactions.

## Expanding your support

With our services, health plans can expand their care network with our compassionate, knowledgeable team. Whether your members are at home or on the go, the Care Center offers 24/7/365 assistance in a time of need or if a member just wants someone to talk to. Members are protected across these four areas:

### Emergency response

- medical emergencies
- when a fall occurs

### Security

- stranger at the door
- hearing strange noises

### Health + Wellness

- showering or bathing
- taking walks

### Support

- feeling disoriented
- social isolation

### Every second counts

That's why Modivcare is proud to boast an industry leading response time of under 10 seconds.



## Continuous training

Not only do Modivcare's representatives receive extensive training to assess emergent situations and connect members to help, they are trained to actively listen. Through active listening they can identify Social Determinants of Health and address social isolation and loneliness.

## World-class customer satisfaction

Our members consistently rate Modivcare with a world-class Net Promoter Score (NPS), which demonstrates a high level of customer satisfaction. We leverage our customer survey feedback to drive continuous improvement throughout our organization.

# Our Solution Overview



## Mobile solutions

Protecting the independence for active, on-the-go members is at the heart of Modivcare's mobile solutions.

- location services
- fall detection available
- water-resistant devices
- 4G

## In-home solutions

Modivcare knows that the key to preserve independence and save lives starts with providing solutions for the home.

- pendant range 400-600 ft.
- fall detection available
- water-resistant pendants
- landline, digital & cellular networks

## Wearable options

With our mobile and in-home solutions, members have comfortable, discreet options where they can wear a help pendant either on a lanyard around the neck or on a belt clip around their waist. Even some of our in-home solutions offer wristband options.

We focus on all the details of our client's experiences. That's why we offer a complimentary lock-box with our services to ensure members can get the care they need at all times.

## Medication management

Keeping up with your medication regimen is important to staying healthy. Modivcare's medication dispenser is a home-based, medication compliance system that simplifies the management of multiple medications to reduce the risk of missed or double doses. Medications are locked securely, only allowing access to the right dose at the right time.