



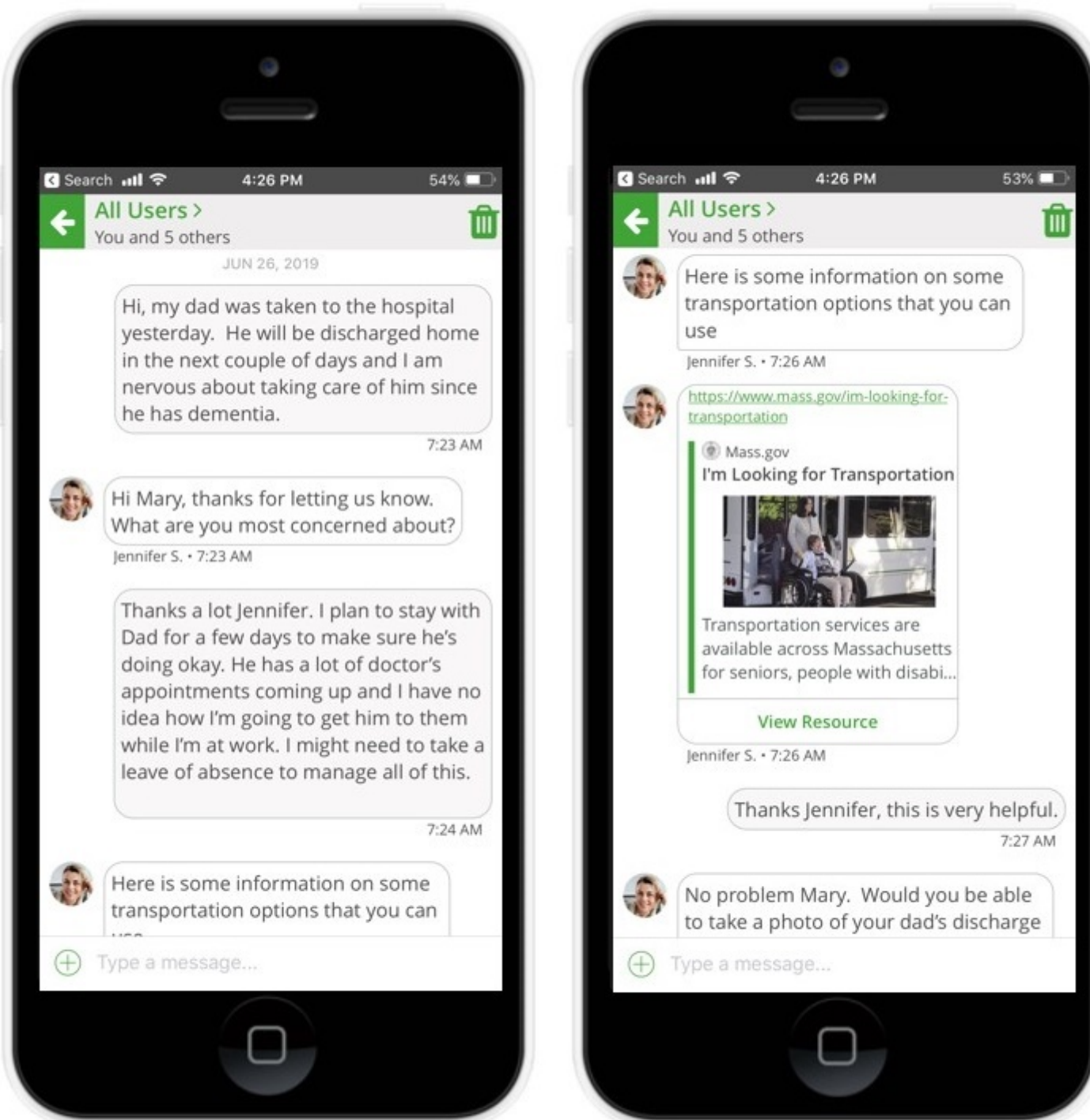
NEWS REPORT 10/06/2019 11:54 pm ET

Humana & Seniorlink Pilot Medicare Advantage Virtual Care Team Program

On September 17, 2019, Humana, Inc. and Seniorlink, Inc. announced joint pilot "Virtual Care Team" program for a portion of Humana's Medicare Advantage members, their families, and their caregivers. The program specifically targets those Medicare Advantage members who have multiple chronic conditions, struggle with daily activities, and are frequently hospitalized. The goal is to improve care management for up to 250 members in 34 states, and to allow these members to live outside of senior care facilities.

The Virtual Care Team pilot will let program participants communicate with 'Humana At Home' care team members through Vela, Seniorlink's secure care collaboration app, to improve communication and care management. Humana At Home is a division of Humana that works to engage Medicare Advantage members in their home environments by providing a personal care manager.

Vela, Seniorlink's secure care collaboration app, offers Health Insurance Portability and Accountability Act of 1996 (HIPAA)-secure messaging between Humana care team members, Humana members and their clinical professionals. The app facilitates the sharing of calendars, tasks, medical records, files, and images; audio and video communications; and long-term services and supports (LTSS) coordination to connect care managers and family caregivers responsible for the care of Humana's Medicare members.



Example Of Case Manager Coaching A Caregiver (Photo provided by Seniorlink)

Seniorlink is a tech-enabled health services company that builds care collaboration solutions. Seniorlink solutions engage family caregivers as an extension of care management. Seniorlink's Caregiver Homes Network is the first home- and community-based services (HCBS) organization in the U.S. to receive NCQA Case Management Accreditation with Long-Term Services and Support Distinction.

As of March 31, 2019, Humana has more than 2.2 million individual Medicare Advantage members and approximately 115,000 commercial members who are cared for by approximately 58,000 primary care physicians in more than 1,000 value-based relationships across 43 states and Puerto Rico. Humana's total Medicare Advantage membership is approximately four million members, which includes members affiliated with provider organizations in value-based and standard Medicare Advantage settings.

OPEN MINDS last reported on Humana in "Humana & Walgreens Expand Senior Care Clinic Venture To Missouri & South Carolina Locations," which published on August 18, 2019. The article is available at <https://www.openminds.com/market-intelligence/news/humana-walgreens-expand-senior-care-clinic-venture-to-kansas-city-missouri-south-carolina-locations/>.

OPEN MINDS last reported on Seniorlink in "TriHealth SeniorLink Program Will Serve More Medicaid-Eligible Elderly Clients," which published on September 29, 2019. The article is available at <https://www.openminds.com/market-intelligence/news/092903trihealth/>.

For more information, contact:

- Alex Kepnis, Nation Media Contact, Humana, 500 West Main Street, Louisville, Kentucky 40202; 502-580-2990; Email: akepnes@humana.com; Website: <https://www.humana.com/>
- Laurie Gillis, Vice President, Marketing, Seniorlink, 120 Saint James Avenue, Boston, Massachusetts 02116; 866-797-2333; Email: lgillis@seniorlink.com; Website: <https://www.seniorlink.com/> and <http://vela.care/>

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