



**Your One-Stop Resource
for "Aging Well and
in the Right Place"**

**Concierge Health & Wellness
Program**

**Membership for Independent
Residents at Alderman Oaks**

The Leadership at Alderman Oaks has made arrangements to team up with Cornerstone LifeCare to provide a Concierge Health & Wellness Program for Independent Residents. Residents under a Standard Assisted Living contract have access to our Healthcare Staff but Independent Residents are on their own in arranging for Healthcare Services.

By becoming a Member of the Concierge Health & Wellness Program, Independent Residents will have immediate access to a Concierge Care Coordinator who will help manage their HealthCare and beyond!

KEY MEMBERSHIP BENEFITS

- **Someone to be a Central Advisor and Advocate while Conferring with You and Your Circle of Supporters to Help Plan, Coordinate, Oversee, and Manage Your Healthcare Needs**
- **Facilitator of Communication Among Family, Loved Ones, Professionals, and Alderman Oaks**
- **Triage Counseling Related to Healthcare Priorities and Means of Payment such as Private Pay Versus Insurance Benefits, which May Lead to Potential Savings**
- **Coordinate Access to Outstanding Professionals to Complement Our Alderman Oaks Services**
- **Direct Residents to Healthcare Services When Needed For Hands-On Service Without the Ongoing Monthly Expenses that Accompanies Assisted Living Status**

KEY MEMBERSHIP SERVICES

EXAMPLES OF GENERAL SERVICES

- **Ongoing Coordination and Communication with Alderman Oaks Staff and Other Professionals**
- **Telephone Communication with Concierge Care Coordinator During Regular Business Hours**
- **After Hour Telephone Access to Concierge Care Coordination**
- **Guidance with Important Issues such as End of Life Planning, Long-Term Care Insurance, Medicaid/Medicare Issues, and VA Benefits**
- **Coordination of Evacuation Protocol in Anticipation of or During Natural Disasters**

EXAMPLES OF FEE BASED SERVICES (UNLESS COVERED BY INSURANCE)

- **Chargeable Communications Either In-Person or Teleconference, or More Extensive Phone**
- **Coordinating and Scheduling Healthcare and Medical Appointments**
- **Personal Accompaniment to Healthcare and Medical Appointments**
- **Special Transportation Needs Beyond Alderman Oaks Regular Ride Services**
- **Medication Management Assistance Through Home Health Workers**
- **Skilled Nursing Services When Needed**
- **Psychosocial Counseling and Therapy**
- **Access to Special Exclusive Cornerstone LifeCare Programs Such As Medical Cannabis**

STEPS IN THE CONCIERGE HEALTH & WELLNESS PROGRAM MEMBERSHIP PROCESS

All Independent Residents at Alderman Oaks (Short-Term and Long-Term) will have the option to become Concierge Health & Wellness Program Members. This will provide immediate access to the Health & Wellness Resources that are a vital part of the Cornerstone LifeCare Team.

The Concierge Care Coordinator will help you to focus on any current needs as well as looking toward the future in terms of preventative strategies. The goal will be to take a close look at at potential clinical and medical solutions as well as general personal needs.

In addition to working with the Residents' current healthcare providers — we are in relationship with trusted Partners and Resources who support us in providing timely services for our clients and loved ones. Examples of Partners and Resources on the Team include Mobile Physicians, Private Duty Home Health Companies, Medicare Certified Home Health Companies, Audiologists, Physical Therapists, and other Professionals providing non health-related Personal Services.

You will have an initial intake evaluation with the Concierge Care Coordinator and go on record as a Concierge Health & Wellness Program Member with Cornerstone LifeCare. Unless there is an immediate need for healthcare intervention, at the same time you will become an inactive client of Nursing Styles, our Private Duty Home Health Partner. This will allow the flexibility for your Concierge Care Coordinator to immediately respond to any future healthcare related needs as they may occur. Key components of the initial meeting include:

- Complete Documented Evaluation by Concierge Care Coordinator
- Review and Approval of HIPAA Compliant Forms for Purpose of Sharing Health-Related Information Moving Forward
- Concierge Care Coordinator will process the information and create a comprehensive plan with specific recommendations including any immediate action steps, along with a focus on longer-term goals
- You will be on record in both the Cornerstone LifeCare and Nursing Styles databases

CONCIERGE HEALTH & WELLNESS PROGRAM FEE STRUCTURE

OPTION 1

- There is no Initial Charge to Residents for Membership and the Intake Evaluation by the Concierge Care Coordinator
- There will be no Monthly Fee but, should the need or occasion arise, services will be limited to contacting the Concierge Care Coordinator for overall direction. If the Member requests Care Coordination it will be billed on an hourly basis

OPTION 2

- Includes those services outlined in OPTION 1 as well as full access and support of the Concierge Care Coordinator to deliver the KEY MEMBERSHIP BENEFITS & SERVICES listed on the previous page
- There is a Monthly Fee to Members of \$50 to cover Cornerstone LifeCare Administrative Costs and Basic Ongoing Services provided by the Concierge Care Coordinator. This fee will be paid directly to Cornerstone LifeCare LLC.
- Should Services for Members go beyond Program Level Communications, Coordination, and Referrals there will be an Hourly Rate of \$100 Billed by Cornerstone LifeCare



Concierge Care Coordinator

Susan Vowels
Owner of Nursing Styles
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Owner of Nursing Styles

Call (941) 378-8822 or Email
Susan@nursingstyles.com



Corporate Contact

Don Fitts
President & CoFounder
Cornerstone LifeCare LLC

Call (941) 809-7298 or Email
Don.cornerstonelifecare@gmail.com