

WellSky® PAC Advance

ED Optimization & Readmission Prevention Programs

WellSky is managing an Emergency Department (ED) Optimization program and Readmissions Prevention program for Zing Health.

These programs aim to:

- Enhance care continuity
- Prevent unnecessary inpatient admission and hospital readmissions
- Improve health outcomes for Zing Health Medicare Advantage members

ED Optimization program

This program focuses on streamlining processes, preventing unnecessary inpatient admissions, and ensuring members receive the right care at the right time.

Key features:

- **Emergency department support:** The WellSky PAC Advance clinical team is notified when members present for emergency services, enabling informed recommendations for safe discharges to appropriate care settings.
- **Care coordination for inpatient alternatives:** Providers collaborate with the WellSky PAC Advance clinical team to guide members toward alternative care settings post-ED visit. This could include a skilled nursing facility, long-term acute hospital, inpatient rehab facility, or home health services.
- **Discharge to PAC settings:** WellSky facilitates seamless patient transitions by providing authorization details to the ED staff. (Note: approval to discharge is dependent on PAC provider acceptance.)

Readmission Prevention program

Facilitate smooth care transitions from hospital to home or supportive environments, to reduce the likelihood of readmissions.

Key features:

- **Acute discharge notification:** WellSky receives near real-time alerts of member discharges, enabling prompt program engagement
- **Member risk evaluation:** A risk assessment is conducted to determine the member's risk stratification. All high-risk members are enrolled in the readmission monitoring process for enhanced oversight and support
- **Care coordination and assessment of needs:** The WellSky PAC Advance clinical team ensures the member's needs are addressed throughout a 60-day follow-up process, which includes regular telephonic check-ins to monitor progress and address health concerns.

Support for providers

WellSky offers support for all participating providers including:

- Workflow and program discovery/collaboration sessions prior to launch
- Program training and resources
- Clinical team transition and introduction: Ensuring care continuity for members already receiving services before start date
- Support and escalation process



Next Steps

- Contact the WellSky PAC Advance provider engagement team to get started today.
 - Email: PACAdvanceSupport@WellSky.com
 - Phone: **(855) 739-0742**
- Visit the [Zing Provider Resource Center](#)