



Veteran Lynk+

Improve Care Coordination and Bridge Gaps in Care for Your Veteran Members

To better serve today's members, health plans need a clear understanding of the full context in which their members live. A member's social challenges, life experiences, and clinical care received outside the plan's network can significantly influence health outcomes and costs. When plans have a more complete picture of their members' care and social needs, they are better positioned to support the whole person. BeneLynk helps plans uncover these insights and connect members to the benefits and services available to them, including home care programs, creating better outcomes for both health plans and the members they serve.

One of the unique ways in which BeneLynk impacts social barriers is through our focus on Veterans. A Veteran's service is a meaningful part of their life story, a piece of their healthcare puzzle, and a keystone to a wide variety of benefits available through the Department of Veterans Affairs and other programs.



The Challenge

Most MA plans don't know who their Veteran members are, despite Veterans being a significant part of their membership. More than 1 in 5 MA members are Veterans of the U.S. Armed Forces, and 8% of a health plan's total membership is receiving care at the VA - care that is not communicated to the plan. The lack of systematic communication between the VA and MA plans poses a significant challenge to healthcare coordination. This gap in information exchange can lead to fragmented care, hinder effective collaboration between providers, and potentially compromise the overall well-being of the Veterans enrolled in these programs.



About BeneLynk

BeneLynk is a national social care vendor for managed care companies.

We engage members to understand social care challenges and provide professional advocacy to access benefits.

BeneLynk helps to remove barriers to allow members to live their healthiest lives.

BeneLynk demonstrates our dedication to our nation's Veterans by providing career opportunities and helping Veteran members access the benefits they deserve.

 **BeneLynk**TM



Veteran Lynk+

With Veteran Lynk and Veteran Lynk+, we can:

- Find and recognize members who have served
- Identify and address social risk factors
- Identify and capture medical records for members receiving care at VA facilities
- Improve care coordination
- Create a holistic view of your Veteran members to positively impact risk payments, HEDIS, Stars, medical management, and member services
- Help some of your most at-risk members access life-changing programs to help them receive care at home

Visit our website at [BeneLynk.com](https://www.BeneLynk.com).



For more information, contact:
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The Solution

At BeneLynk, we use proprietary algorithms to identify members who are likely to be Veterans. Through multi-channel outreach, we verify their service and use of VA Healthcare. From there, we obtain written or digital authorization to retrieve their medical records from the VA. We then securely deliver these records to their Medicare Advantage plan.

Incorporating our Community Lynk service allows us to link Veteran members to a wide array of Veteran-specific benefit programs to help them overcome challenges they may be facing.



Veteran Lynk+

Veteran Lynk+ builds on our Veteran Lynk service by helping Veterans access VA home care programs that support their ability to remain safely in their homes.

Through outreach, BeneLynk identifies Veterans who may qualify for caregiver assistance and provides education to Veterans on VA home care options and the application process. The VA offers a wide range of impactful programs to meet the varied needs of Veterans. BeneLynk presents the options to the Veteran and provides the relevant applications and instructions.

BeneLynk then follows up with the member to confirm enrollment and maintain ongoing engagement and assistance with other social care needs. This process helps connect eligible Veterans with services they have earned while improving member outcomes, reducing unnecessary ER visits, hospitalizations, and institutional stays, and increasing member satisfaction and retention.

 **BeneLynk**[™]