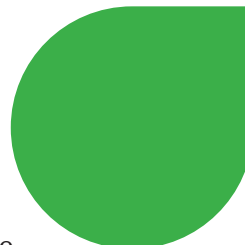


# Common Patient Questions



## Who is Landmark?

Baylor Scott & White Health Plan works with Landmark, a mobile medical provider group. Landmark provides in-home medical care to select Medicare Advantage members. Landmark care is offered through your existing health coverage.



## How can Landmark help me?

Landmark provides in-home preventive care and help managing your conditions. Landmark care includes:

- In-home visits by doctors and other providers at times that work for you
- 24/7 phone support
- Urgent visits for needs such as fevers, dehydration, cold, flu, and more
- Behavioral health, pharmacy, dietary and social work support
- Care coordination

## How much does Landmark cost?

There is no additional cost or co-pay for the services offered directly by Landmark. Your billing for services such as prescriptions and lab work will remain the same.

## I already have a primary care provider. Can I still use Landmark?

Yes, Landmark services are in addition to your primary care doctor and specialists.

## What safety measures does Landmark take?

Landmark providers are monitored daily with temperature checks, symptom monitoring, and exposure screening. During a visit to your home, Landmark will wear appropriate personal protective equipment (such as a mask and gloves).





### **How does Landmark put me at ease with having a provider in my home?**

Landmark providers are credentialed through Baylor Scott & White Health Plan by meeting the same criteria as your other doctors.

Landmark providers wear an ID when they visit your home. If you are more comfortable, you can meet in a public place or have a family member present.

### **What happens during a Landmark visit?**

At the first visit, you will complete forms, like you do at your doctor's office. Your Landmark provider will review your medications and check your vitals. He or she can spend as much time as you need to answer questions and help you with your health concerns.

### **Am I required to use Landmark services?**

Landmark services are optional. You are eligible for Landmark because of your health conditions. Your health plan recommends you participate, but it is voluntary.

### **Is Landmark available by phone?**

Yes, after the first in-home visit from Landmark, you have access to Landmark support by phone. Landmark provides health advice and appointment scheduling 24/7.

### **What does Landmark do with my health information?**

Landmark uses your information to:

- Assess your needs and create your care plan.
- Prepare for any future urgent home visits.
- Inform the hospital of your care plan if you go to the hospital.



### **Do Landmark services affect my health plan?**

Landmark does not change your current health plan or benefits in any way. You keep your regular doctors, specialists, and provider network.

Other providers are available in the Baylor Scott & White Health Plan network.

[www.landmarkhealth.org](http://www.landmarkhealth.org)