

# PACE 101 Program

The PACE intake and enrollment can be complex and overwhelming for individuals.



To address this challenge, we propose implementing a care.coach “Buddy.” The care.coach Buddy Avatar would serve as a dedicated guide to assist participants throughout the intake and enrollment process.

## Key features of the “Buddy” system:

### 1. Guidance and Support:

Buddy is available to answer questions, provide clarifications, and offer emotional support. Their role is to simplify the process and alleviate any confusion.

### 2. Reminders and Follow-Up:

Buddy proactively reminds of important deadlines, required documents, and upcoming appointments. This personalized touch ensures that participants stay on track during the enrollment journey.

### 3. Additional Touch Point:

Buddy becomes an additional communication channel between the participant and the PACE team. They can relay information, address concerns, and facilitate smoother interactions.

### 4. Internet-Based Video Visits:

Recognizing that not everyone has a working phone, Buddy also offers a video visits tool. This feature allows participants to connect with their Enrollment Specialist, even if they lack traditional phone access.



## PACE 101 Intake + Enrollment Support Task Examples

Welcome to the PACE program with explanation of the process ahead.

Introduction to Enrollment Specialist and other key staff to help before signing.

Reminder to fill all prescriptions before the end of the month and cancel future appointments.

First visit to PACE and provide awareness that referral coordinators will be calling with first visit appointment date and what to expect.

Welcome to {insert PACE program name} PACE

- includes picture of the team and building
- on-call phone number
- discuss transportation
- care planning process, SDR, grievance
- discuss outside appointments
- schedule welcome video visit

Satisfaction Survey to find early indicators of dissatisfaction.