



We are pleased to inform you that you may be eligible for a new Medicare pilot program called the Guiding an Improved Dementia Experience (GUIDE) Model.

The GUIDE Model is designed to improve the quality of life for people living with dementia and those in their lives who give them support with routine tasks. The GUIDE Model pays for the coordination of services and education about dementia to support people living with dementia in order to remain in their homes safely for as long as possible. GUIDE is a team-based, standardized model of care that is highlighted by educational opportunities, a 24/7 support line, respite services (in some cases), and regular check-ins with a staff member who provides care navigation services, community resource coordination, and personalized education.

If you are interested in getting more information about the GUIDE program, we encourage you to go to <https://www.cms.gov/priorities/innovation/innovation-models/guide>, call Medicare at 1-800-MEDICARE (1-800-633-4227), or refer to the attached infographic.

Becoming part of GUIDE@Erlanger Health will not change your Medicare benefits. You still have the right to use any doctor, other health care professional, or hospital that accepts Medicare, at any time.

To signup for GUIDE@Erlanger Health, please sign and return the consent form below to Martina Majure, RN at the Erlanger Neurology Memory and Aging Service. We will check your eligibility with Medicare and help you schedule an intake appointment to start the application process.

We look forward to hearing from you.

Sincerely, *Erlanger Neurology Memory and Aging Service*

Consent to Check for Eligibility for the GUIDE Model

By signing below, I agree to allow Erlanger Health to review my information to check for eligibility for the GUIDE Model

Patient's Printed Name	Date of birth	Signature	Today's date
_____	_____	_____	_____

Preferred contact telephone number (Patient or Caregiver) _____

Caregiver or authorized representative (if patient unable to sign)		
Printed Name	Signature	Today's Date
_____	_____	_____

Return this form to the office by using the provided envelope, or by dropping it off in person.

Please note Completing and returning this form is voluntary. It will not affect your Medicare benefits.

Guiding an Improved Dementia Experience (GUIDE) Model

Information for Patients & Caregivers



What is GUIDE?

Your doctor or care team may be participating in a new program called GUIDE. This program offers enhanced services for dementia care and support for caregivers (a relative or unpaid nonrelative who helps with activities of daily living). The goals of GUIDE are to:



Improve the quality of life for people living with dementia



Enhance support for caregivers of people living with dementia



Help people living with dementia stay in their homes and communities longer

Services for people living with dementia & their caregivers



Comprehensive Assessment & Care Plan

Get an **assessment** to identify your individual health needs and to build a **care plan** that is tailored to provide the services you need.



Caregiver Support

A relative or unpaid nonrelative who helps as a caregiver can **receive education** and **support** such as direct communication with a care navigator when they need it.



GUIDE Respite Services

GUIDE Respite Services can be provided, up to an annual cap, so caregivers may take a break when they need to. Support comes from local in-home respite providers, adult day centers and nursing homes.



Coordination & Support

Get connected to **community-based services** like meals and transportation. Care teams will also work together to **coordinate** clinical and support services.



24/7 Access

Care navigators help you get care and **24/7 access** to a care team member or helpline to ask questions or get support.



Services customized to individual needs and goals



Care that respects individual backgrounds and values

Guiding an Improved Dementia Experience (GUIDE) Model

How to access GUIDE services & supports

Signing up for GUIDE



Learn about GUIDE or be identified as a potentially eligible patient.



Visit with a doctor or care team participating in GUIDE and get a comprehensive assessment of your health needs.



At the end of the visit, a doctor or a care team member will submit a form to CMS. If you're eligible for GUIDE*, you'll get more information about next steps from the care team.

Questions?

Find a participating dementia care program on our [website](#), or email the GUIDE Model team at GUIDEModelTeam@cms.hhs.gov

* Patients must be enrolled in Original Medicare Parts A and B and meet other eligibility requirements. Patients are always free to see any doctor or hospital that accepts Medicare.

Example of how the GUIDE program can help

Below is an example scenario of what you or someone you know could experience before and after GUIDE.

Mildred is an 86-year-old woman living alone with **moderate dementia**. She has regular appointments with her primary care doctor, dentist, and optometrist, and gets her medications from a local pharmacist. Her **caregiver**, Anne, is her 35-year-old granddaughter who visits daily to help with housekeeping and personal care tasks. Anne is a mom with a full-time job.

Challenges before GUIDE

- Mildred was experiencing worsening symptoms related to her dementia.
- Her primary care doctor wasn't equipped to treat her dementia.
- She needed help getting to appointments and taking medications.
- Anne was burnt out as a caregiver and wanted to find Mildred a nursing home, but it was too costly.



Help & support from GUIDE

- Mildred learns about GUIDE from her doctor and starts working with an **interdisciplinary care team**.
- Mildred's **care navigator** connects her to transportation services.
- Anne gets **caregiver training** to cope with Mildred's symptoms and her own stress.
- Mildred receives **GUIDE Respite Services**, allowing Anne to take a break.

Model Contact information and & resources

Email: GUIDEModelTeam@cms.hhs.gov

Webpage: <https://innovation.cms.gov/innovation-models/guide>