



Care Mobility Rewards Program Overview

Discharged Medicare patients without reliable access to transportation to and from necessary follow-up medical appointments are at risk of rehospitalization due to a relapse in illness.

Hopelink, in partnership with the South King County Mobility Coalition, has been awarded a grant by the National Center for Mobility Management to conduct a limited launch of a transportation program. This program is designed to help patients access their post-discharge health care appointments and help them avoid readmission to hospitals.

In 2015, 16% of Medicare hospital patients released from South King County hospitals were readmitted within 30-days following discharge. These rehospitalizations are costly for patients and their loved ones and can lead to a reduction in Medicare funding for hospitals. In 2015-2016, Hopelink partnered with coalition members and advocates that led to the creation of a business plan to ensure transportation access is not the reason for readmission. This 2019-2020 grant will test elements of the plan before an eventual pilot launch.

This innovative solution is based on the use of patient rewards and incentives, a tactic that has been proven to be successful at motivating individuals to take a more active role in managing their health. At the time of their initial discharge, Medicare patients identified as being at a higher risk for rehospitalization will be enrolled in the Care Mobility Rewards Program. Clients will be given credits that can be redeemed for round-trip transportation to qualifying follow-up care needs, such as doctor appointments, pharmacy trips, or physical therapy.

Limited Launch Timeline: September 2019 – November 2020

Audience: Low- and Moderate-Income Older Adults

Geographic Scope: South King County

For more information or to serve on the project team, contact:

Cassidy Giampetro

Program Supervisor, King County Mobility Coalition

cgiampetro@hopelink.org

425-943-6572