



For Provider Use Only

Papa for Medicare Advantage **Here to help.**

SummaCare partners with Papa to provide social support and companion care by pairing SummaCare Medicare members and families with Papa Pals, a curated and flexible national network of companions.

Papa Pals are here to help SummaCare Medicare members—both in-person and virtually. They bring companionship and assistance with everyday tasks—right to the members' front door—at no additional cost!

**Papa envisions a world where no one has to go it alone.
That's why our Papa Pals offer:**



Companionship and great conversation—whether it's over board games or out for a walk, they'll be there.



Tech help assisting with telehealth visits or setting up devices and apps so members can keep in touch with their loved ones.



Light household help with meal prep, light cleaning, laundry, organizing, and pet walks.



Transportation to doctor's visits, picking up medication, errands, grocery pick-up, or shopping.

A recent study found that SummaCare Medicare members engaged with Papa had:

- 14% reduction in hospital readmissions*
- 34% fewer emergency department high-utilizers*

Questions? Please contact SummaCare for eligibility.

*McNamara KC, Rudy ET, Armao A, Towsley K, Lang S, Perissinotto C. Companion Care Associated With Reduction in Admissions and Emergency Department Use Among Older Adults. Presented at: Gerontological Society of America Annual Scientific Meeting; November 3, 2022; Indianapolis, IN. Analysis reviewed claims data from 2018 through 2021. The Papa cohort (n=1,420) was compared to a 1:1 matched non-Papa cohort. "ED high utilizers" were defined as members with 4+ ED visits in a calendar year.



Frequently asked questions

What types of services can Papa Pals provide?

Papa Pals do a lot, but they don't do it all. They provide companionship, transportation, assistance with light house tasks, errands, grocery shopping, pet help, tech help, exercise, meal prep, and more. They don't assist with medical care, such as bathing, medication administration, dressing, toileting, brushing teeth, feeding, and ambulating.

Can a member request the same Papa Pal for all of their visits?

Absolutely! The member has the ability to select "preferred" Papa Pals when scheduling their visit. As long as the Papa Pal is available at the requested date and time, they'll be there.

How are Papa Pals qualified?

Papa conducts criminal background and exclusion list check, motor vehicle record checks, vehicle insurance verification and identity verification. Papa Pals are provided ongoing learning opportunities and enablement resources.

How many hours of services do SummaCare members receive and is there a cost?

The member will receive an allocated amount of hours per year at no additional cost to them and can contact SummaCare at 800.996.6250 for eligibility.

