

Senior Assistance

Powered by DUOS

Our nation is aging at an unprecedented rate. By 2034 older people, many of whom want to age at home but lack social support, are projected to outnumber children for the first time in U.S. history,¹ leaving a deficit in the ability to care for them. Magellan Healthcare's high-touch, high-tech Senior Assistance solution takes care of older adults' aging needs while easing the burden of their unpaid caregivers.

A trusted human resource

With Magellan's Senior Assistance solution, members build long-term, high-trust relationships with a Duo, or personal assistant for aging well.

- ✓ **Personalized plan and weekly virtual check-ins** help members meet ongoing and daily needs, including housing, transportation, meals and groceries, healthcare navigation, social enrichment and financial health.
- ✓ **Coordination of care** with families, health plans and PCPs ensures holistic, personalized support.
- ✓ **Behavioral health services referrals** help members achieve life-changing recovery from serious mental illness and substance use disorders, build resiliency and live more independently.

DUOS has proven results:

93% success rate addressing member needs

4.8 out of 5 average Duo rating

Tech-enabled services

As the Duo builds trust, they uncover deeper social support insights which are fed into DUOS' technology platform, enabling personalized independent living services and better health outcomes.

- ✓ **Needs prediction and anticipation** via DUOS' proprietary screening and automated intervention planning tools help maximize member wellbeing.
- ✓ **Conversational prompts** customized based on member eligibility connect members with untapped, high-value programs and benefits.
- ✓ **Marketplace and resource recommendations** align with member needs, ensuring a high-quality experience.
- ✓ **Longitudinal relationship management** supported by custom-built technology supports a seamless member experience.

Most older adults aspire to age independently. Yet 51% have at least one unmet social need.² Magellan is committed to providing older adults with the relationships and resources they need to thrive on their own.

To learn more about Magellan Healthcare Senior Assistance, contact us at mhcinfo@magellanhealth.com.

1. Older People Projected to Outnumber Children (census.gov)

2. Older Adults and Unmet Social Needs (aarp.org)