

## Overview of the Ibis Health™ Program

Ibis Health™ is the member-facing program experience delivered through Senscio's Intelligent Care Continuity System™. Its purpose is to help each member maintain health stability, strengthen self-management, and respond early to signs of worsening health through a structured combination of clinical oversight, personalized planning, daily support, and continuous plan updating.

The program begins when a provider partner or payer partner refers a potential patient or member for care continuity services. After referral, the individual goes through enrollment, during which they are introduced to the program and share information about their goals, priorities, daily routines, living circumstances, and the practical realities that shape their health. This step helps the care team understand not only the person's clinical needs, but also the context in which care must succeed.

Following enrollment, a licensed clinician conducts an evaluation and management (E&M) visit to assess the individual's medical status, determine medical necessity, and evaluate the potential benefit of participation in the program. Based on this assessment and other available information, the clinical team develops a comprehensive plan of care. The comprehensive plan of care is the clinician-directed, longitudinal care framework that organizes the member's active conditions, risks, monitoring needs, medication-related needs, preventive screenings, care coordination approach, and other core care-management elements.

From the comprehensive plan of care, the member receives a patient-centered care plan, which is the practical, member-facing version of the plan translated into daily actions, guidance, and support. This distinction is important. The clinical team creates and maintains the comprehensive plan of care, while the member follows the patient-centered care plan that is derived from it. The member-facing plan is delivered through the Ibis Hub™, which is the member interface used to guide daily engagement, monitoring, habits, and self-management activities. The care team works through the Ibis Nexus™, which is the clinical and operational interface used to review member status, manage workflows, update plans, and coordinate interventions.

Once the plan is active, the member receives daily support through the Ibis Hub in accordance with the patient-centered care plan. The care team monitors progress, responds to new information, and updates the underlying comprehensive plan of care as needed. Some updates occur in real time or daily, while others occur on a weekly or monthly basis depending on the member's condition, risks, progress, and changing circumstances. In this way, the Ibis Health Program is not a one-time intervention but a continuous care continuity model in which assessment, planning, support, monitoring, and revision remain connected over time.

## Key Terminology

### **Ibis Health™ Program**

Senscio's care continuity service model for members who benefit from ongoing support, monitoring, and coordinated self-management.

### **Provider Partner**

A physician practice, health system, home health organization, or other clinical entity that refers eligible individuals to the Ibis Program.

### **Payer Partner**

A health plan or other payer organization that identifies or refers eligible members for participation in the Ibis Program.

### **Enrollment**

The intake and orientation process in which the individual learns about the program and shares personal goals, aspirations, daily routines, support situation, and living circumstances relevant to care planning.

### **Evaluation and Management (E&M) Visit**

A clinician visit used to assess medical status, establish medical necessity, and determine the likely value of participation in the program.

### **Comprehensive Plan of Care**

The clinician-created and clinician-maintained longitudinal care framework that defines the member's active conditions, risks, monitoring plan, medication-management approach, preventive screenings, coordination needs, and escalation pathways.

### **Patient-Centered Care Plan**

The member-facing, action-oriented version of the plan that translates the comprehensive plan of care into practical daily actions, support, and self-management expectations for the member.

### **Ibis Hub™**

The member-facing platform through which the member receives daily support, guidance, monitoring prompts, education, and self-management tasks.

### **Ibis Nexus™**

The clinical and operational platform through which the care team reviews member information, manages workflows, coordinates care, and updates the comprehensive plan of care.