



Veteran Lynk

Improve Care Coordination and Close Gaps in Care for your Medicare Advantage Population

To serve today's Medicare Advantage (MA) members, health plans need to understand the social context in which their members live. What are their social barriers, and what are their important life experiences?

By developing a complete picture of the social barriers that affect each member, and maximizing the use of community programs to address those challenges, we create positive outcomes for managed care plans and their members.

One of the unique ways in which BeneLynk impacts social barriers is through our focus on Veterans. A Veteran's service is a meaningful part of their life story, a piece of their healthcare puzzle, and a keystone to a wide variety of benefits available through the Department of Veterans Affairs (VA) and other sources.



The Challenge

Most Medicare plans don't know who the Veterans are in their current membership – despite the fact that Veterans are a large and important constituency for those plans. Approximately 22% of MA members are Veterans of the U.S. Armed Forces. 5% of this population receives some or all of their care from a VA facility. This care is not communicated to Medicare. The lack of systematic communication between the VA and MA plans presents a significant challenge in healthcare coordination. This gap in information exchange can lead to fragmented care, hinder effective collaboration between providers, and potentially compromise the overall well-being of Veterans enrolled in these programs.



About BeneLynk

BeneLynk is a national social care vendor for managed care companies.

We engage members to understand social care challenges and provide professional advocacy to access benefits.

BeneLynk helps to remove barriers to allow members to live their healthiest lives.

BeneLynk demonstrates our dedication to our nation's Veterans by providing career opportunities and helping Veteran -members access the benefits they deserve.





Veteran Lynk

With Veteran Lynk we can:

- Find and recognize your members who have served
- Identify and address social risk factors
- Identify and capture medical records for members receiving care at VA facilities
- Improve care coordination
- Create a holistic view of your veteran members to positively impact risk payments, HEDIS/Stars, medical management, and member services

To learn more about BeneLynk, visit our website at [BeneLynk.com](https://www.bnelynk.com).



The Solution

At BeneLynk, we use custom-developed algorithms to identify members likely to be Veterans and conduct human-to-human outreach to verify their service and understand their use of VA Healthcare. We then secure written authorization to retrieve the Veteran's medical records from the VA using the VA 10-5345 form. After the medical records are collected, we deliver them to you, their Medicare Advantage plan.

Incorporating our Community Lynk service allows us to link your Veteran members to a wide array of Veteran-specific benefit programs to help them overcome any challenges they are facing.



Veterans Helping Veterans

It's a commitment - your Veteran members made one long ago. We are grateful for their service, and we have made one in return. BeneLynk is committed to serving veterans and their families. This extends to our colleagues as we seek to employ and develop veterans and military-affiliated employees and spouses who understand the unique challenges that Veterans face. For our efforts, BeneLynk has been recognized by prestigious military organizations across the country including Military Times, Military Friendly®, and the U.S. Veterans Magazine.



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