

## **FAQs Regarding Alzheimer's Association Direct Connect Referral Program**

### **Q: How is a Direct Connect Referral initiated?**

**A:** The program allows health care providers to make direct referrals to the Alzheimer's Association by completing a one-page, HIPAA compliant form and sending them to the Association for follow up.

Referrals can be sent via fax or email:

Fax: 414.479.8800

Email: [contact-sewi@alz.org](mailto:contact-sewi@alz.org)

### **Q: How are services delivered across the state once a referral is received?**

**A:** Initial contact with the patient/care partner is based on the family's preference (phone call, email or postal mailing) and should be designated on the referral. The diagnosis and reason for the referral should also be listed based on the referring provider's assessment of the needs. Care Consultations are often times scheduled with families to provide individualized support and connection to local resources. Consultations can be provided in a number of ways including scheduled in-person meetings.

### **Q: What types of care and support services are provided?**

**A:** Care and support services are consistent across the state and include the following:

*24/7 Helpline:* Experts in dementia care available anytime day or night to provide emotional support, direction to address communication and behavior challenges, and connection to community resources. Helpline representatives are able to refer constituents to local support for additional assistance with care plan development.

*Care Consultation Services:* Provided via in-person meetings, phone conference, and/or email correspondence. In-depth individualized support for assistance with disease education, care plan development, and action planning.

*Early Stage Services:* Education, support, and social engagement opportunities to help persons with a diagnosis and their families continue to live well after receiving a diagnosis.

Education Programs: Caregiver skill building classes to help caregivers understand dementia, learn strategies to improve communication and reduce the impact of negative behaviors, build confidence in caregiver skills, and identify and address symptoms of caregiver stress.

Support Groups: Available both in-person and online (AlzConnected) with the intent of building community with other persons living with a diagnosis and care partners.

Safety Services: Medic Alert + Alzheimer's Association Safe Return program.

Alzheimer's & Dementia Caregiver Center: Educational information on a variety of topics. Other online tools can be accessed from this resource including AlzConnected, Alzheimer's Navigator, Community Resource Finder, Care Zone Caregiver App, and Care Team Calendar.

**Care and support services are always free of charge.**

**Q: What is the response time for the Alzheimer's Association to reach out to the patient/family member?**

**A:** A typical response time for outreach is 2-4 weeks from the time the referral is received. Providers can request an urgent contact when warranted. Urgent requests are given higher priority with contact being made in 1-5 business days from the time the referral is received. If immediate assistance is needed, it is recommended that the provider connect the family to the Alzheimer's Association via the 24/7 Helpline (800.272.3900). The provider should still complete a Direct Connect Referral and note that the family contacted the 24/7 Helpline. This will help us properly track the referral. When a referral is initiated through the 24/7 Helpline, follow up from the chapter will be made within 1-2 business days.

**Q: Are referring providers notified regarding the outcome of the referral?**

**A:** Yes, once a referral is completed a written summary is sent to the referring provider.

**Q: Who is the contact person for Direct Connect Referral Program?**

**A:** The program manager located in the Milwaukee office is available to assist **providers** with Direct Connect Referral questions/concerns.

Program Manager: Jennifer McAlister  
Phone: 414.479.8800 ext. 1939  
Email: [jmcAlister@alz.org](mailto:jmcAlister@alz.org)  
Address: 620 S 76<sup>th</sup> Street, Suite 160  
Milwaukee, WI 53214

**NOTE: Patients and their families** should connect with the Alzheimer's Association by contacting the 24/7 Helpline at 800.272.3900. They should state that they are connecting with the Association as advised by their physician. The 24/7 Helpline representative will assist them and connect them to the appropriate chapter staff person for care and support services.

**Q: Are there additional ways clinic providers can work with the Alzheimer's Association?**

**A:** Yes, the Alzheimer's Association welcomes the opportunity to collaborate with providers in ways above and beyond the Direct Connect Referral Program.

Opportunities include but are not limited to the following:

- Participate on advisory boards such as Medical Scientific Advisory Board, Program Advisory Board, and Board of Directors.
- Collaborate with the Association to provide ongoing physician education, Continuing Medical Education (CME) and/or Continuing Education (CE) credits.
- Volunteer to provide community education programs to patients and/or families.
- Distribute Alzheimer's Association brochures/pamphlets in clinic offices to patients and families.