

24Hr HomeCare,
c/o Gavin Ward
200 N Pacific Coast Highway, Suite 300
El Segundo, CA 90245

February 25, 2019

To Whom It May Concern,

Banner Health is Arizona's largest non-profit healthcare provider. I serve on Banner's Medicare Advantage Imaginarium team, which works closely to design and test delivery of care models, products, and services that can enhance the care received by Banner Health Network (BHN) members.

Over the past year, I've had the opportunity to work alongside Joey, Gavin, Tatiana, and the 24Hr HomeCare team as we designed a program and process to better serve Banner's patient population during a transition of care from hospital to home or skilled nursing facility to home. My team chose to collaborate with 24Hr due to its experience in serving at-risk patient populations, as well as its knowledge, expertise, and training, such as its Goals Curriculum program, developed by Dr. Eric Coleman and the Care Transitions Program, which assists patients and their caregivers to help the patient self-care and become independent again.

During this time, the team at 24Hr has been very responsive to my team, and 24Hr's team was always willing to be available to support our patient population, around the clock, even with short notice. Feedback from others involved in the collaboration with 24Hr, including most recently from a colleague and a patient and family caregivers, has also been positive.

Sincerely,

Marla Riney, LMSW

Marla Riney, LMSW
Sr. Director, Post-Acute Care
Medicare Advantage Imaginarium
Banner Health