All the care you need under your roof and ours.
What is the meaning of LIFE?

LIFE Pittsburgh is an all-inclusive program for people whose health issues are interfering with their daily lives but who are capable of living safely and independently with our help. Our coordinated plan of care includes medical, social and daily living support. At LIFE Pittsburgh, older adults are treated with the dignity and respect they deserve. They receive the very best care from dedicated geriatric professionals without sacrificing their independence. Primary care and community services are provided through the Day Health Center and through our in-home program according to an individual participant’s needs. LIFE Pittsburgh goes beyond simply “treating medical problems” to actually improving the quality of life for most of our participants.

How does LIFE Pittsburgh work?

Each participant of LIFE Pittsburgh receives a customized care plan to meet their individual needs. The care is provided by a team of healthcare professionals. All participants receive transportation to and from the LIFE Pittsburgh Center and to all medical appointments.

LIFE Pittsburgh’s experienced caregivers get to know each participant personally and can quickly recognize and respond to new or changing health conditions. As medical and social needs change, the plan of care is modified accordingly.
Who is part of my health care team?

Each of our centers has a full time primary care provider, registered nurses and dietitians, licensed physical, occupational and recreational therapists, social workers, personal care aides and more, all focused on your care. Even our transportation professionals are trained to keep an eye on you to ensure you stay in the best possible health. Every morning, at every center, a representative team meets to ensure that you have all needs met. This continuous coordination of care sets the LIFE program apart from any other care model, and ensures you enjoy the best possible quality of life.

Below is an example of the interdisciplinary team addressing a participant’s recent fall:

- **Driver:** I help her balance when she gets on and off my van.
- **Nurse:** Let’s check her vitals daily.
- **Doctor:** Is there a medical reason why she fell?
- **Dietitian:** Her diet is affecting her blood sugar levels.
- **Aide:** I’ve noticed her family brings her a lot of candy.
- **Social Worker:** Let’s work on her balance issues.
- **Physical Therapist:** Let’s install some grip bars in her home.
- **Occupational Therapist:** Let’s see if we can get the family more involved.
How does one become a participant of LIFE Pittsburgh?

To be eligible for LIFE Pittsburgh, a participant must:

- Be 55 years of age or older
- Reside in an area served by LIFE Pittsburgh
- Be determined medically eligible
- Be able to be safely served in the community
- Be determined financially eligible or be able to privately pay

How much does LIFE Pittsburgh cost?

There is no cost to receive LIFE Pittsburgh services for those who qualify for Medicaid. Many seniors qualify for long-term care benefits. Contact a LIFE Pittsburgh enrollment specialist for free assistance in determining eligibility. LIFE Pittsburgh staff will assist you with each step of the application process. For those who do not meet financial guidelines, there is an option to pay privately for services. LIFE Pittsburgh participants receive comprehensive medical care, including home care and prescription drugs with no monthly premiums, deductibles, or co-pays, and no waiting list.

Not sure? Call us today and we’ll be happy to assist you with eligibility and other questions.

“My aunt gets all this health care and personal care, and because she was financially eligible, it costs us nothing.” — The Rev. Canon Scot
What services does LIFE Pittsburgh provide?

In home
• Meal preparation
• Medication reminders
• Doctor & nurse visits when needed
• Home safety assessments
• Housekeeping
• Personal care

In the community
• Nursing facility services
• Outpatient & inpatient services
• Emergency care

At the center and in the community
• Audiology & vision care
• Medical supplies
• Durable medical equipment
• Lab tests & procedures
• Social services
• Recreation therapy & socialization
• Nursing care
• Podiatry
• Diagnostic tests
• Dentistry
• Adult day care
• Individual & family counseling/support

All services with the exception of emergency care are provided and/or coordinated by LIFE Pittsburgh. Participants or family are responsible for the cost of any services used from outside the network. LIFE Pittsburgh is a voluntary program. Participants may disenroll at any time.
Medication management

LIFE Pittsburgh participants have no prescription co-pays or deductibles.

Proper medication management is extremely important for everyone – especially seniors who often take multiple medications to treat various symptoms and conditions. 24% of seniors get prescriptions from five or more doctors. It is estimated that 56% of all prescription medication is not taken according to doctors’ orders.

At LIFE Pittsburgh, all prescription medication is prescribed by LIFE Pittsburgh doctors. Services also include a medication reminder call to participants who require prompting.

“56% of prescriptions taken by seniors are not taken according to doctors’ orders.”

Source: Why don’t Elderly people follow doctors’ orders for medications?, Aging Care, May 25, 2011.

“LIFE Pittsburgh gives me a reason for getting up in the morning – they give me a purpose in life and make me feel special. The activities are great and help you meet people. The lunches are delicious. The staff is wonderful. I’m 76 and there are people from age 55 to 101 and everyone is treated with respect and kindness.” – Margaret
Excellent outcomes

PACE/LIFE participants are more likely to report satisfaction and a higher quality of life than comparable persons in other programs.

Staff satisfaction is higher in PACE/LIFE centers, compared to nursing homes, and staff turnover is lower.

PACE/LIFE participants are more likely to maintain their physical function.

PACE/LIFE participants have lower rates of nursing home admissions and spend fewer days in the hospital and in nursing homes.

PACE/LIFE participants report an overall improvement in the quality of their health.

For more information on the PACE/LIFE model of care, visit the National PACE Association website at www.npaonline.org.

“After my fall and head injury, there were basic things I could no longer do for myself. I was stuck in a nursing home for seven years. LIFE Pittsburgh has helped me to walk and talk again.” — John

Source: Programs of All-Inclusive Care of the Elderly (PACE), Policy Fact Sheet. Prepared by the Program on Aging, Disability, and Long-Term Care. Cecil G. Sheps Center for Health Services Research, University of North Carolina at Chapel Hill.
Q: What makes LIFE Pittsburgh such a unique, comprehensive program for eligible seniors?

A: At LIFE Pittsburgh, a dedicated, qualified team of geriatric professionals integrates care daily to provide individualized solutions for each participant’s unique needs. With one team overseeing all care, including medical, therapies, meals and nutritional counseling, social services, homecare, adult day services, medications, recreation therapy and socialization, personal care, and more, you can be assured that all of your needs are met. Our program enables seniors to live independently at home while receiving the services they need at the center and at home. Additionally, once services are determined to be a need, they are provided at no cost for eligible seniors.

Q: How much does the program cost?

A: The LIFE program is a comprehensive program that specifically addresses the care needs, including prescription drugs, with no monthly premiums, deductibles, or co-pays for eligible seniors. Please speak with an Enrollment Specialist to determine if you are eligible to receive services at no cost to you.

Q: How does LIFE Pittsburgh keep me healthier and safer at home as I age?

A: Each participant has a team of geriatric professionals caring for them. The team includes a physician, registered nurses, social workers, licensed physical and occupational therapists, personal care aides, registered dietitians, center manager and others. The team meets on a daily basis to discuss participant care needs and continually evaluate the plan of care which changes as new needs arise. The intimate relationship that you will have with your care team provides the best chance for an individualized plan of care to meet your needs.

Q: Do I have to change doctors?

A: As a participant in the LIFE Pittsburgh program, your Primary Care physician will be a LIFE Pittsburgh doctor. With LIFE Pittsburgh, you get all of the standard services provided by a family doctor, plus social services, transportation, meals and more. The benefit of the LIFE program is the intimate nature of the relationship between our physicians, the care team, the caregivers and you.

Q: What if I need to go to the hospital?

A: LIFE Pittsburgh participants are covered for all emergency and medical care, including hospital visits. LIFE Pittsburgh’s network of providers includes UPMC Mercy and Ohio Valley Hospital. LIFE Pittsburgh staff will be intimately involved with any care, regardless of the location, to meet your needs and wishes to remain independent in the community.
**Q:** What if I need to see a medical specialist?

**A:** LIFE Pittsburgh has a full network of specialists and other healthcare providers, including audiology, dental, vision and podiatry specialists to address specific needs. Our physicians and team work closely with these providers to ensure that care is provided in the most effective way so an individual may remain healthy and independent.

**Q:** What if I become sick or injured after center hours?

**A:** LIFE Pittsburgh staff is on call 24 hours a day, seven days a week, 365 days per year. LIFE Pittsburgh’s medical team will advise what to do and make necessary arrangements to provide necessary care. If a medical emergency arises, we will be there to assist and support as we never relinquish the care of our participants.

**Q:** What if I need to go to a nursing home?

**A:** Our goal and commitment is to provide services to enable individuals to remain living in the community in their own homes safely. We are committed to developing alternative care plans to support a greater need in the home before a nursing facility is considered. However, if an individual becomes too ill or disabled to safely remain living in their home, and the participant and family agree, LIFE Pittsburgh has nursing facilities in our network that can effectively meet care needs. Since LIFE Pittsburgh never relinquishes the care of the participant, we will remain highly involved with care. The LIFE Pittsburgh team will continue to closely monitor the care given to a participant, and make changes when necessary.

**Q:** How often do participants visit the Day Health Center?

**A:** The frequency of visits to the center will be determined based on an individual’s need and preference. Some participants come every week day, some come once a month. Our services are specific to the unique needs of the individual.

**Q:** LIFE Pittsburgh sounds perfect for me. Am I eligible?

**A:** Individuals are eligible if they are at least 55 years old, reside in Allegheny County in specific zip codes, and meet certain financial and medical requirements. Please call us at 412-388-8050 to talk with an Enrollment Specialist to determine if you are eligible for enrollment in LIFE Pittsburgh. If you do not reside in our specific zip codes, we can assist you with referral to another LIFE Program.

**Q:** I receive Meals on Wheels and cleaning service. Will I lose these services?

**A:** LIFE Pittsburgh will address any and all needs that will result in participants remaining independent in their homes. This may include meals, nutrition and cleaning.
Making a referral to LIFE Pittsburgh

Who could benefit from the LIFE Program?

• An older adult who has chronic medical needs which require – or who would benefit from – close coordination and integration among the preventative, primary, acute and long-term care.

• An older adult who could benefit from integrated, coordinated pharmacy services which include a single point of medication administration and management.

• An older adult who has informal supports that could be at risk of withdrawing without more extensive caregiver support services.

• An older adult who could benefit from improved socialization and recreation.

• An older adult who could benefit from restorative services such as improved nutritional, physical, occupational or speech therapy.

• An older adult who could benefit from door-through-door transportation to and from adult day services and medical appointments.

Those who know someone who could benefit from the LIFE Program should call an Enrollment Specialist at (412) 388-8050 TTY: 711.
Center Locations

Greentree Center
875 Greentree Road One Parkway Center
Suite 100, Pittsburgh, PA 15220

North Shore Center
1200 Reedsdale Street (Rear)
Pittsburgh, PA 15233

Allegheny Center
3 Allegheny Center
Pittsburgh, PA 15212

McKees Rocks Center
130 Chartiers Avenue
McKees Rocks, PA 15136

Administrative Offices
875 Greentree Road One Parkway Center
Suite 200, Pittsburgh, PA 15220

“For our staff, taking care of our participants is more than a job, it’s a calling. Our dedicated geriatric care professionals truly care about you personally. Come visit any of our centers. Within minutes you’ll be able to see the difference.”

Joann Gago, Chief Executive Officer

“I’m so grateful my daughter and son-in-law were strong and persistent about my joining LIFE Pittsburgh. It’s the best decision I’ve made in my whole life” – Roy
LIFE Pittsburgh provides services to individuals regardless of race, color, creed, religion, sex, nationalitiy, age, sexual orientation, handicap or disability.

LIFE Pittsburgh is affiliated with the nationally recognized PACE (Program of All-Inclusive Care for the Elderly), and is administered through the Pennsylvania Department of Public Welfare.

LIFE Pittsburgh is a non-profit organization and is affiliated with Lutheran SeniorLife and the Pittsburgh Mercy Health System.

LIFE Pittsburgh complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. LIFE Pittsburgh does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

LIFE Pittsburgh complie les lois cíveis federais y no discrimina por raza, color, nacionalidad, edad, discapacidad o sexo. LIFE Pittsburgh no excluye a las personas o las trata de forma distinta por su raza, color, nacionalidad, edad, discapacidad o sexo.

LIFE Pittsburgh遵守适用的联邦民权法，不会根据种族、肤色、民族血统、年龄、残疾或性别歧视他人。LIFE Pittsburgh不因种族、肤色、民族血统、年龄、残疾或性别而排斥他人或区别对待。

LIFE Pittsburgh tuân thủ các luật dân quyền và không phân biệt đối xử với người theo chủng tộc, màu da, quốc tịch, độ tuổi, khuyết tật hoặc giới tính.

LIFE Pittsburgh voldoet aan de toepasselijke federale burgerrechtenwetten en discriminatietot nu niet op basis van ras, huidskleur, afkomst, leeftijd, handicap of geslacht. LIFE Pittsburgh sluit geen personen uit of behandelt ze niet evenwaardig op grond van ras, huidskleur, afkomst, leeftijd, handicap of geslacht.


LIFE Pittsburgh respece les lois fédérales sur les droits cíveis en vigueur et ne pratique aucune discrimination fondée sur la race, la couleur, l’origine, l’âge, l’incapacité ou le sexe. LIFE Pittsburgh n’exclut pas ou ne traite pas de personnes différemment en se basant sur leur race, couleur, origine, âge, incapacité ou sexe.

LIFE Pittsburgh przestrzega obowiązujących federalnych przepisów dot. praw obywatelskich i nie zezwala na dyskryminację ze względu na rasę, kolor skóry, pochodzenie narodowe, wiek, niepełnosprawność lub płeć. LIFE Pittsburgh nie wyklucza osób i nie traktuje ich w odmienny sposób z powodu ich rasy, koloru skóry, pochodzenia narodowego, wieku, niepełnosprawności, czy płci.

LIFE Pittsburgh konforme ak lwa federal konšernn dwa sivil epi li pa fò diskrimiasyon ki baze sou ras, koule, oriijn nasyonal, laj, andikap, oswa laj, andikap, oswa seks. LIFE Pittsburgh aksepte tout moun epi li trete yo egale san gade sou ras, koule, oriijn nasyonal, laj, andikap, oswa seks.

LIFE Pittsburgh cerca di rispettare le federale leggi che garantiscono il diritto di vivere indipendentemente sulla base di razza, colore, nazionalità, età, disabilità o sesso. LIFE Pittsburgh non esclude persone o le tratta in modo diverso a causa di razza, colore, nazionalità, età, disabilità o sesso.

LIFE Pittsburgh, à l’instar de la loi fédérale sur les droits de la personne, n’exclut personne d’aucune manière différente en fonction de la race, le sexe, la nationalité, l’âge ou l’incapacité.

A LIFE Pittsburgh obedece às leis federais aplicáveis de direitos civis e não discrimina com base em etnia, cor, nacionalidade, idade, deficiência ou sexo. A LIFE Pittsburgh não exclui pessoas nem as trata de maneira diferente por motivos de etnia, cor, nacionalidade, idade, deficiência ou sexo.