

# Reimagining Older Adult Care for the Communities That Need It Most

*How a technology-forward care model is expanding access to Medicare Advantage members across urban, suburban, and underserved communities throughout America.*

## INDUSTRY

Specialty Healthcare: Value-Based, Medicare & Medicaid

## POPULATION SERVED

Medicare and Medicaid eligible older adults across cities, suburbs, and underserved communities

## CORE CHALLENGE

Reaching members across geographies with unreliable connectivity

## STRATEGIC SOLUTION

Carrier-agnostic mobile connectivity infrastructure via SIMO

## KEY OUTCOMES

Expanded reach, fewer hospital visits, disaster-resilient care delivery

*"This partnership has been crucial for our business model. The synergy between our goals and what SIMO brings is exactly what we needed to revolutionize how we deliver care."*

**Bryan | VP, IT Operations | ArchWell Health**

## ArchWell Health: A New Model for Older Adult Care

ArchWell Health is redefining what specialty healthcare looks like for Medicare and Medicaid-eligible older adults across the United States. Where traditional care models ask members to come to the center, ArchWell Health goes to the member, meeting them in their homes, their communities, and wherever they are.

This mission is especially important for older adults in cities like Philadelphia, where entire neighborhoods lacked adequate primary care for years, as well as those in smaller cities like Lincoln, Nebraska or Little Rock, Arkansas, and the surrounding communities where distance, mobility challenges, or gaps in local infrastructure have long limited access to quality care. ArchWell Health's model combines clinical excellence with a commitment to innovation, scaling personalized care delivery in ways that legacy health systems have never attempted.

At the core of ArchWell Health's growth strategy is a simple but powerful belief: every older adult, regardless of zip code or income, deserves consistent, high-quality care. Delivering on that belief requires operational ingenuity, adaptive technology, and a willingness to challenge the status quo.

## The Challenge: Bridging Gaps in Mobile Healthcare

Serving members across a wide range of geographies means confronting one of the most persistent barriers in American healthcare: unreliable cellular connectivity. Whether in a dense urban neighborhood where one carrier dominates only part of the city, a mid-sized community with patchy coverage on the outskirts, or an underserved area where infrastructure investment has lagged, the challenge is the same: no single carrier can guarantee a reliable connection everywhere ArchWell Health's Care Teams need to be.

For ArchWell Health's Care Teams operating in the field, connectivity is not a convenience; it is a clinical necessity. Telehealth appointments, remote monitoring, real-time care coordination, and digital health records all depend on a stable connection. When a signal drops, care continuity breaks down.

For Medicare Advantage members, many of whom face mobility challenges, live far from the nearest center, or lack transportation, that breakdown has real consequences: missed appointments, delayed diagnoses, and avoidable emergency room visits.

ArchWell Health identified three non-negotiables for solving this challenge:

- Reliable connectivity that works across multiple carriers and geographies
- Infrastructure resilient enough to withstand natural disasters and network outages
- A scalable, affordable solution that keeps operational costs low while equipping Care Teams with the secure connectivity they need in the field

**EXPANDED REACH**

Care delivered in members' homes, community centers & mobile settings

**DISASTER RESILIENT**

First to restore service after Florida storm events, not tied to any single carrier

**REDUCED ER VISITS**

Preventive intervention reduces avoidable hospital utilizations

**SCALABLE ACCESS**

Serving underserved communities across multiple states

## The Solution: ArchWell Health and SIMO, Built for Each Other

ArchWell Health's connectivity challenges required more than a technology vendor. They required a partner who understood the mission. That is what ArchWell Health found in SIMO.

SIMO's carrier-agnostic connectivity platform was purpose-built for exactly the environments ArchWell Health operates in. By dynamically assessing and connecting to the strongest available signal across multiple networks in real time, SIMO's technology ensures that ArchWell Health's Care Teams stay connected regardless of geography, carrier footprint, or network conditions. No single carrier could offer this. SIMO could.

What made this collaboration work was more than technical alignment. Both organizations share a core belief: technology should serve people, especially those who have historically been left behind. ArchWell Health's mission to reach older adults where they are maps directly onto SIMO's ability to deliver connectivity where it is needed most. The partnership was natural, and the results were immediate.

Together, ArchWell Health and SIMO built an operational model for care delivery that extends far beyond the center:

- ArchWell Health Care Teams work in members' homes, community centers, and mobile settings, powered by real-time SIMO connectivity
- In cities, suburbs, and smaller communities alike, where any single carrier may fall short, SIMO's multi-network approach keeps ArchWell Health's teams connected and effective
- During natural disasters in Florida, when traditional infrastructure was compromised, the ArchWell Health and SIMO partnership enabled Care Teams to restore connectivity faster than providers dependent on a single carrier
- Consistent, connected field care enables ArchWell Health to intervene earlier and more proactively, reducing avoidable emergency room visits across their member population

This is the power of the partnership: ArchWell Health's innovative, member-centered care model, supported by SIMO's adaptive connectivity infrastructure, delivers continuity of care at scale. It is a collaboration built not just on complementary technology, but on shared values and a common commitment to the members they serve.

## The Impact

<p><b>Expanded Reach</b> Care delivered in members' homes, centers &amp; mobile settings</p>	<p><b>Disaster Resilient</b> First to restore service after storm events, not tied to any single carrier</p>	<p><b>Reduced ER Visits</b> Preventive intervention reduces avoidable hospitalizations</p>	<p><b>Scalable Access</b> Serving underserved communities across multiple states</p>
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### Continuity of Care, Anywhere

With SIMO's connectivity infrastructure as its backbone, ArchWell Health has expanded its ability to serve older adults outside the center, meeting members where they live rather than where it is convenient. This shift from center-centric to member-centric care is central to ArchWell Health's vision and a defining feature of its growth strategy. As ArchWell Health expands into new markets, this model scales with it.

### Disaster Resiliency

In Florida, where severe weather events regularly disrupt cellular infrastructure, ArchWell Health's Care Teams have demonstrated a faster path back to full operation than providers tied to a single carrier. Because SIMO automatically switches to whichever network recovers first, ArchWell Health is among the first back online after a storm, minimizing gaps in care and getting members reconnected

*"The synergy between our companies isn't just about technology. It's about what we're both trying to do for people."*  
Bryan | VP, IT Operations | ArchWell Health

**MEMBER-FIRST DESIGN**

Every operational decision is made in service of the member experience, not institutional convenience.

**ADAPTABILITY**

Built to flex through hurricanes, new geographies, and evolving care protocols — without losing continuity.

**TECHNOLOGY AS INFRASTRUCTURE**

Technology is a foundation, not a feature. Partners like SIMO make consistent, scalable care possible.

**REDUCED HOSPITAL UTILIZATION**

Earlier, proactive intervention reduces avoidable ER visits and improves outcomes for Medicare Advantage programs.

**SCALABLE ACCESS**

Turning connectivity from a barrier into a bridge for communities underserved by both healthcare and telecom infrastructure.

*“As ArchWell Health scales its innovative care model into new markets, SIMO remains a key infrastructure partner, ensuring every member, in every zip code, has access to the care they deserve.”*

Bryan | VP, IT Operations | ArchWell Health

**Reduced Hospital Utilization**

By enabling consistent remote and in-home care, ArchWell Health intervenes earlier and more proactively, catching issues before they escalate. The result is a meaningful reduction in avoidable emergency room visits, improving outcomes for members and reducing system-wide costs for Medicare Advantage programs.

**Scalable Access for Underserved Communities**

Together, ArchWell Health and SIMO are turning connectivity from a barrier into a bridge, reaching older adults across cities, suburbs, and communities that have long been underserved by both healthcare systems and telecommunications infrastructure. As ArchWell Health grows, so does its ability to bring high-quality care to those who need it most.

**What Sets ArchWell Health Apart**

ArchWell Health’s success is not accidental. It reflects a deliberate strategy built on three core principles:

- **Member-first design:** Every operational decision, from staffing to technology partnerships, is made in service of the member experience, not institutional convenience.
- **Adaptability:** ArchWell Health’s model is built to flex. Whether navigating a hurricane, expanding into a new geography, or evolving care protocols, the organization adapts without losing continuity.
- **Technology as infrastructure:** ArchWell Health treats technology not as a feature but as a foundation, investing in partners like SIMO whose platforms make consistent, scalable care possible.

These principles do not just differentiate ArchWell Health from traditional healthcare providers. They position the organization as a leader in the next generation of value-based, community-centered care for older adults.

**Looking Ahead**

ArchWell Health and SIMO are continuing to deepen their partnership, with several expanded use cases already taking shape. Beyond in-home and center-based care, ArchWell Health is exploring SIMO connectivity in nursing homes and community centers, where historically unreliable or unsecured networks have made it difficult to host member events and programming. SIMO’s devices give Care Teams a secure, flexible connection regardless of what the local network can offer. ArchWell Health is also equipping its training teams with SIMO devices, ensuring secure, reliable connectivity whether they are in an airport, working across multiple centers, or leading sessions in classrooms. As ArchWell Health scales its innovative care model into new markets, SIMO remains a key infrastructure partner, ensuring that every member, in every zip code, has access to the care they deserve.