

Health Care in Your Future: TogetherWorks: The Power of Partnership



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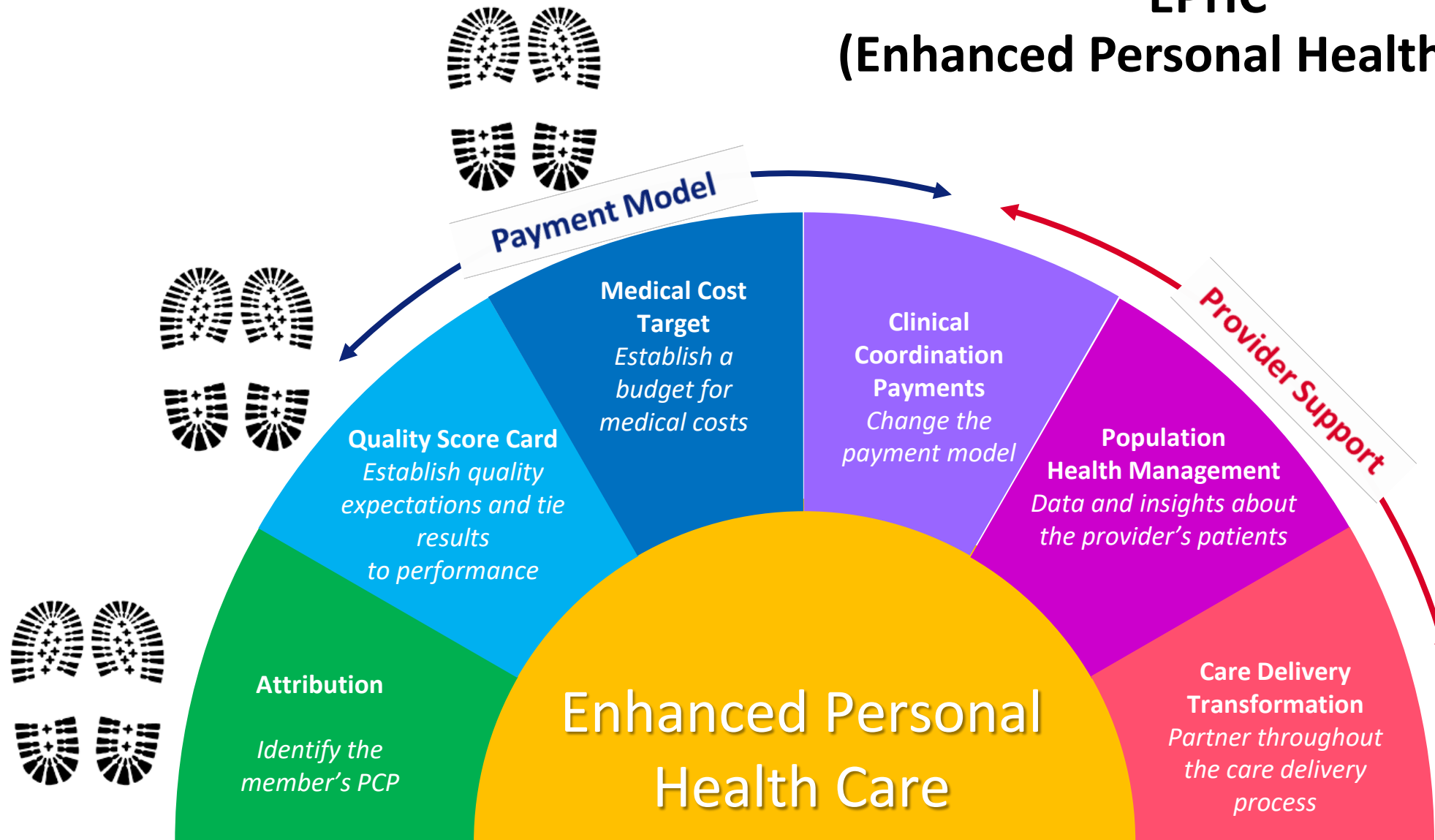
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Anthem.
BlueCross BlueShield

Togetherworks

Anthem's Commitment to Primary Care: EPHC (Enhanced Personal Health Care)



Enhanced Personal Health Care: Formula for Success

Basic practice support for transformation:

- Risk adjusted pmpm to practices based upon attribution
- Now includes BlueCard members
- ASO (self-insured) clients participate
- PPO members need a PCP selection
- 10 auto-credit points if NCQA PCMH level II or III

Under the Shared Savings program:

- **Increase** the **amount of savings** by **reducing total cost of care for each member**
- **Increase** the **percent of savings** they can take home by meeting quality and utilization targets established in the program's scorecard
- Must meet minimum thresholds

**Quality &
Utilization
Performance**



**Savings
Achieved**



**Shared Savings
Payout**



Enhanced Personal Health Care: Attribution

Pre- Value Based Programs Feedback:

- PPO members are going direct and care is fragmented

**Call to Action:
Promote the Value
of Primary Care**

Post- Implementation of Value Based Programs:

- PPO members are attributed based upon a single visit or auto-pick: “it is uncomfortable for us to make calls when there is no relationship”



Enhanced Personal Health Care: Quality Measures

Feedback about Quality Measures:

- Transformation is difficult enough
- So many health plans...each with their own set of measures
- Align measures
- Give us actionable data



Key Select Quality Measures:

- Anthem's 27 quality measures are the same ones all health plans are held accountable for: come from NCQA, ACC, NQF
- CPC+: Quality measures are the same across all health plans
- Drill down to individual patients to close care gaps to increase score



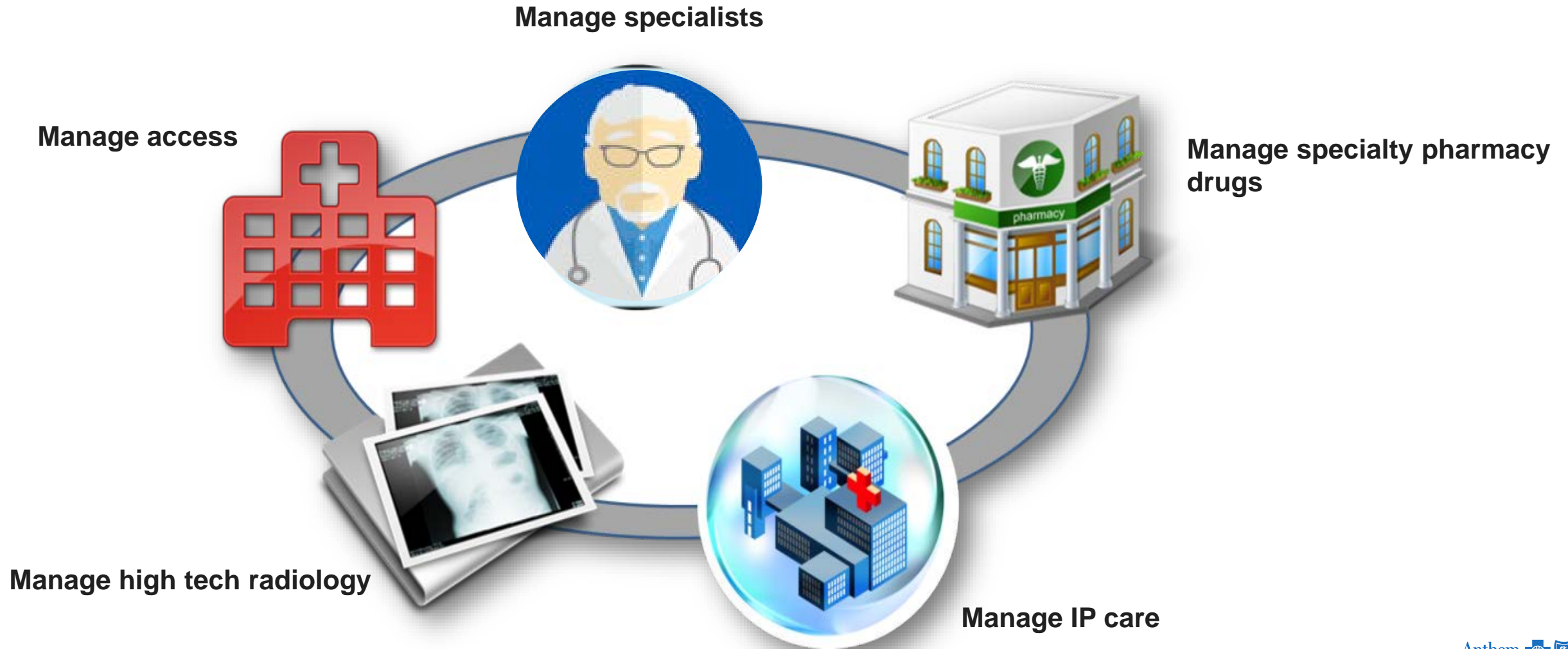
Enhanced Personal Health Care: Anthem's **Part** in Preserving Shared Savings

Feedback about Managing Costs:

- Utilization reduction “funds” the shared savings pool
- In a “**partner**ship”, what **part** is Anthem doing to help preserve shared saving pool?



Anthem's “PART” in Provider “PART”nerships



Closing Quality Gaps: Diabetic Retinopathy Screening



People living with diabetes should take extra special care of their eyes

Get checked and activate a \$50 gift card

Do you work hard to take good care of yourself? Maybe you watch what you eat, exercise and pay close attention to your blood sugar levels. But what about your eyes?

People with diabetes are at risk for diabetic eye disease*
These problems can cause vision loss or even blindness and can happen so slowly that you can't tell until it's pretty serious. Problems may include:

- **Diabetic retinopathy** — damage to the blood vessels in the retina.
- **Cataracts** — clouding of the eye's lens; cataracts develop at an earlier age in people with diabetes.
- **Glaucoma** — an increase in fluid pressure inside the eye that leads to optic nerve damage and loss of vision. A person with diabetes is nearly twice as likely to get glaucoma as other adults.*

Schedule a dilated retinal eye exam every year
What you should know about a dilated retinal eye exam:

- The test should be done by an eye doctor who is an ophthalmologist or an optometrist as it's not just a test for eyeglasses.
- The eye doctor will use eye drops to make the pupils bigger (dilate your eyes) and look at the back of your eyes (the retina) to check for signs of damage.

Here's what you need to do

1. Detach and fill out both of the attached cards and bring them to your eye exam.
2. Have your eye doctor fill out the highlighted sections on both cards.
3. Ask your eye doctor to send the card with the exam results to your primary care physician (PCP). If you don't have a PCP yet, bring this card to your first visit.
4. Return the other card to Anthem to start activation of your gift card.

Thanks, in advance, for taking such good care of your eyes!

Your \$50 gift card

GIFT CARD

- \$50 Gift Card Incentive

- Members in need of a dilated retinal eye exam were mailed a \$50 gift card offer to complete their screening by 12/31/17. The mailer included a tear-off which is intended to be filled out by the eye care professional and sent to the member's PCP. Some members also received an IVR call and/or text to encourage them to open and redeem their offer. A reminder text was sent out in subsequent months to remind the member of the offer.

EPHC continues to deliver results in Colorado



Fewer members admitted to the hospital

- Lower inpatient cost
- **0.9%** fewer inpatient admits



Providers choosing preferred sites for radiology

- Lower costs on radiology services and **2.8%** lower utilization



Declining cost and utilization of inpatient surgical services

- Lower inpatient surgical costs
- **8.9%** fewer inpatient surgeries and **9.3%** fewer surgical inpatient days



\$17.11 PaMPM (4.3%)
Gross savings through September 2015
\$14.44 net savings

Savings are the result of **changes in provider practice patterns** that significantly impact cost and utilization

* Based on financial performance of BDTC programs against Medical Cost Targets 4/1/13 – 9/30/15 for all Anthem markets; net savings are net of provider shared saving bonus payout. Utilization and site of service results based on performance against targets 4/1/13-12/31/15