

Dallas-Fort Worth Business Group on Health

13th Annual Benefits Forum

Value in Payer/Provider Partnerships

November 29, 2017

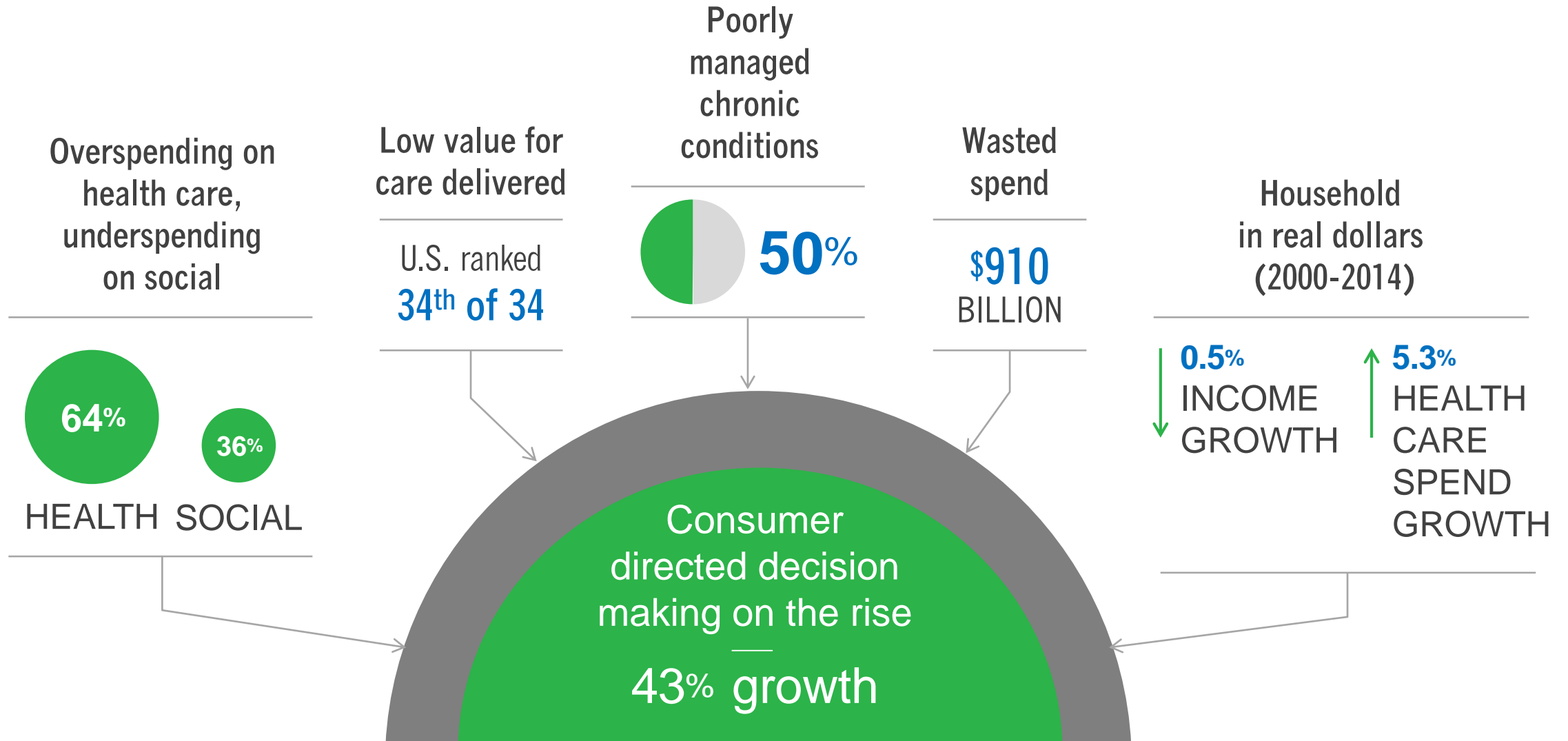




Today's agenda

Time	Topic	Presenters
8:10	Welcome and Introductions	Marianne Fazen
8:10-8:20	Define payer/provider joint venture and employer value proposition	Jeff Cook
8:20-8:30	Patient experience and clinical model	Dr. Delanor Doyle
8:30-8:40	Top employer health care challenges and solutions overview	Brian Dickerson
8:40-8:50	Panel discussion/Q&A	All

We Can Do Better



Solving for Fragmentation and Confusion

Dallas / Fort Worth is a fragmented market with care that is not well coordinated across the care continuum

Most members in this market are not part of a coordinated care continuum

38% unattributed to a PCP in last 2 years

25% are attributed to small independent practices

Lack of coordination results in unnecessary admissions and worse outcomes



37% more admissions than well-managed benchmarks

5% more admissions than loosely managed benchmarks

High total costs at \$445 avg pmpm

The health plan that can provide a simple, coordinated care experience will win.

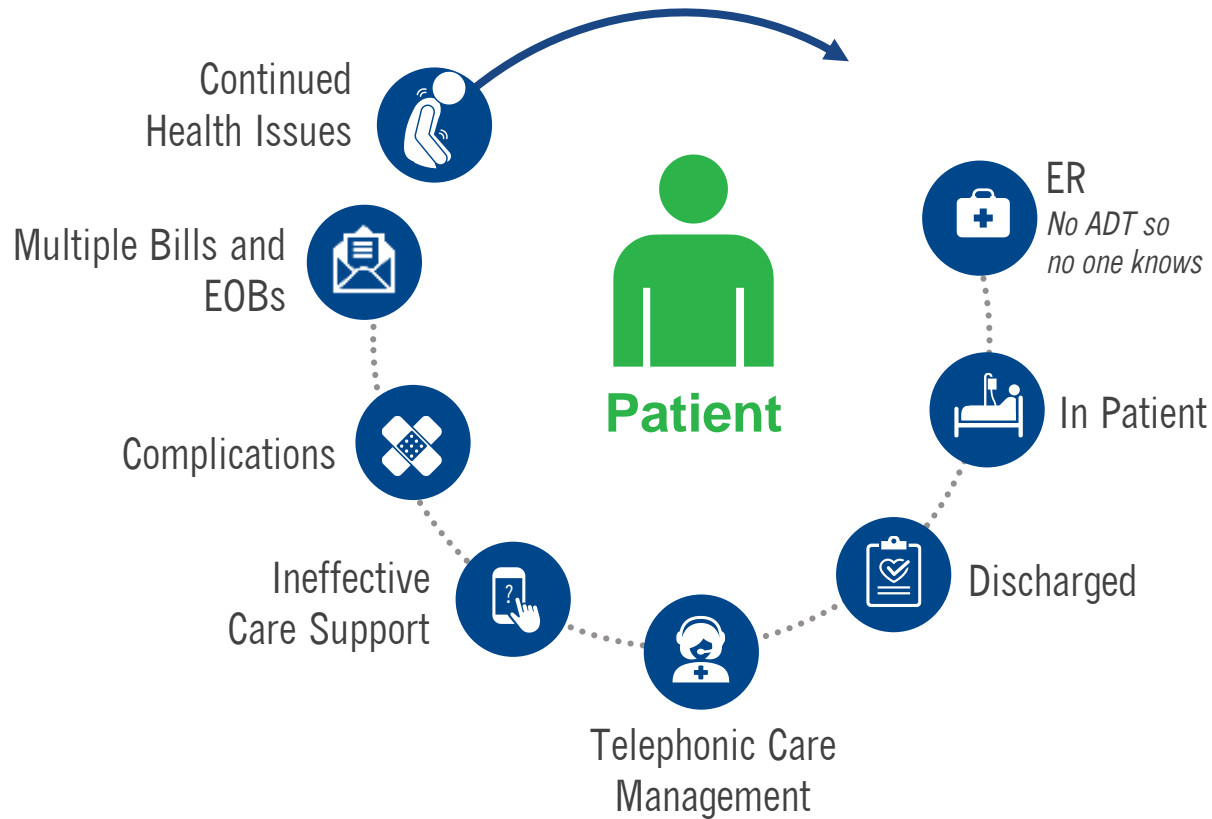
Our clinical model is:

-  Convenient to access
-  Connects my care for a holistic view of my needs

Creating:

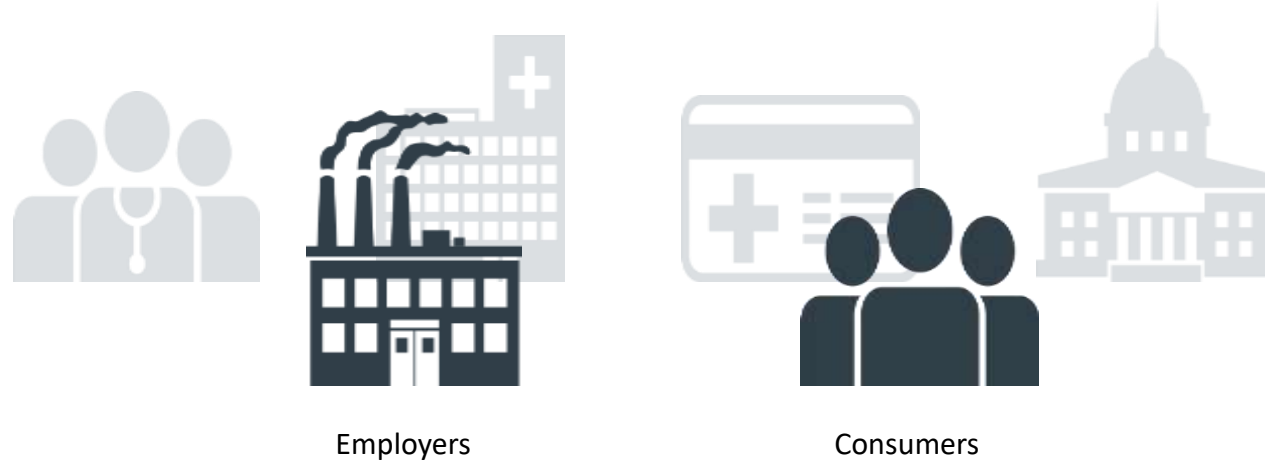
-  Simplicity
-  Affordability
-  Convenience
-  Connected Care

Today in the DFW Market...



High Cost, Complex,
Fragmented Care

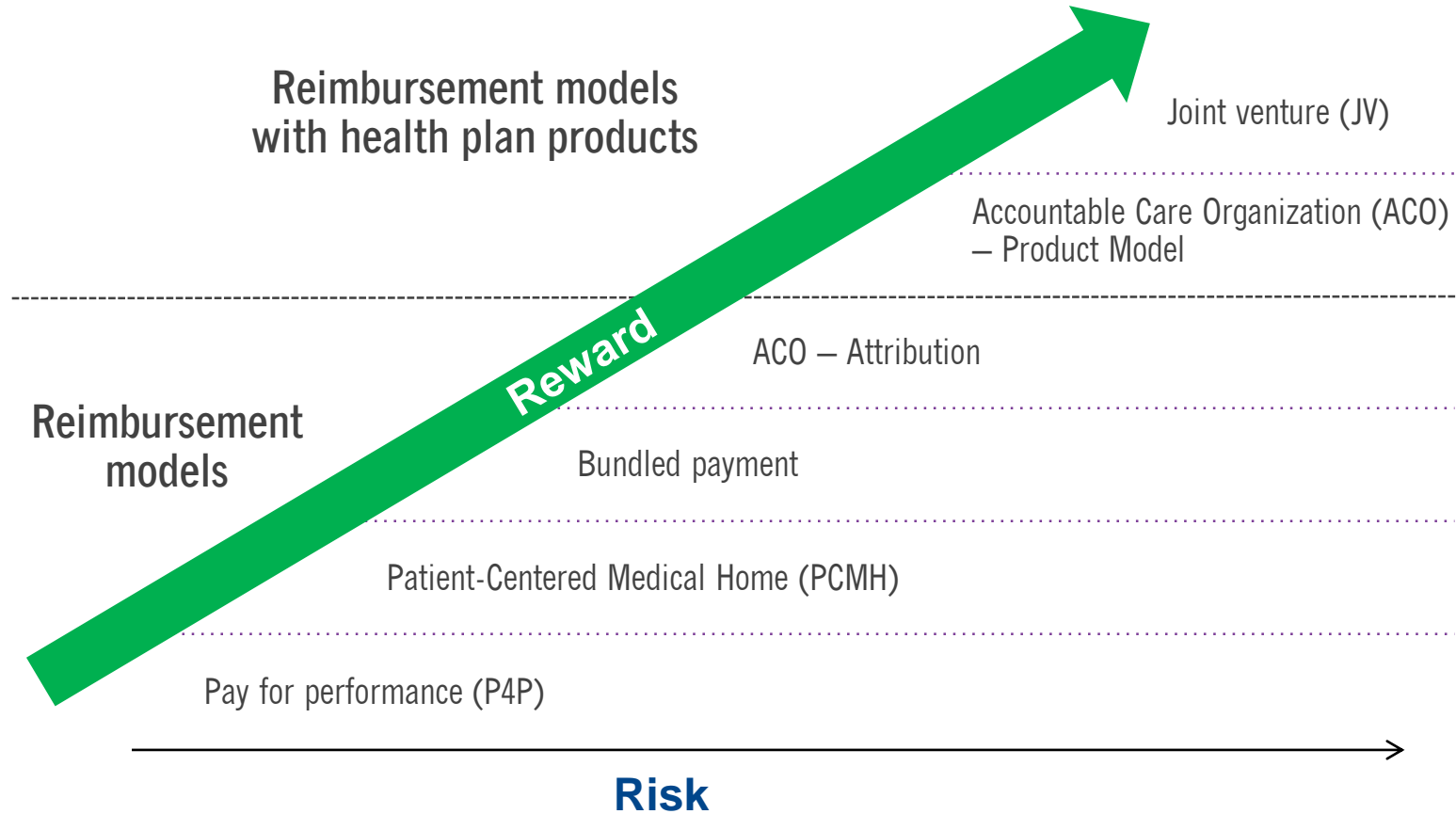
Bottom-line: The market is prime for disruption by traditional and non-traditional health care organizations that are able to deliver better value.



“Competition at the wrong level has been exacerbated by the pursuit of the wrong objective: reducing cost...**The right goal is to improve value** (quality of health outcomes per dollar expended).”

Michael Porter, 2004

A range of options for cost-effectiveness - based on balancing risk and integrated care



Best of both worlds



Local, clinically integrated delivery system focused on local population health

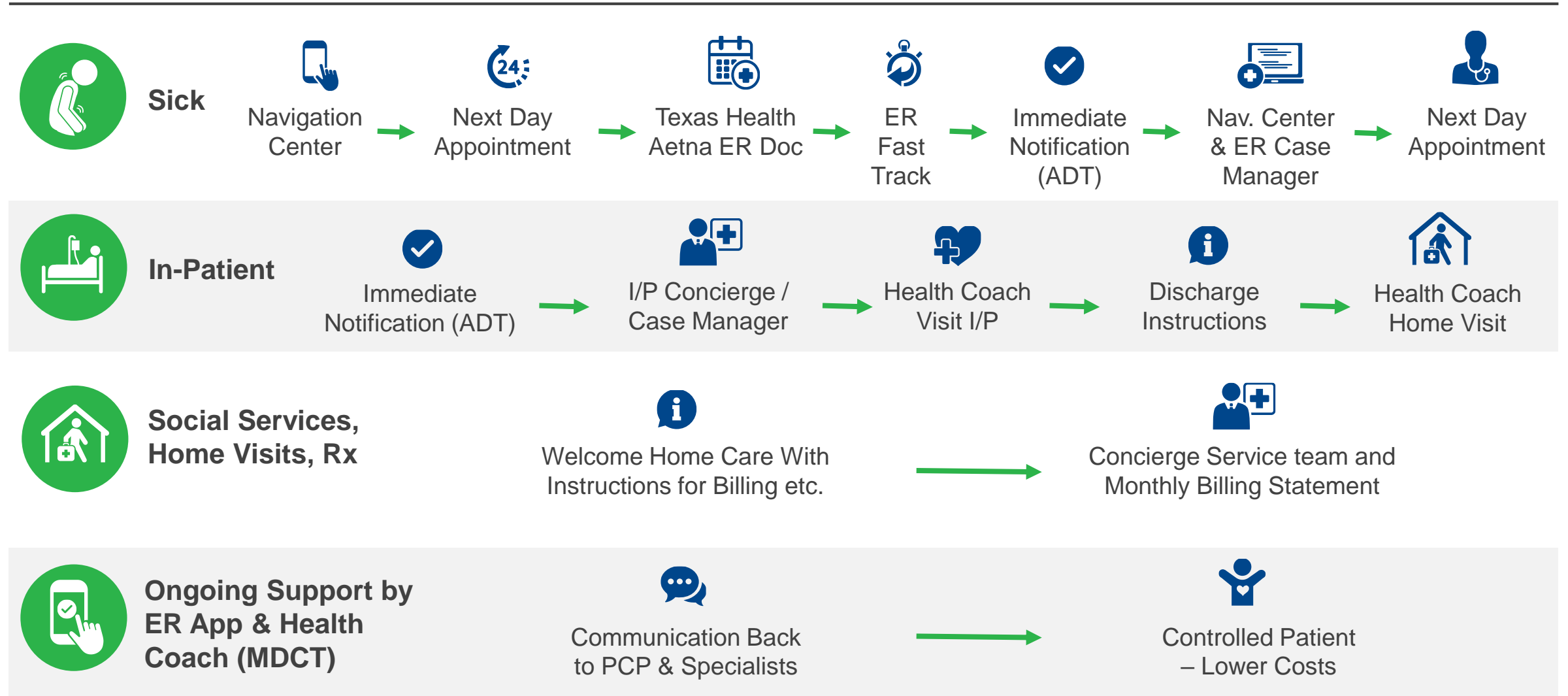


Major health plan with national presence, emerging capabilities and investment in local market



A new, local health plan hyper-focused on delivering quality, affordable care to consumers

End-to-end care continuum coordination (health plan + health system)



Predictive analytics from clinical and claim data

Traditional Model



No Clinical Information



90-day old claims data

JV Health Plan Model



Clinical data



Claims data

Enable better outcomes



Admission, discharge and transfer data



Real-time notice of hospital or ER admissions

Integrated clinical care

Local ground coordination:

- **Hospital admissions**
Case managers and social workers to guide patients through their inpatient stay
- **Outpatient transitions**
Social workers, nurses and interdisciplinary care team to ensure seamless patient discharge via in-home assessment and accommodations
- **Emergency room avoidance**
Efficiencies to help members avoid the ER or help them transition to next-day appointments
- **Local ER Physician virtual care and texting**
24/7 access to simple care, prescription needs and care navigation
- **Multi-disciplinary care teams**
Utilizes professionals of various clinical backgrounds for intense care coordination in the home or inpatient setting or where most strategic or convenient for the member



Personalization through data and analytics

Holistic care teams focused on those most at risk

Our care teams can focus on the top 5% of patients that generate more than 50% of costs.

We provide on both clinical care and in home social assessments and accommodations.



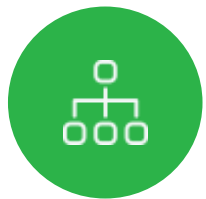
24/7 Care Connection



Convenient, immediate access to care



Local physicians, aligned



Integrated care delivered



City of Fort Worth / Southwestern Health Resources Partnership

Brian Dickerson, Director of Human Resources, City of Fort Worth



City of Fort Worth Challenges and Goals

Multi-year health care challenges include:

- Average annual trend exceeded +6% for several years creating a shortfall in the healthcare budget and financial strain for the City.
- Excessive stand-alone emergency room usage – 1/3 encounters were unnecessary
- Utilization of primary care is too low.

Goals include:

- Find a sustainable balance for employees, retirees and the organization
- Premium costs that are affordable and sustainable
- Provide employees and retirees with a high level of care that will keep them safe and healthy

City of Fort Worth Solutions

2018 and forward solutions include:

- Plan choice – Health Center and Consumer Choice HSA
- Construct three clinics and develop five more virtual clinics – fully staffed/same-day/next-day appointments
- Primary care is free for Health Center Plan enrollees, and low cost for Consumer Choice HSA
- Tiered physician network
- Communication and mandatory enrollment

City of Fort Worth & Southwestern Health Resources Partnership

	Features
Health Center	<ul style="list-style-type: none">• Three DEDICATED health centers supplemented by satellite clinics• Able to rapidly grow access to City members at all SWHR primary care clinics and CVS clinics (not free to members)• Meet metrics of same/next day sick visits, 5-minute wait times, patient satisfaction, etc.• 3% escalator per year
Pricing Considerations	<ul style="list-style-type: none">• Texas Health branded hospitals, Ambulatory Surgery Centers and radiology centers• Will make THR a low cost referral destination for City of Fort Worth
Utilization Management Savings	<ul style="list-style-type: none">• Integrated population health management featuring care management, disease management, navigation analytics• Range based on 50-100% clinic plan intake• Guaranteed savings in excess of utilization saving will be paid to City of Fort Worth at the end of plan year (verifiable through UHC)

A city skyline at night, featuring several tall skyscrapers and a large stadium in the foreground. The image is overlaid with a green and blue gradient. The text "Thank you" is centered in white.

Thank you