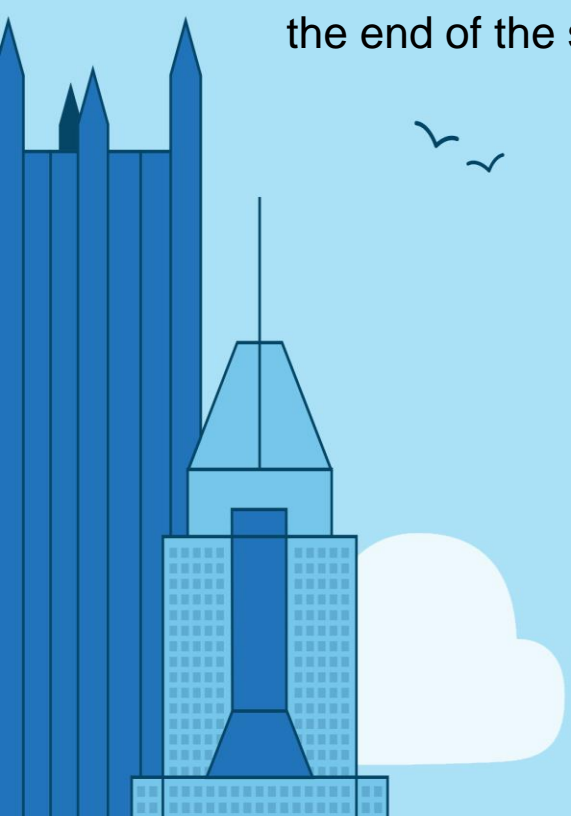




# Welcome!

- Thank you for joining the meeting.
- We will begin in a few minutes.
- All attendees will be muted upon entry.
- We are recording the session.
- Please use the chat feature to submit questions – all questions will be addressed at the end of the session.

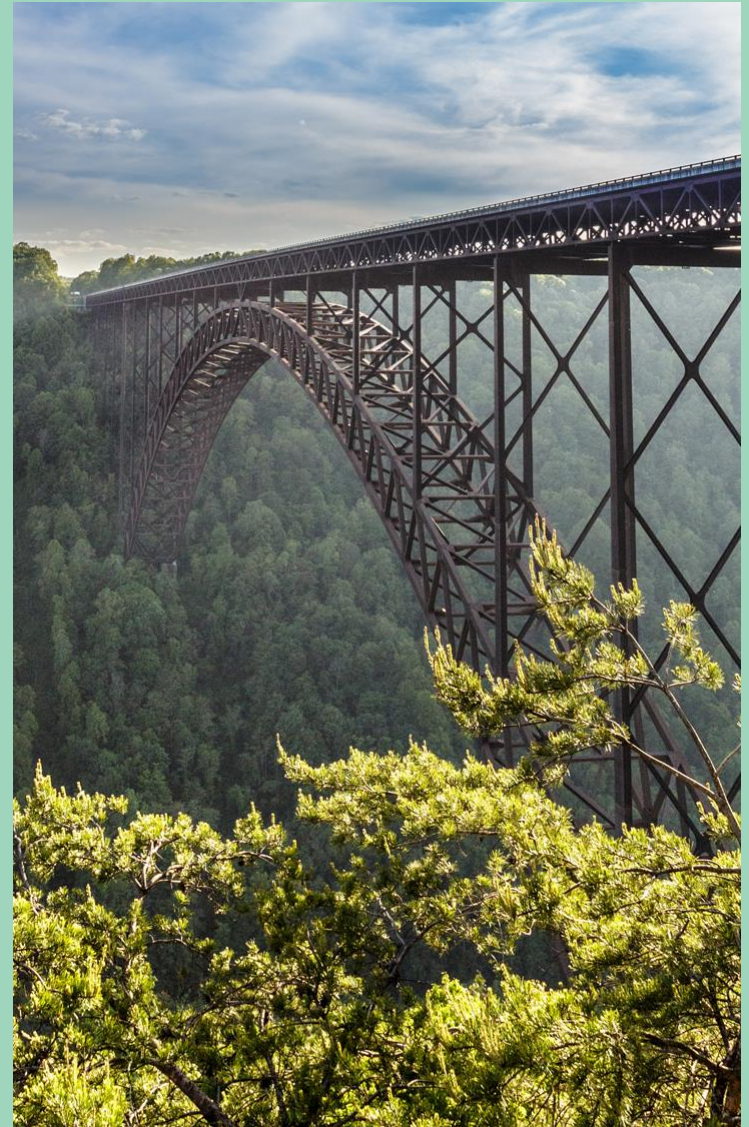


If you do not hear the speaker, please dial in:  
**Dial in: 1-646-558-8656 or 1-669-900-6833**  
**Webinar ID: 969 8531 9012**  
**Passcode: 524126**

# Agenda

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- In-Market Solutions
  - Well360 Diabetes Management
  - Well360 MSK
  - Well360 Clarity
- Clinical Updates
  - UM Expansion
  - Well360 Kidney Care Management



# Performance of In-Market Solutions

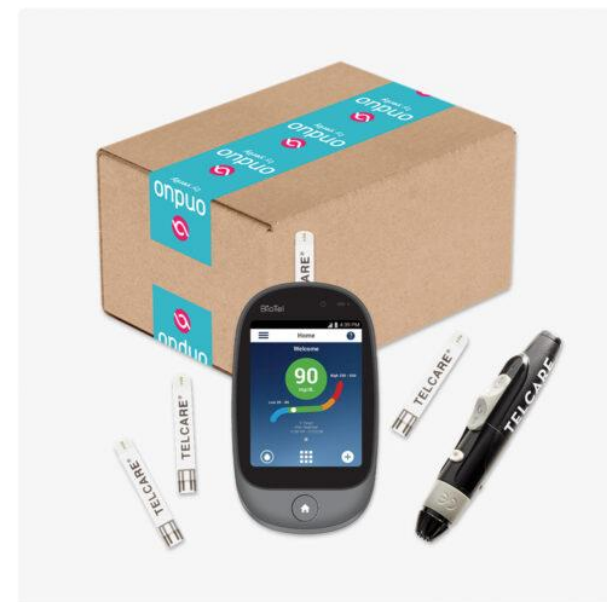
IN-MARKET SOLUTIONS

## RECENTLY LAUNCHED LIVING HEALTH SOLUTIONS

	Partner	Launch date	Availability by markets/segments
Well360 Diabetes Management	 <b>onduo</b> by <small>verily</small>	1/1/2022	Regional (PA, WV, DE) and National Commercial ASO and Fully Insured; Federal Markets (ACA & MA)
Well360 Motion	 <b>SWORD</b> HEALTH	1/1/2022	Regional and National Commercial ASO
Well360 Clarity	 <b>HIGHMARK</b> HEALTH	7/1/2021	Regional and National Commercial ASO

## WELL360 DIABETES MANAGEMENT

- Launched across Highmark's PA, WV, DE BoB 1/1/2022: Commercial Fully Insured, Commercial ASO, ACA, Medicare Advantage Individual
  - Medicare Advantage Group Launching 7/1/2022
  - Highmark NY Commercial FI later this year
- **Claims Billed:** \$75 PPPM (ASO)
- New ASO PGs Coming Soon – 100% at risk for health outcomes
- **ASO Sales to Date**
  - Commercial ASO Clients: 15 | 7k Eligible Diabetes Members
- **Insured Rollout**
  - Commercial Fully Insured Clients: 2,473 | 30k Eligible Diabetes Members
  - ACA & MA LOB: 49k Eligible Diabetes Members
- YTD Total Enrollment = 1,453



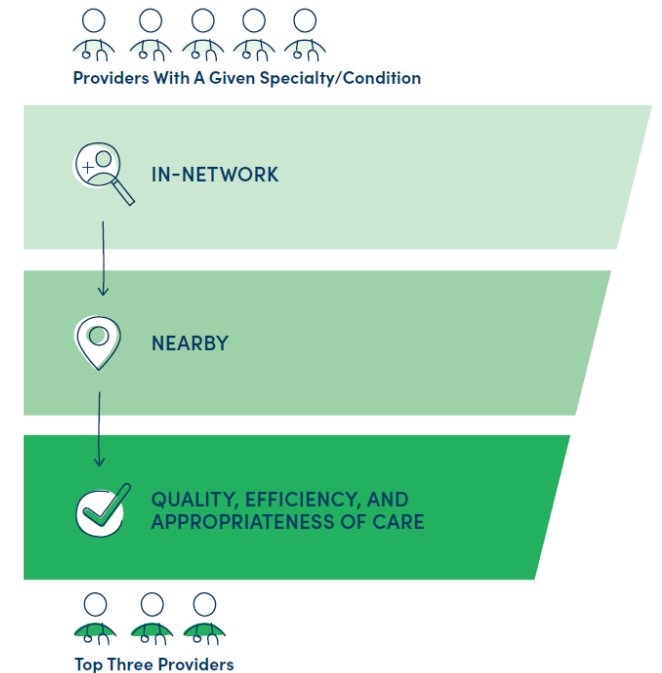
## WELL360 MOTION

- Available to ASO clients with 500+ contracts
- **Claims Billed:** Annual program cost max = \$850.
  - Initial Enrollment fee of \$450 + \$20/session x maximum 20 sessions
- Projected 2:1 ROI in Y1; Client PGs not offered at this time
- **ASO Sales to Date**
  - 12 Clients | 56k Contracts | 118k Members
- **Early Customer Feedback**
  - “Easy registration process and online scheduling.”
  - “Great communication from the physical therapists.”



## WELL360 CLARITY

- Available to ASO clients with 500+ contracts
  - Rollout to select PA Commercial FI Clients 7/1/2022
- **Admin Billed** = \$9.00 PCPM
- Total Cost of Care PGs - Up to 3%
- **ASO Sales to Date**
  - 15 Clients | 47k Contracts | 102k Members
  - 2 Clients sold for April and July implementation | additional 15k Members
- **Early Customer Feedback**
  - 98% overall member satisfaction rate
  - On average, 2 of every 10 members educated on Well 360 Clarity high-quality, cost-efficient providers commit to switching.
  - 60% of members reached by Member Engagement Guides are connected to PCPs and other in network specialists.



# **Clinical Enhancements Spring/Summer 2022**



# Utilization Management

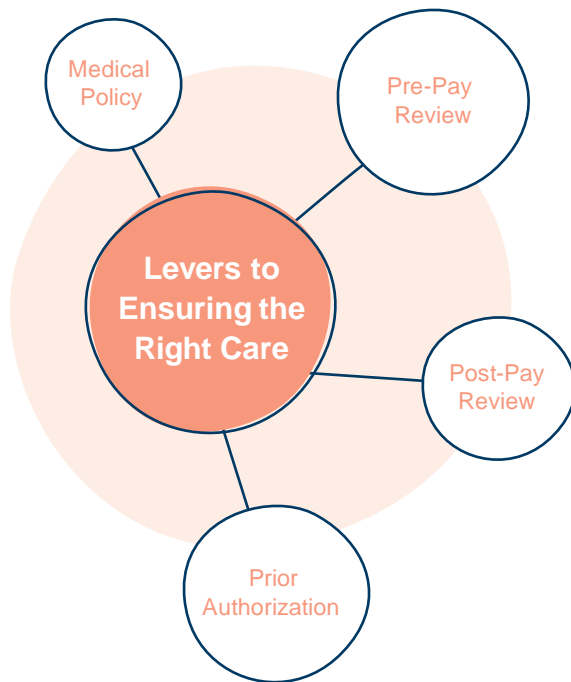
# Ensuring the Right Care

Protecting members with evidence-based care that is effective, appropriate, and safe.

VALUE TO  
OUR **MEMBERS**  
**AND CLIENTS**

Clinical Appropriateness  
Clinical Quality

Safety  
Seamless Experience



# Delivering Value with a Consistent, Safe, and Simple Experience

## CONSISTENCY ACROSS GEOGRAPHIES

Applies in area, out of area, and out of network

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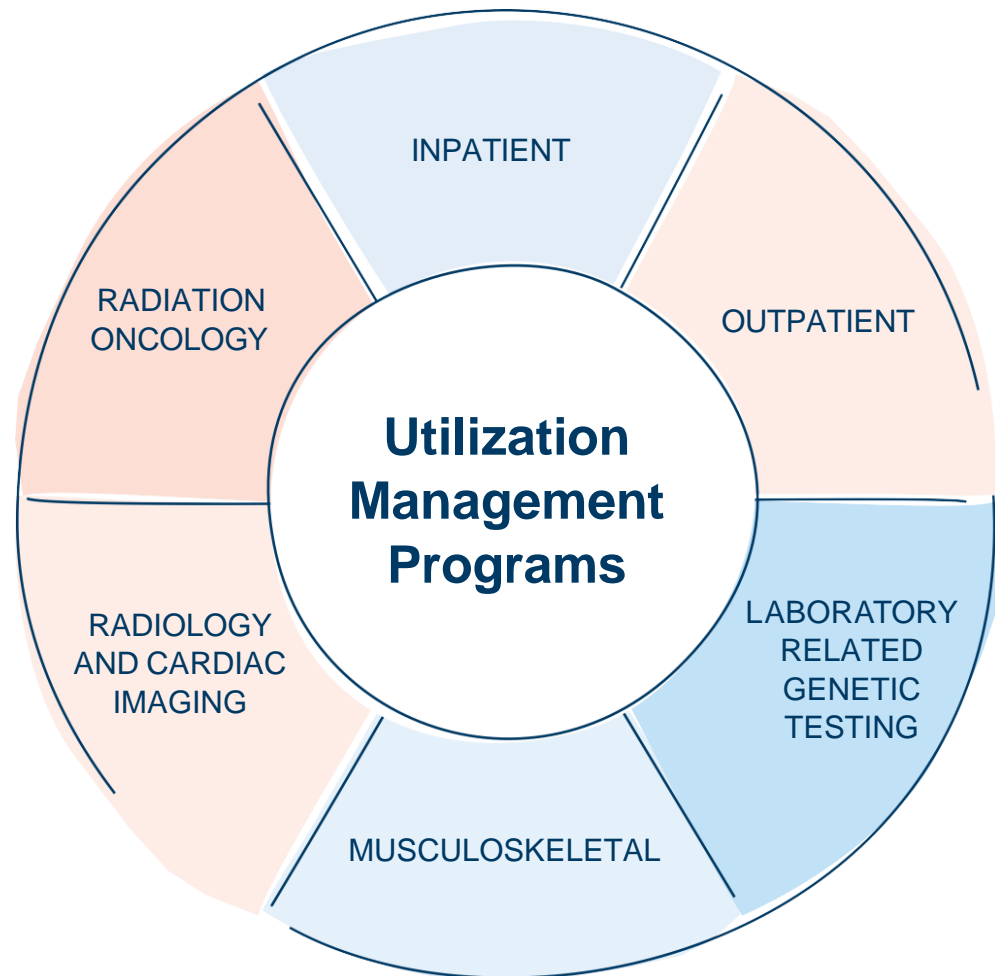
## IMPROVED PATIENT SAFETY

By reducing inappropriate utilization and duplicative radiation exposure

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## SIMPLIFIED MEMBER EXPERIENCE

We'll request any needed documentation from requesting providers



# Radiology and Cardiac Imaging Program

## CONSISTENCY ACROSS GEOGRAPHIES

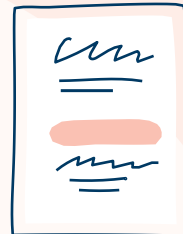
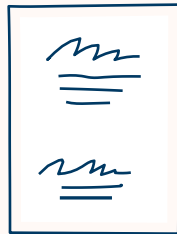
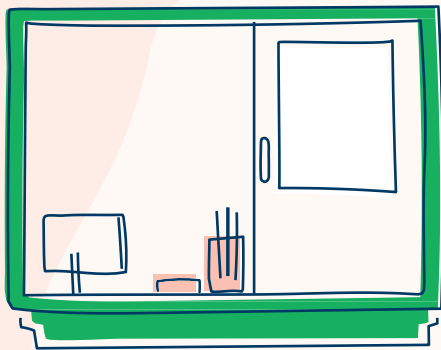
Applies in Area, Out of Area,  
and Out of Network

## IMPROVED PATIENT SAFETY

By reducing inappropriate  
utilization and unnecessary  
radiation exposure

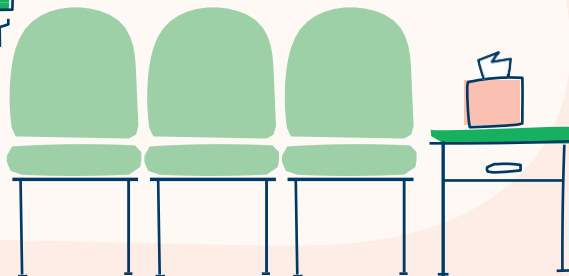
## SIMPLIFIED MEMBER EXPERIENCE

We'll request any  
needed documentation  
from requesting providers



## Transparent Pricing

Price is \$20 per auth  
request determination

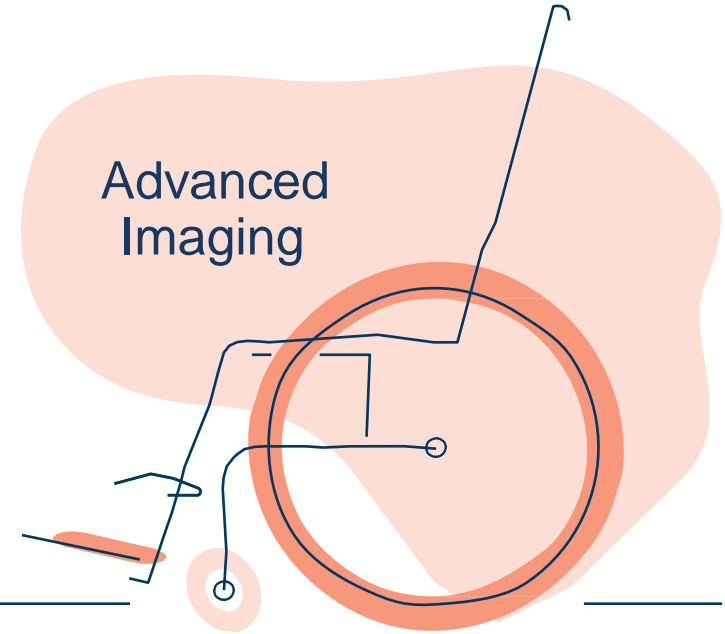


# Radiology and Cardiac Imaging Program

## Advanced Imaging:

Magnetic resonance imaging (MRI)  
Magnetic resonance angiography (MRA)  
Positron emission tomography (PET) scans  
Positron emission tomography – computed tomography (PET-CT)  
Computerized tomography (CT) scans  
Computed tomography angiography (CTA) scans  
Nuclear medicine

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## Cardiac Advanced Imaging and Diagnostic Services:

Stress testing  
Myocardial perfusion imaging (SPECT and PET)  
Stress echocardiography  
Cardiac CT and MRI  
Echocardiography: transthoracic and transesophageal (i.e., TTE and TEE)  
Diagnostic heart catheterization

# Specialized Utilization Management

## RADIOLOGY AND CARDIAC IMAGING

Magnetic resonance  
imaging (MRI)  
Positron emission  
tomography (PET) scans

Computerized tomography  
(CT) scans  
Stress testing  
Myocardial perfusion  
imaging

Cardiac CT and MRI  
Echocardiography  
Diagnostic heart  
catheterization

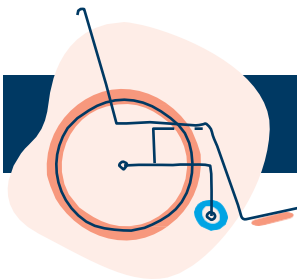


## MUSCULOSKELETAL MANAGEMENT

**Interventional Pain**  
Spinal injections/  
denervation  
Stimulators/pain pumps

**Spine Surgery**  
Fusions  
Decompressions  
Disc replacements

**Laser Joint  
Surgery**  
Joint replacement  
Arthroscopy  
Open procedures

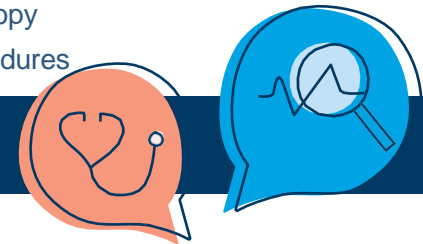


## LABORATORY RELATED GENETIC TESTING

Hereditary cancer screening

Carrier Screening

Neurologic disease testing



## RADIATION ONCOLOGY

Radiation oncology treatments



# Musculoskeletal Management

- Lowers cost per procedure
- Reduces readmissions
- Lowers out-of-pocket costs
- Minimizes lost productivity/workdays
- Reduces complications
- Reduces reoperations



## Interventional Pain Management

- Spinal injections/denervation
- Stimulators/pain pumps



## Spine Surgery

- Fusions
- Decompressions
- Disc replacements



## Large Joint Surgery

- Joint replacement
- Arthroscopy
- Open procedures

## Laboratory Related Genetic Testing



**Hereditary Cancer Screening**  
**Carrier Screening**  
**Neurologic Disease Testing**

**280 procedure codes managed,**  
and ~1,600 claims edits performed  
in post-service review for  
in-network providers

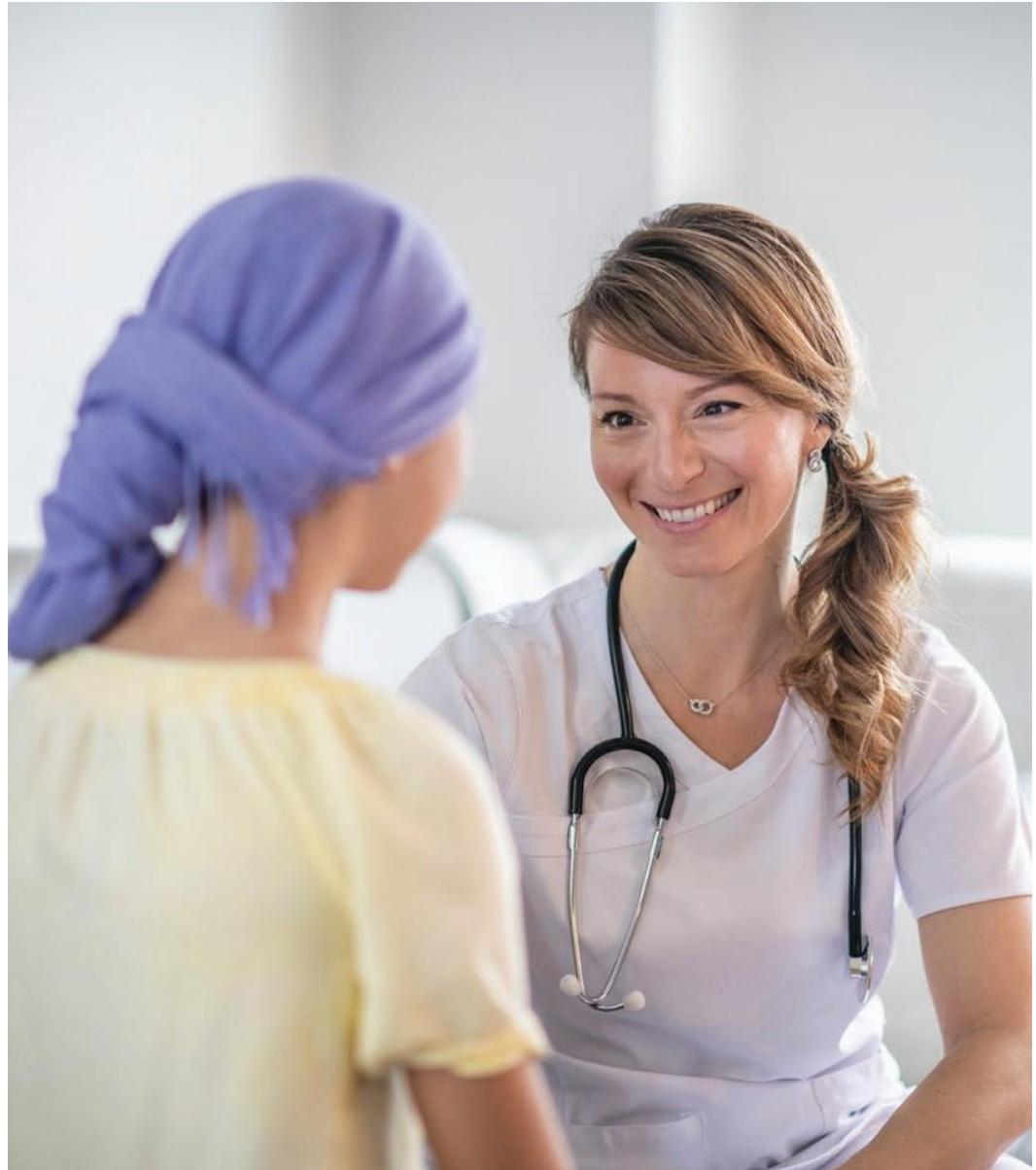


# Radiation Oncology Treatment

The standards for oncology treatment are always evolving and many patients do not receive a treatment plan consistent with current medical evidence, primarily due to:

- Radiation treatment techniques without clinical evidence for specific cancer types.
- Use of more costly therapy without evidence of superior outcomes.
- Treatment fractions beyond what is necessary to achieve an equivalent result.

This program allows providers to treat patients with the most **effective, safe, and appropriate treatments.**



# Utilization Management Cost Savings and ROI



Inpatient	\$1,500 savings per auth	Average Combined ROI 7.3:1
Outpatient	\$150 savings per auth	
Specialized Utilization Management		
RadCard	\$20 per auth; \$40 savings per auth	ROI 2:1
Musculoskeletal	\$110 per auth; \$353 savings per auth	ROI 3.2:1
Laboratory Related Genetic Testing	\$580 per auth; \$1,528 savings per auth	ROI 2.6:1
Radiation Oncology	\$780 per auth: \$4,972 savings per auth	ROI 6.4:1

*These projections are intended to provide an estimate of program utilization and cost savings and are based on both book-of-business and client-specific data. Actual utilization and cost savings may differ and may vary, as they are dependent on factors that may change from year to year.*

# Kidney Care Management

# Kidney Care Management

## A White Glove, Two-Pronged Approach

- **Quality Practice Advisors:**

- Registered Nurses who work with Providers to identify Gaps in Care and Care Action Plan. Also identifies opportunities to improve care for member.

- **Care Navigators:**

- Nurses, Dieticians, Mental Health & Social Services Professionals.
- Work with Members to execute the Provider established Care Action Plan. Educate members on kidney disease, identify Social Determinants of Health and address Medication Management.

- **Planned and Optimized Renal Replacement Therapy (Dialysis)**

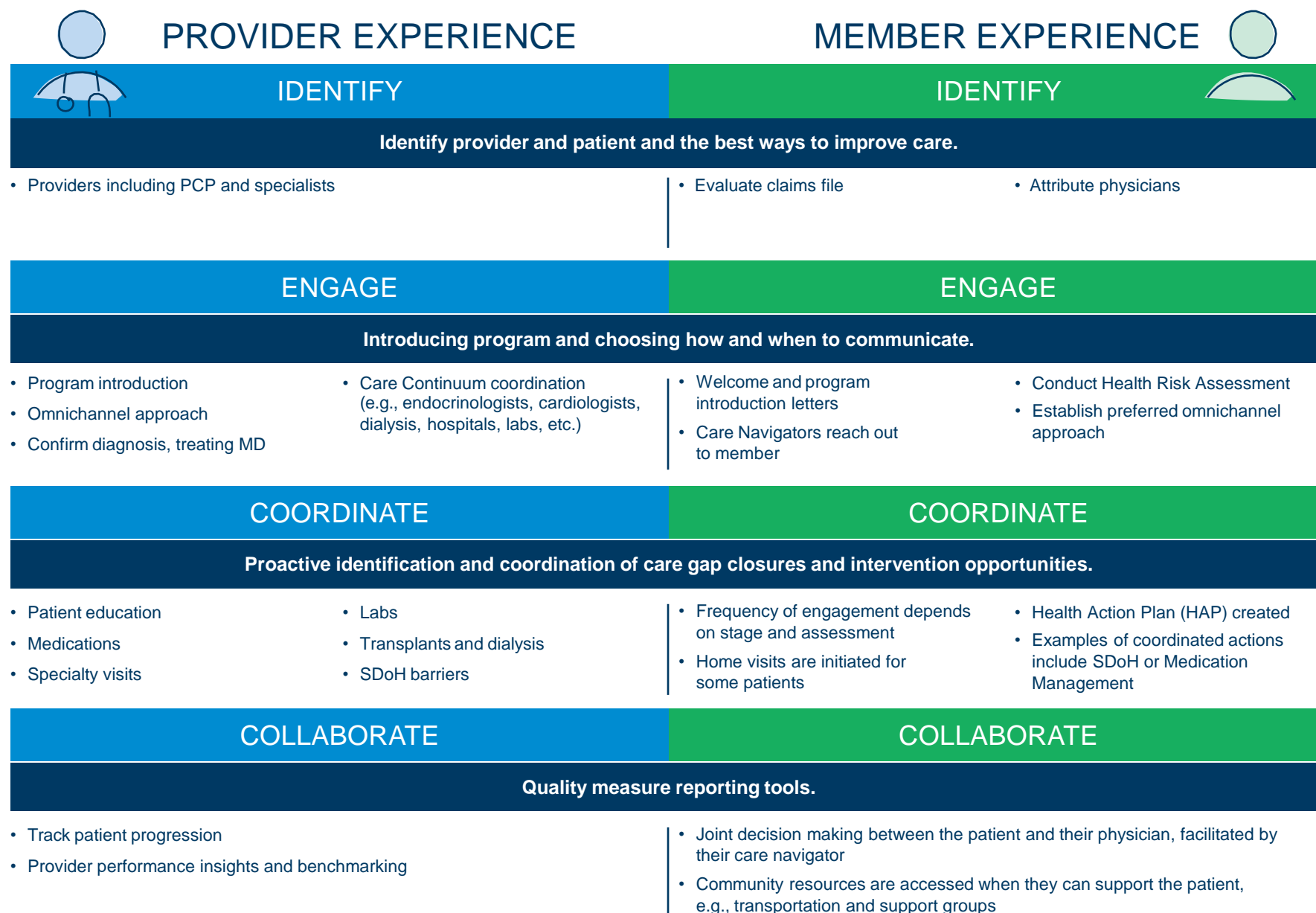
- Available for Fully Insured Implementation on May 1, 2022. Available as ASO buy-up at renewal starting January 1, 2023.

- **Program Results:**

- Reduction in avoidable ER visits & Unplanned Hospitalizations
- Improved medication management
- Lower overall total medical costs



# The provider and member experience



**Any Questions**