

Enhanced Personal Health Care proves access, affordability, and quality of care go hand-in-hand

Results underscore importance of flexibility and collaboration between payers and providers

With access to better information, doctors are making better decisions

Results highlight opportunities for successful value-based payment models in PPO plans

Impact to Providers


The Enhanced Personal Health Care program empowers doctors with tools to help coordinate the care of their patients.



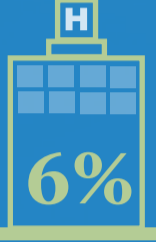
more than
54,000
participating
providers



\$255M+
in care coordination
payments made to
doctors since 2012



7.4%
decrease in acute
admissions for
high-risk patients
with chronic conditions



6%
Patients spend 6 percent
fewer days in the hospital
(per 1,000 members)
when their doctor participates

Impact to Consumers

The Enhanced Personal Health Care Program has been proven to improve a patient's access to care and the quality of care they receive.

4.6M
patients reached
since 2012, and it's growing



Percentage point increase
in the number
of patients who
said they were
"always" able
to access
urgent care
services



5 percentage
point increase
in the number of
members who
said they felt
their doctor...


**"...always
listened to
them with
respect"**



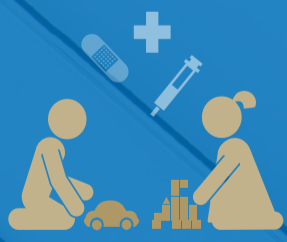
Impact to the Health Care System

Enhanced Personal Health Care is driving value in the health care system.

\$9.51
monthly savings per
attributed patient

7.8%
reduction in acute
patient admissions



Participating doctors performed
9.6% better
than non-participating providers
on pediatric preventative care