

Long-Term Quality Alliance

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Doctors helping patients for more than 25 years

THE WELLMED STORY

WellMed is a physician-led, outcomes based healthcare delivery organization that serves patients in Texas and Florida through contracted and employed primary care and multi-specialty networks with robust medical management services. Most patients are Medicare-eligible seniors.

PAYER PARTNERS



12,000+
PROVIDERS
AND GROWING

HEALTH SERVICES



WellMed, with over 25 years experience, provides quality, proactive patient care with a focus on prevention.

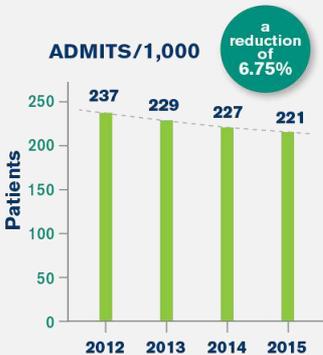
Mission: To help the sick become well and to help patients understand and control their health in a lifelong effort at wellness.

WELLMED QUICK FACTS

5,000 locations

Where patients can see providers who practice the WellMed Care Model

313,000+ patients in Texas and Florida



Source: Enterprise Data Warehouse, 2015

The WellMed model has made a significant difference in admits and re-admits

WELLMED CARE MODEL

Access to Care & Information



WellMed Helps Providers and Patients

PROVIDERS

- Value based reimbursement model
- Access to care team support and population health management resources
- Participate in a forward looking and rewarding healthcare delivery model
- Improved outcome/performance metrics
- Data Analytics – web portal that provides real time patient specific data that is actionable



HEALTH CARE IS A DYNAMIC, CHANGING MARKET.

The landscape is being fundamentally transformed by two major forces. These forces are converging to drive three critical goals we all share across the health system:



Better experience



Improved outcomes



Reduced costs

WellMed is part of OptumCare, a leading health care delivery organization that is reinventing health care to help keep people healthier and feeling their best.

Engaged consumers

Focus on value

PATIENT EXPERIENCE

"First Touch" Appointment

Weekly Patient Care Coordination Meeting

Preventive screenings, vaccinations, initial labs, full evaluation of health

Circle of Support

Follow up and stratified into care bands, partner with patient to give the right care at the right time

Caregiver SOS
Palliative Care
Mobile Clinics
Social Workers
Transition Case Manager
Health Coaches
Senior Centers
Provider/Clinic Staff Home Visits

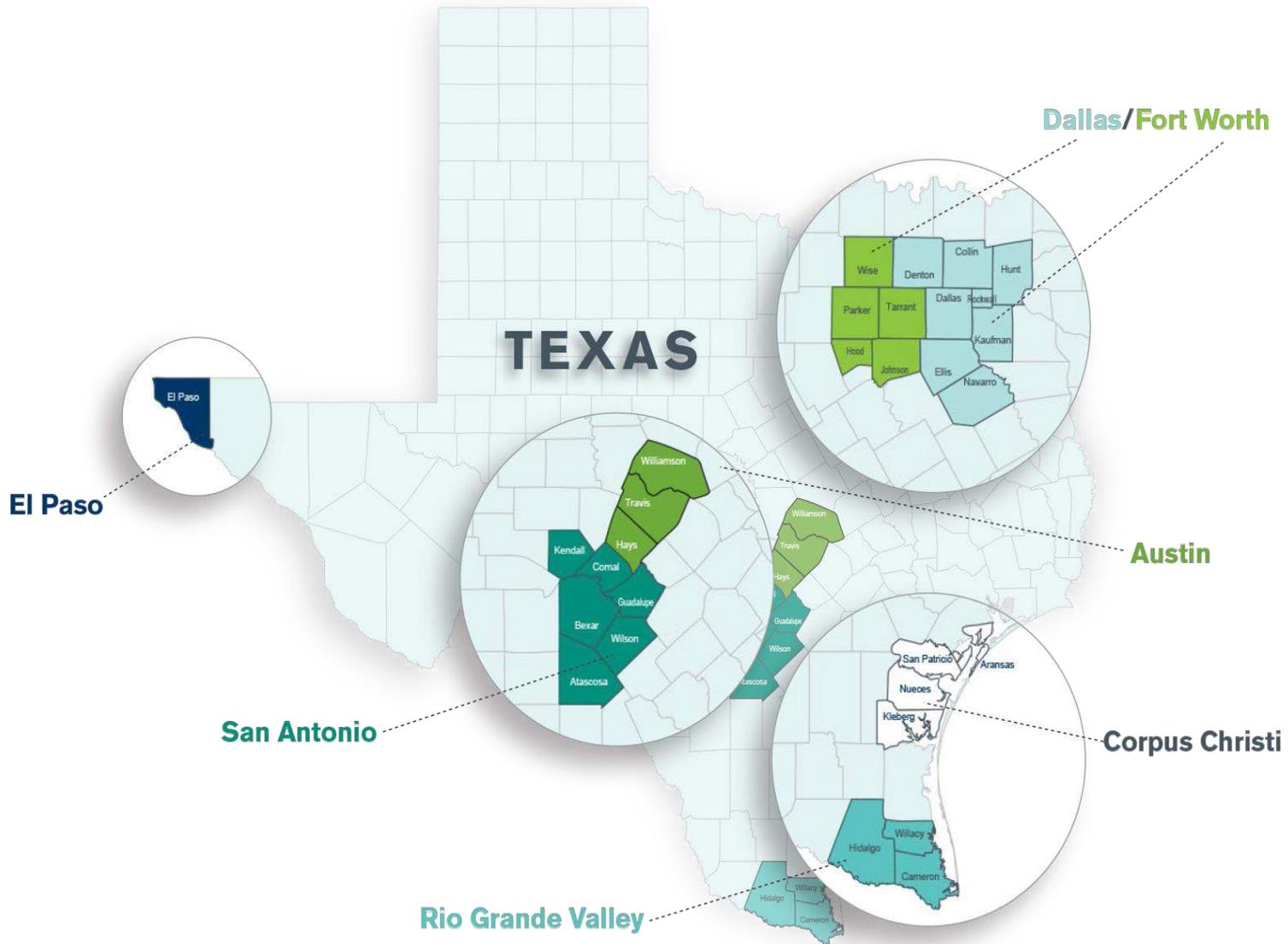


2017 CMS Star Ratings H4527



Each 2017 CMS Star rating above reflects the insurance plans' overall 2017 CMS Star rating. Medicare evaluates plans based on a 5-Star rating system from 1-Star (lowest) to 5-Star (highest). Star ratings are calculated each year and may be changed from one year to the next. For more information on the 2017 CMS Star ratings program or to view other insurance plan 2017 CMS Star ratings, visit www.Medicare.gov

WellMed Texas



WellMed Care Relationship

The WellMed Care Model is built on clear communication, care coordination and a strong patient relationship. Patients appreciate having a relationship with their doctor, preventive care, and the burden and confusion that is removed as a result of their PCP and medical team coordinating their care.

Doctor | Patient RELATIONSHIP

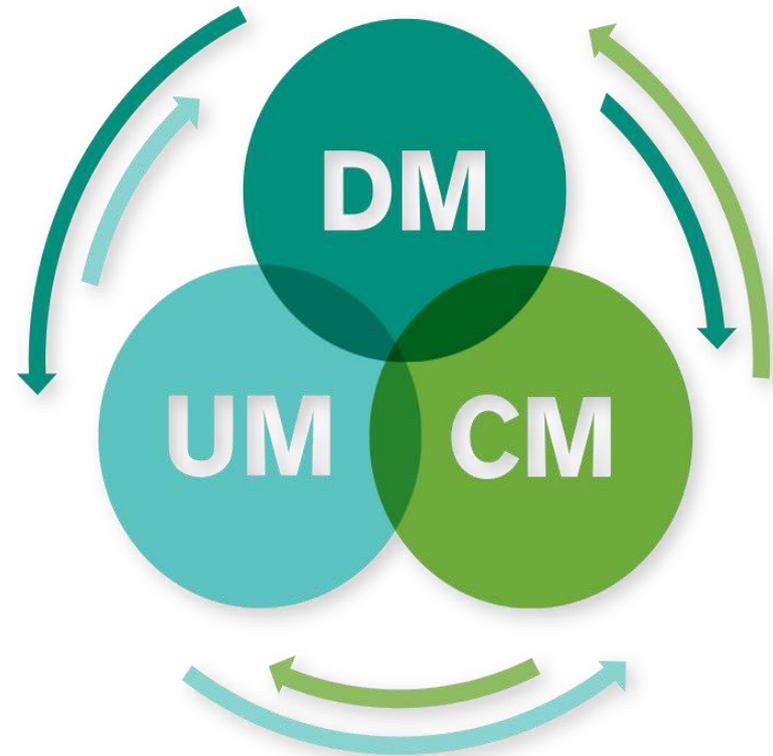
- Communicates to ensure understand of care plan with patient and their caregiver
- Communicates test results for complete understanding of next steps
- Sees patients regularly to track preventive health screenings
- Coordinates referrals for patients
- Coordinates care with specialists and other medical support staff
- Works with specialists in and out of the hospital setting
- Uses a team approach to assure quality of care



- Understands the value of preventive and proactive health care and how it may help them stay out of the hospital
- Appreciates the level of care coordination by their doctor and medical team
- Participates in their own health care plan recognizing what they need to do to stay healthy
- Sees a medical provider on a regular basis for routine health screenings
- Recognizes the quality of care they receive by our providers and understands everything we do is in their best interest
- Provides good contact information so we can reach them on a regular basis to make sure they stay healthy
- Appreciates the availability of a provider to answer questions any time of day or night

Care Management

- Transitions
- Medication Reconciliation
- Disease Management
- Complex Care
- Social Work
- Utilization Management
- Home Visits
- Hospital Visits by Physician and Care Team



Contracted PCPs

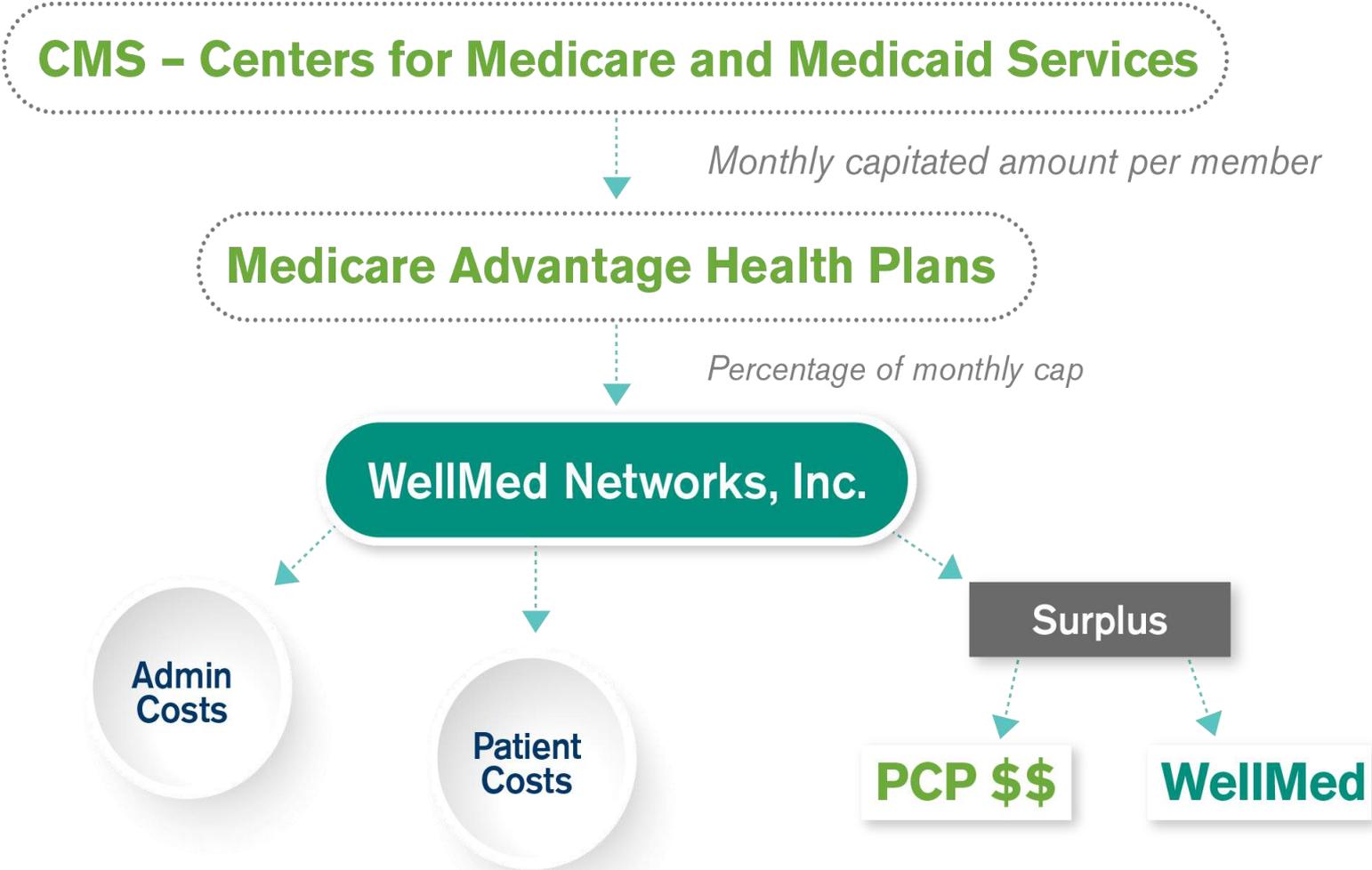
70/30

The WellMed Business Model



- Mutually beneficial relationships with PCPs
- High quality medical care focusing on access, care coordination and care delivery resulting in lower health costs
- Shifts away from traditional acute and episodic care to a chronic care delivery model

Economic Construct



Challenges

 Technology

 Financial

 Desire

 Ability

Technology

- 🌀 Paper charts
- 🌀 Electronic Health Records
- 🌀 Population Health Management Tools
- 🌀 Lab Data

Financial

- Compensation Model for PCPs in group practices
- Incentives shared with staff?
- Large enough % of practice?
- Timing of Incentive Comp flow
- Appropriate RAF

Desire

- 🌀 Old dog, new tricks
- 🌀 Big Brother
- 🌀 Questions about the future of healthcare
- 🌀 Fear of loss of physician/patient relationship
- 🌀 Evolution from FFS to FFV

Ability

🌀 Staff size

🌀 Location

🌀 Time

🌀 Number of “distractions”

Some Solutions

- ePRG – Provider Portal
- Patient Detail Report
- Physician Business Managers
- Provider Support Unit
- Strategic Contracting

Some Solutions

- True Incentive Compensation
- RAPS Nurses
- Local Market Medical Directors
- Online Educational Resources
- Learning Sessions



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