



# Working together to provide healthcare and benefits value

Business Health Care Group and Quantum Health

Xxxxx XX, 2019



# Ryan Whiteleather

Vice President, Business  
Development, Innovations



# About Quantum Health

**1.3 Million+**  
consumers

**170+** CLIENTS



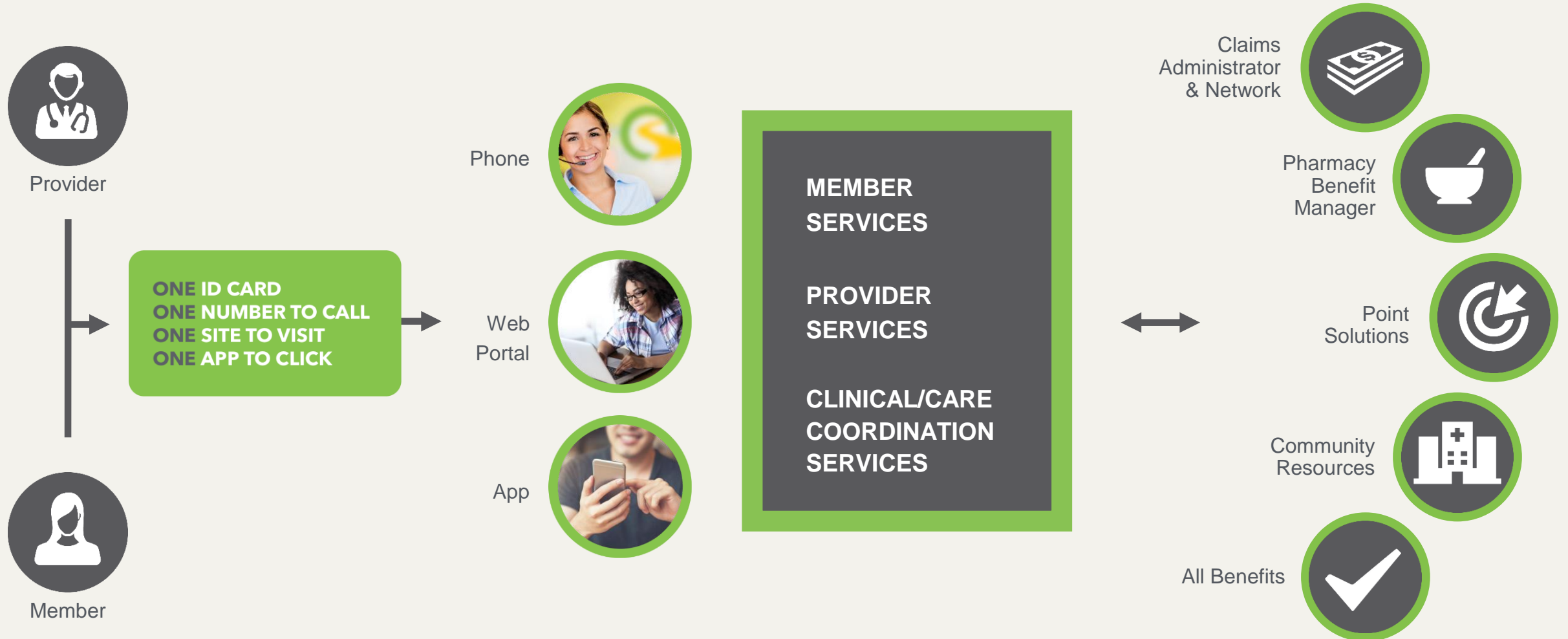
COLUMBUS BUSINESS FIRST



2018 BEST PLACES TO WORK

# Simplifying the journey

## Guided Experience Platform™ : Your one point of contact



We guide employers  
and employees  
through the  
healthcare  
and benefits  
journey.



***Rural King***®  
***America's Farm and Home Store***



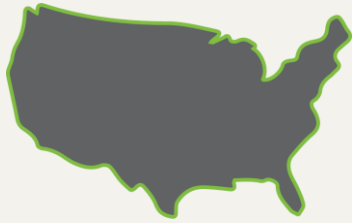
# Who we are

Farm & Home Store



**1950**

founded



**115**

stores in 13 states



**\$2**

billion in revenue



**8,500**

associates

# Jim Wilson

Human Resources Manager  
Rural King Farm & Home Store



# The challenges

On a mission to reinvent associate healthcare and benefits



Inflexible PPO



Sizable population with chronic conditions



Dispersed population



Limited HR resources



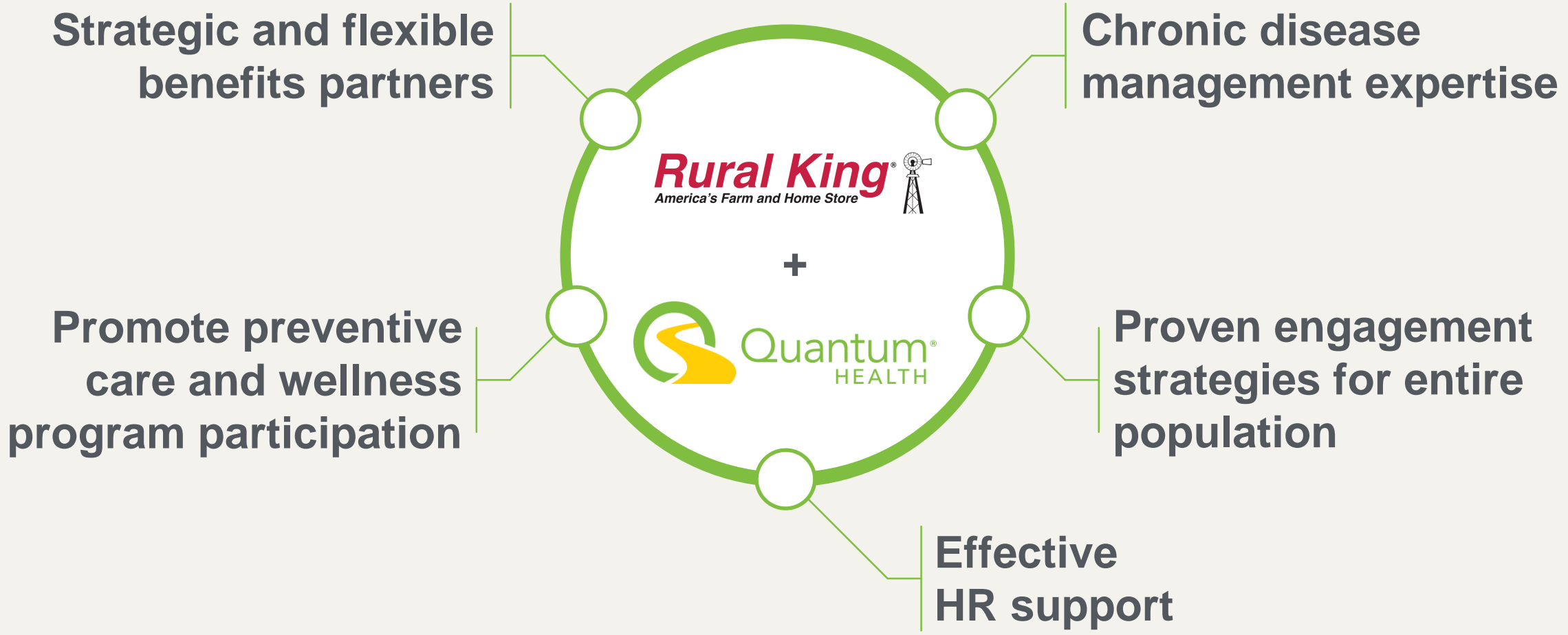
Minimal associate preventive care



Increase wellness program participation

# The solution

A single platform that enables implementation of new, innovative benefits programs



# Results

**72.4%**

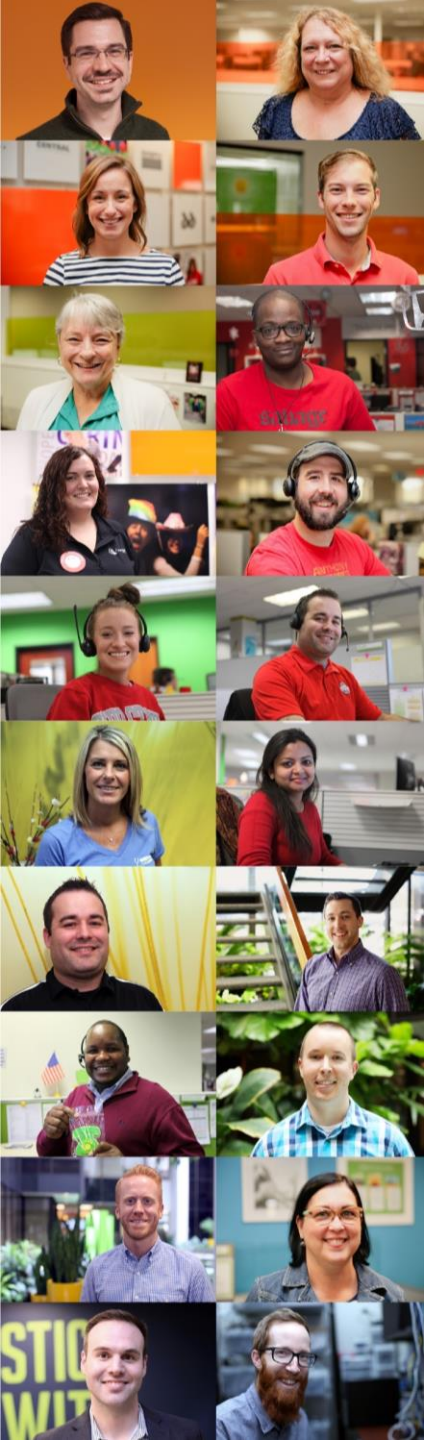
overall employee engagement with an average of 4.7 conversations

**76.2%**

member clinical engagement

**94.3%**

of high cost members (\$10-100K claims) intercepted 85 days prior to the month in which \$1,000 of claims were paid contributing to an estimated avoided cost of \$154,405



# The Quantum Health Approach



# A guide for every journey





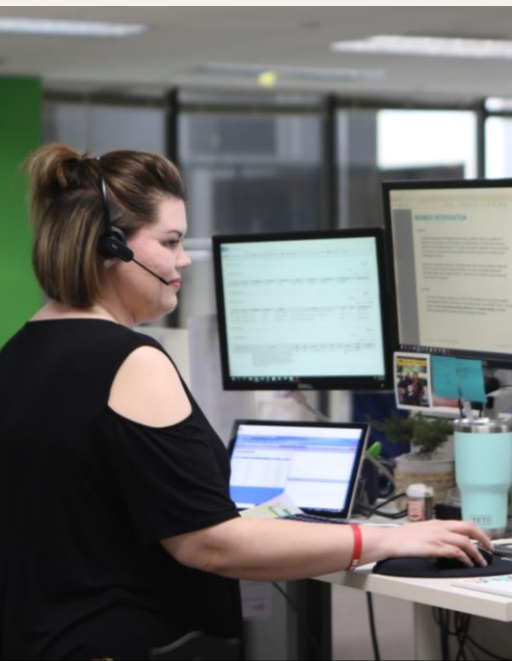
# Deploying a model that works

**Client Executive**

**Client Manager**

**Business Intelligence**

**Care Coordination Team:  
Member/Provider Services**



## **POD DIRECTOR**

- Manager
- Assistant Manager
- Clinical Lead
- Team Leads

## **CARE COORDINATORS**

- Member Services (PSR)
- Clinical Team Nurses (PCG, PC, UR)
- Claims Specialist

## **SPECIALTY CLINICAL STAFF**

- Medical Director and Team
- Oncology, Transplant, NICU
- Social Workers
- Behavioral Health Nurses
- Pharmacy Team

Everything we do, every  
decision we make ladders  
back to our pillars



Sanctuary



Expertise



Stick With Them



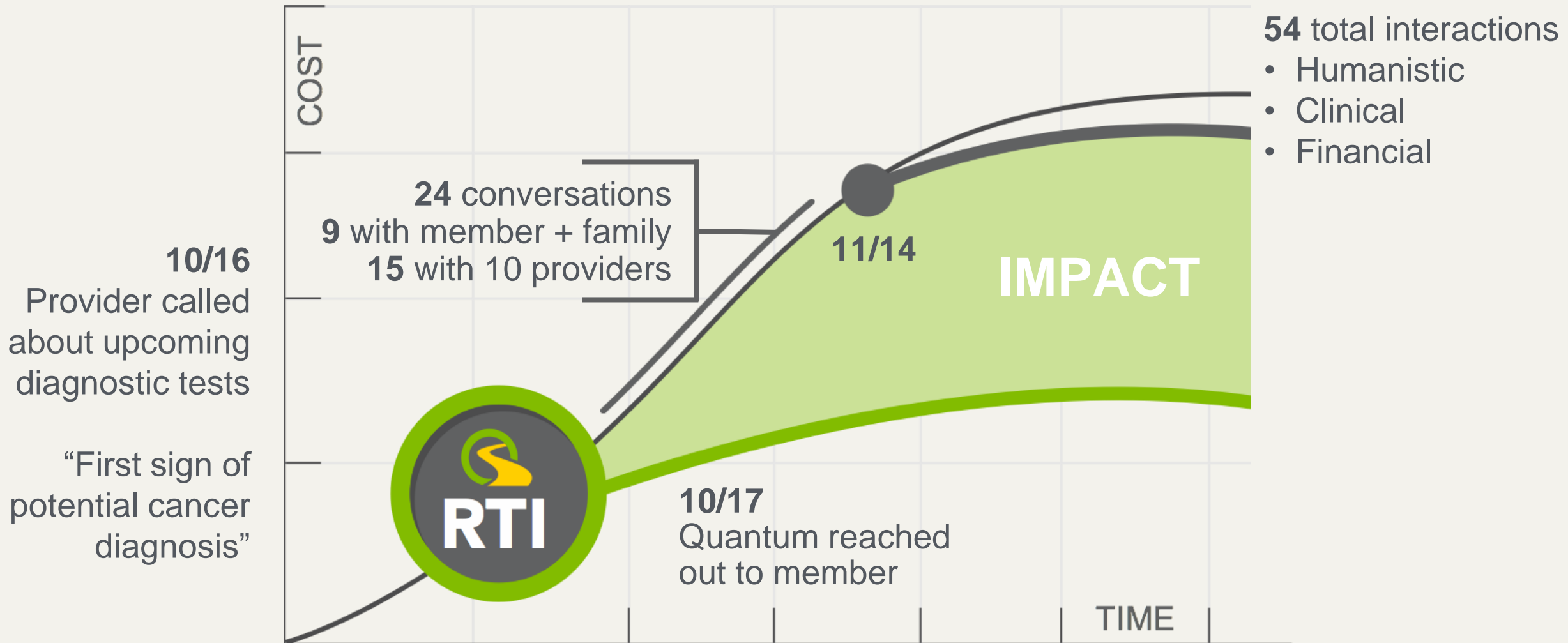
Warrior



Friendship

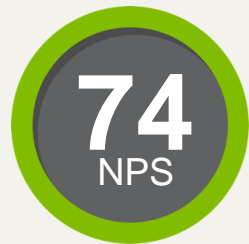
# Timing is everything

The power of Real-Time Intercept™

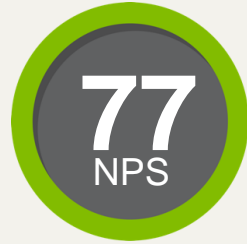


# Our impact

## NPS SCORE



Member

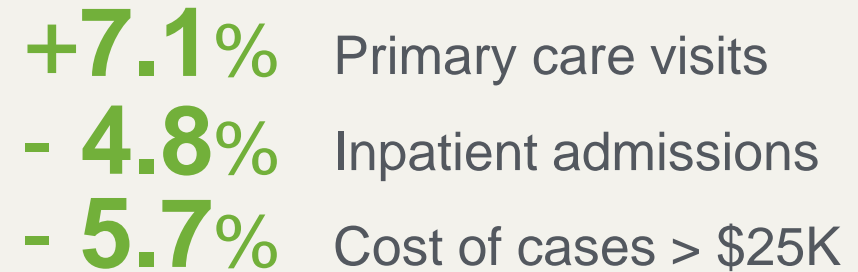


Client

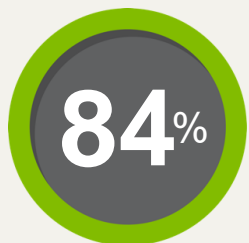


Provider

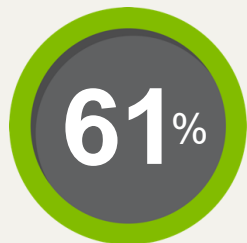
## YEAR ONE UTILIZATION



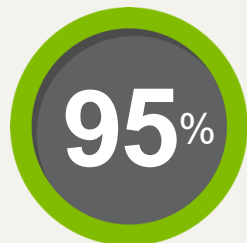
## ENGAGEMENT



Households engaged

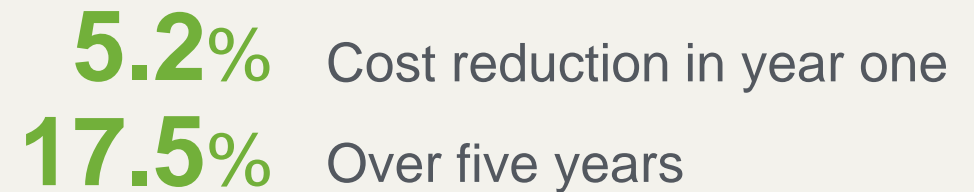


Members engaged



Members with claims >\$10K

## COST SAVINGS



*Validated results*



**Thank You**