



Working together to provide healthcare and benefits value

Business Health Care Group and Quantum Health

Xxxxx XX, 2019





Steven Knight

Executive Vice President,
Total Experience



About Quantum Health

1.3 Million+
consumers

170+ CLIENTS



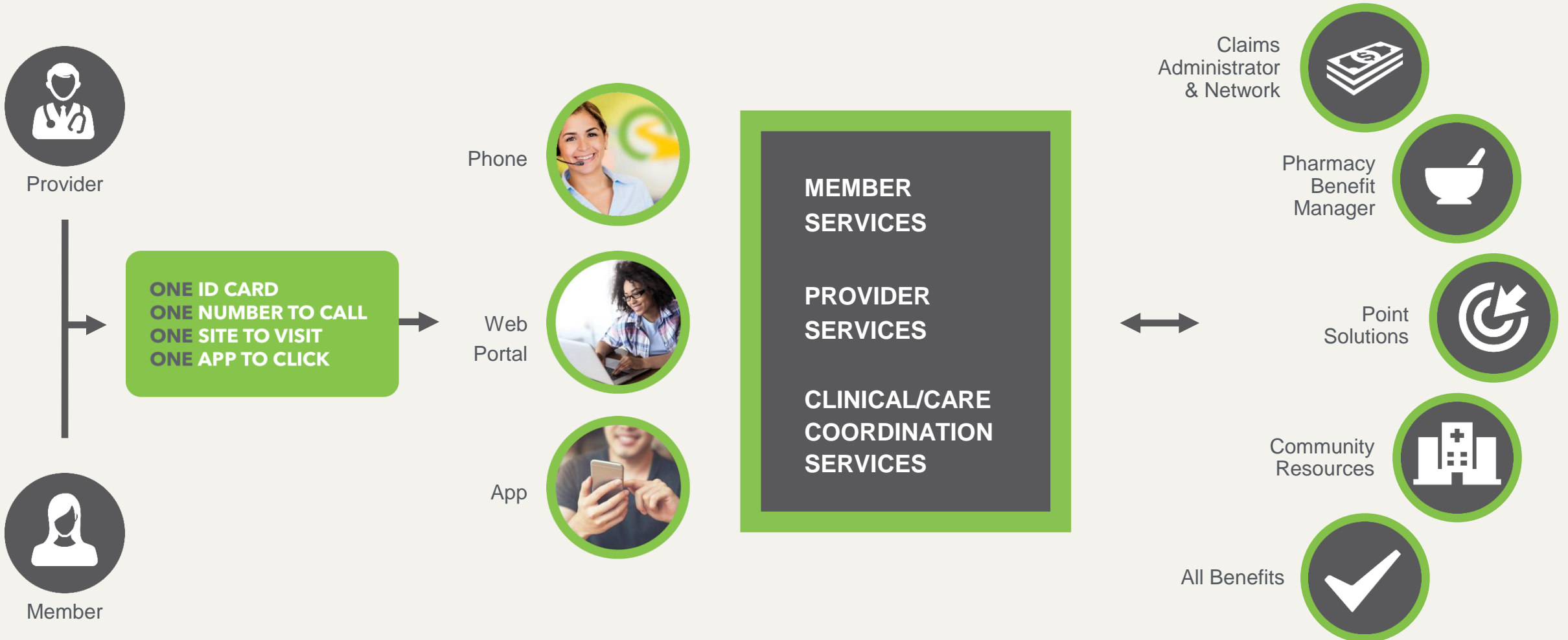
COLUMBUS BUSINESS FIRST



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.





Who we are

Hospital and Health Care



\$30.6
billion in sales



160+
countries



29,000
employees

The challenges

Finding a solution to improve our healthcare experience



Uncertainty
over new ACA



Lack of
healthcare
guidance and
support, resulting
in increased cost



Negative
employee
healthcare
experience



Aging
population



Maintain network
for employee
continuity

The solution

Partnership with an industry leader built on a caring culture

Expert clinical coordination and guidance

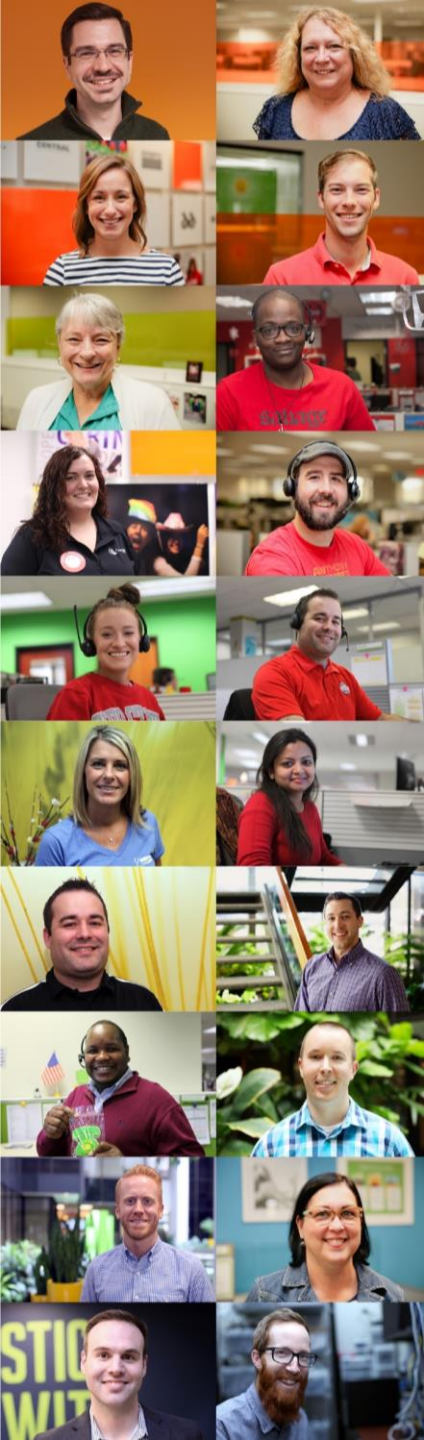
Closely aligned values



Robust member outreach and education

Proven record of high customer and provider satisfaction

Extended navigation support through CarePartner



The Quantum Health Approach



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



Sanctuary



Expertise



Stick With Them



Warrior



Friendship

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

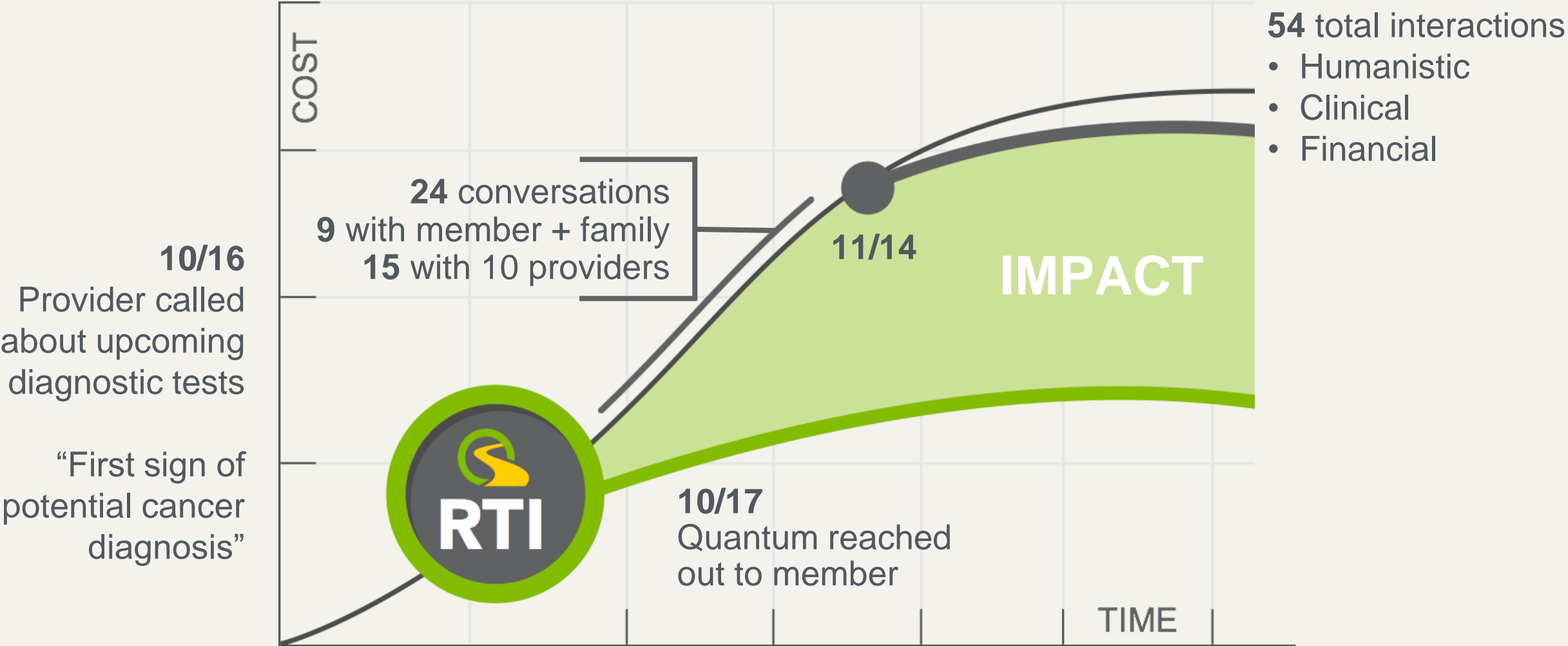
- Member Services (PSR)
- Clinical Team Nurses (PCG, PC, UR)
- Claims Specialist

SPECIALTY CLINICAL STAFF

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

Timing is everything

The power of Real-Time Intercept™



Our impact

NPS SCORE



Member



Client



Provider

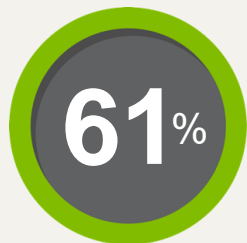
YEAR ONE UTILIZATION

- +7.1%** Primary care visits
- 4.8%** Inpatient admissions
- 5.7%** Cost of cases > \$25K

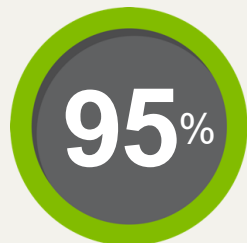
ENGAGEMENT



Households engaged



Members engaged



Members with claims >\$10K

COST SAVINGS

- 5.2%** Cost reduction in year one
- 17.5%** Over five years

Validated results



Thank You