



THE POWER OF PARTNERSHIP. HEALTH CARE REIMAGINED.

Delivering Value Series Symposium – Optimizing Onsite & Near-Site Clinics

July 13, 2022

Agenda

- **Opening Remarks**

- *Jeffrey Kluever, BHCG Executive Director*

- **General Overview**

- *Dave Osterndorf, BHCG Strategic Consultant & Chief Actuary, Centivo*

- **Onsite/Near-Site Clinic Optimization**

- *Jihye Tahk, General Market Manager, Centivo*

- **Health Systems Perspective**

- *Ashok Raj, M.D., President and CEO, Prevea Health*

- *Donna Owens, Vice President Wisconsin Employer Solutions Ascension*

- **Employer Perspective**

- *Janet Lucas-Taylor, Senior Director, Employee Benefits Northwestern Mutual*

- **Panel Discussion & Q & A**

The High-Performance PCP-Guided Model

An engaged business community & progressive health plan partnering closely with accountable, high-value providers



A new model that provides high-quality, cost-effective care with a focus on right care at the right place and time

Potential for Dramatic Savings

The Bottom Line First

	Primary Care Physicians (PCPs)	All Specialist Procedures	PCPs + Specialist Procedures
Total Annual Cost	\$810M	\$681M	\$1.49B
Annual Savings by Improving Performance to 50 th %-ile or above or Steering Pts to Providers at the 50 th %-ile or above	\$324.7M (40%)	\$57.65M (8.5%%)	\$382.35B (25.7%)

Supercharging Onsite/Near-Site Clinics

From:

To:



Employees

- Using onsite/near-site clinics for acute health care needs



- Establishing/growing working relationships with providers/PCPs



Onsite/Near-Site Clinics

- Strong providers of episodic care
- Operating on a cost-plus model
- Specialty referrals driven by relationship or history



- Effective holistic patient managers
- Health outcomes-focused model
- Specialty referrals driven by data and analytics from the Physician Value Study



Employers

- Assessing onsite clinic performance based on convenient access and employee productivity
- Managing onsite clinics separate from the health plan
- Limited impact on “medical homelessness”



- Assessing onsite clinic performance based on appropriateness of care, in addition to impact on productivity
- Integrating onsite clinics into the health plan
- A proactive solution for medically homeless

Onsite/Near-Site Clinic Optimization Within the Model



Built into the high-performance health plan



PCP activation and employee engagement strategy



Care coordination technology



Data exchange capabilities to support patient management


Best Practices Learned #1: Member Incentives and Communication

Employee financial incentives aligned with clinic strategy

Mutual Health Centers <small>Operated by Premise Health</small>		
	Before you meet your deductible	After you meet your deductible
Office visit (primary care)	\$45 charge	FREE
Physical therapy visit	\$25 charge	FREE
Virtual visit	\$15 charge	FREE

Healthcare that works for you and your family

The Mutual Health Centers provide convenient, high-quality, cost-effective healthcare services to you and your eligible dependents. Integrated medical services, technology and robust analytics allow the Premise team to focus on high-quality, personalized, preventive care and effective management of chronic conditions.

 Visit mutualhealthcenter.com to schedule an appointment.

Tailored employee communication

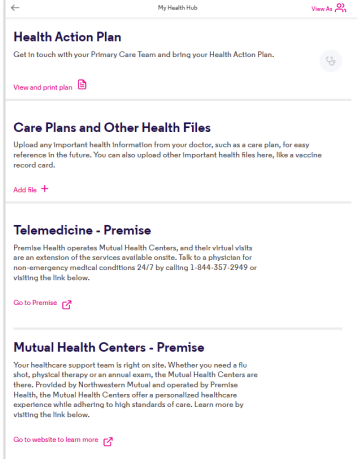
Will our company clinic be in the Centivo Network?

Your company clinic will be part of the High Performance plan. You can select a clinician from your company clinic as your PCP.

What are the fees for our company clinic?

The fees for your company clinic are \$45 for a physician visit, \$15 for a virtual visit and \$25 for physical therapy. Please note once you have reached your deductible if you have selected the High Performance plan all services at your company clinic will be free. If you have selected either the HSA Saver or HSA Select plans co-insurance will apply.

Promotion within member portal and app



My Health Hub View All

Health Action Plan

Get in touch with your Primary Care Team and bring your Health Action Plan.

[View and print plan](#)

Care Plans and Other Health Files

Upload any important health information from your doctor, such as a care plan, for easy reference in the future. You can also upload other important health files here, like a vaccine record card.

[Add file](#)

Telemedicine - Premise

Premise Health operates Mutual Health Centers, and their virtual visits are an extension of the services available onsite. Talk to a physician for non-emergency medical conditions 24/7 by calling 1-844-357-2949 or visiting the link below.

[Go to Premise](#)

Mutual Health Centers - Premise

Your healthcare support team is right on site. Whether you need a flu shot, physical therapy or an annual exam, the Mutual Health Centers are there. Provided by Northwestern Mutual and operated by Premise Health, the Mutual Health Centers offer a personalized healthcare experience while adhering to high standards of care. Learn more by visiting the link below.

[Go to website to learn more](#)

Best Practices Learned #2: PCP Engagement and Accountability

Clinic PCP promotion
in member activation

The screenshot shows a mobile application interface for a Primary Care Team. On the left, a list of providers is shown under the heading 'Primary Care Team'. The list includes Soralda Polanco, Elizabeth Choi, and Jared Dropkin, each with their specialty (Family Practice) and address. A 'Results near 10001' filter is visible. On the right, a detailed view for Soralda Polanco, NP is shown, including her contact information, a map of her location at Mutual Health Center New York, and a 'Choose this provider' button.

Personalized outreach to those who have not
yet activated or scheduled PCP appointment

The screenshot displays a web dashboard for CENTIVO. The top navigation includes 'Member Search', 'Referral Management', and 'More'. A search bar is present with the text 'Search by member, provider, specialty, ID, etc.'. Below the search bar is an 'Assigned Member Report' table with columns for STATUS, MEMBER ID, TYPE, FIRST NAME, and LAST NAME. The table lists several members with 'Active' status. A sidebar on the right contains a personalized outreach message titled 'Work with your PCP to pay less for healthcare', addressed to a member and encouraging them to activate their health plan.

Best Practices Learned #3: Data-Driven Referrals

Medical neighborhood curation

- Curation based on Physician Value Study 2.0
- Ability to utilize other supplemental quality data

The screenshot displays the 'Subscriber Test' interface on the CENTIVO platform. The main heading is 'Subscriber Test' with a 'Close' button. Below this, there are navigation tabs: 'Initiate referral' (active), 'Member details', 'Directory search', and 'Member programs'. A status indicator 'Can't find a provider' is visible on the right. The search results are for 'Gastroenterology', showing '57 Providers Identified'. The search filters include a search box, a distance filter set to '20 miles', a gender filter set to 'Female', and a filter for 'Accepting new patients'. There is also a 'Medical Neighborhood' checkbox. The results are sorted by 'Performance'. Three providers are listed:

Provider Name	Specialty	Distance	Address	Phone
Preetika Sinh, MD	Gastroenterology	5.32 miles	Froedtert & Med College Clinic 9200 W Wisconsin Ave Milwaukee, WI 53226	(414) 805-4777
Tatyana Taranukha, MD	Gastroenterology	11.71 miles	Ascension Medical Group at Franklin Medical Office Building 9969 S 27th St Franklin, WI 53132	(262) 687-8887
Erica Samuel, MD	Gastroenterology	6.52 miles	Milwaukee GI Specialists 1033 N Mayfair Rd Ste 104 Wauwatosa, WI 53226	(414) 454-0600

Questions?

Thank You!

For more information about BHCG membership and/or onsite/near-site clinic optimization, please contact:

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