

OhioHealth<sup>®</sup>*y*

# Revolutionary<sup>y</sup>

The largest and most preferred health system in central Ohio built a better health plan.

OhioHealth is a provider-owned health plan from OhioHealth.



# Welcome to better healthcare

We are a belief system, passionately devoted to the health of our members and their employers through the power of seamless integration.



**We close the gap between health plans and healthcare so members can achieve their best health.**

Healthcare is fragmented and costs are escalating. We believe there is a better way forward. At OhioHealthy, we are more than health insurance.

We are health insurance executives, physicians, nurses, health coaches, care managers, social workers, and much more operating under one roof. We work seamlessly across the healthcare ecosystem, to deliver quality care at significantly less cost. And when we do, we operate at our best, so our members and their employers can too. Because we believe members best health is always within reach. And we will continue vertically integrating to help them achieve it.

**NO ONE UNDERSTANDS HEALTHCARE LIKE WE DO.**

**We are the largest and most preferred health system in central Ohio<sup>1</sup> that built a better health plan.**

# A better, more integrated healthcare ecosystem



## **Affordability**

Reducing the cost of healthcare without compromise creates unparalleled value.

---



## **Accessibility**

Offering more ways to access high-quality care.

---



## **Collaboratively**

Helping navigate both sides of the healthcare equation – provider and plan.

---



## **Simplicity**

Delivering a straightforward, integrated and personal member experience that maintains 95% member satisfaction.<sup>2</sup>



# Affordability

*Local savings without compromise*

## Control costs:

Employers can save up to **10%**<sup>3</sup>

Organizations with 600+ members can save nearly **\$1 MILLION** dollars **ANNUALLY**<sup>4</sup>

**95%** member satisfaction<sup>2</sup>

*Savings estimates provided by independent third-party actuary.*

## How do we do it?

- Lower cost: lower unit, plan, out-of-pocket, outpatient and inpatient service costs at OhioHealth facilities and providers.
- Lower medical trend: OhioHealthy medical trend outperforms the national average.

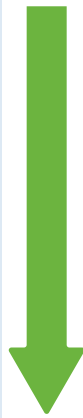
*OhioHealthy provides the same quality care employees expect at a lower cost.*

## 8.5% LOWER Medical Trend

OhioHealthy medical trend is **8.5% lower than the national average** compounded over a 3-year period.<sup>4</sup>

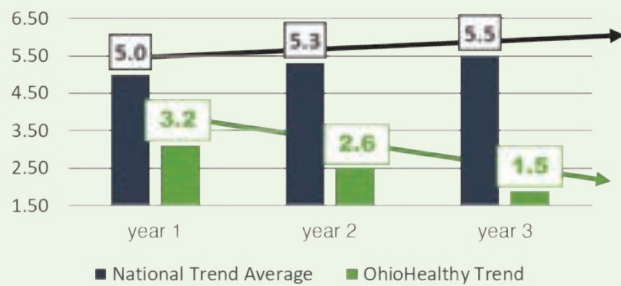
Trend reduction does not reflect benefit adjusted savings and cost shifting.

\$\$\$



\$

MEDICAL TREND INCREASE OVER 3-YEAR PERIOD



\$\$\$

(National)



(OhioHealthy)



**OhioHealthy delivers more value for less cost.**



# Accessibility

Expert care, wherever you are

## OHIOHEALTHY NETWORK

### FULLY INTEGRATED NETWORK



More than **10,000** Providers



**9** Behavioral Health Facilities



Central Ohio Primary Care (**COPC**)



**76** Hospitals



Over **1,000** Ancillaries



**Cleveland Clinic**



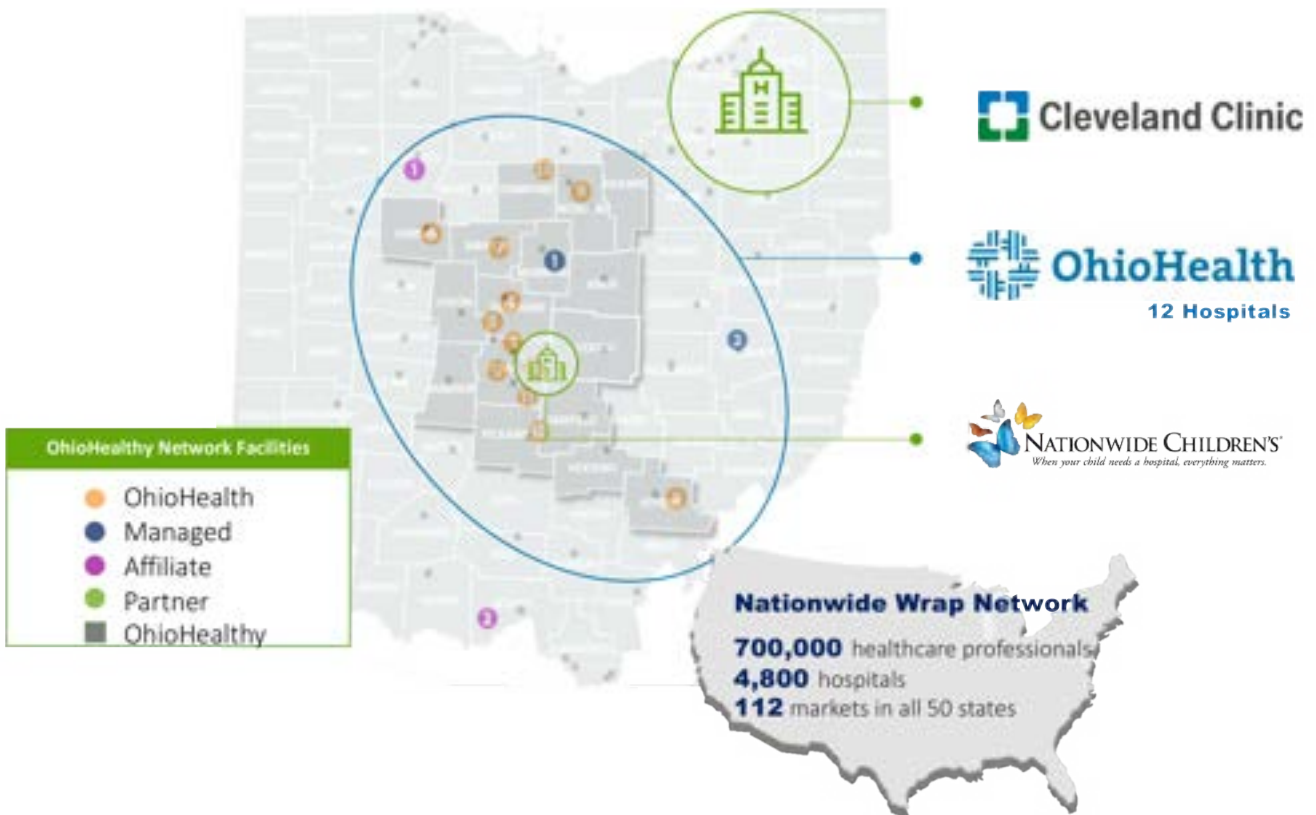
**Nationwide Children's**



Clinically Integrated Network (**CIN**)



National wrap network of more than **700,000** providers and **4,800** hospitals in all **50 states**





# Accessibility

*Expert care the way you want it anytime, anywhere*

**Having top-notch providers and hospitals isn't enough.**  
*OhioHealthy members have the choice of when, where and how to receive care.*

## In-person care

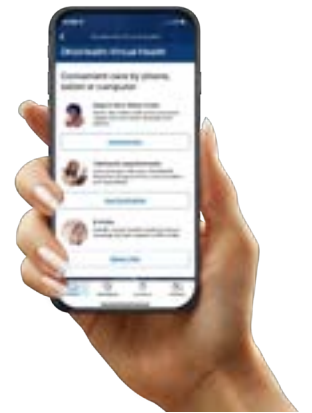
- Same day primary care<sup>5</sup>
- Urgent care
- Emergency care

## Over-the-phone care

Navigating healthcare isn't easy. That's why OhioHealthy members can call advocates, care managers and licensed nurses to support them through their care journey.

## Virtual care from a computer or mobile device

Live virtual care visits on the go with your OhioHealth physician or Teladoc.





# Collaboratively

*OhioHealth is recognized as a thought leader in health and wellness, creating solutions few can offer*

Working across the healthcare ecosystem, OhioHealthy Care Managers engage members faster, keep them on their journey longer and activate members so they seek the right care at the right place and at the right time for their specific care needs.

OhioHealthy provides access to comprehensive services that can make a difference in the lives and health of your employees. Employers that partner with OhioHealthy see results – healthy employees perform at a higher level and feel better about their work.

## **We don't wait for a claim to engage members in their health**

- Outbound call from a healthcare specialist.
- Identify health improvement barriers.
- Assess member readiness for health improvement.

## **We leverage data and analytics to predict claims**

- AI-powered predictive analytics.
- Transform care from reactive to proactive.
- Identify high-risk member conditions.

## **We focus on claims avoidance**

- High-cost condition and disease state management.
- Personalized care plans.
- Management of high-cost drivers.

## **We provide better care at a lower cost**

- Personalized member engagement.
- Clinical care management.
- Network repatriation.





# Collaboratively

*OhioHealthy is challenging the status quo of fragmented healthcare by providing a contact for employers and a single source for end-to-end, high quality care and member support*

## **A focus on assisting individuals managing chronic conditions through personalized goal setting and collaboration among the care team to better manage their health.**

We have the necessary knowledge and experience bringing other vendors and providers/specialists to the table to meet the individual member's needs. We provide members pathways to better health and disease management including programs for: COPD, Diabetes, Asthma, Heart Disease, Musculoskeletal, Weight Management, and Cancer.

- High-cost condition and disease management.
- Personalized care plans based on the unique needs of the member.
- Management of high-cost drivers; such as re-admissions and emergency care.







# Collaboratively

*Bringing value every step of the way*

**Local Member Advocates support OhioHealthy members when they need it most with services such as:**

- Scheduling appointments with primary care physicians.
- Understanding claims, billing and benefits.
- Requesting cost estimates for common services.
- Providing expert care coordination and navigation.
- And so much more.



**Members can focus on their health, life and work.  
We help them navigate healthcare.**

**THE RESULT:**

**Better care and a better  
member experience.**

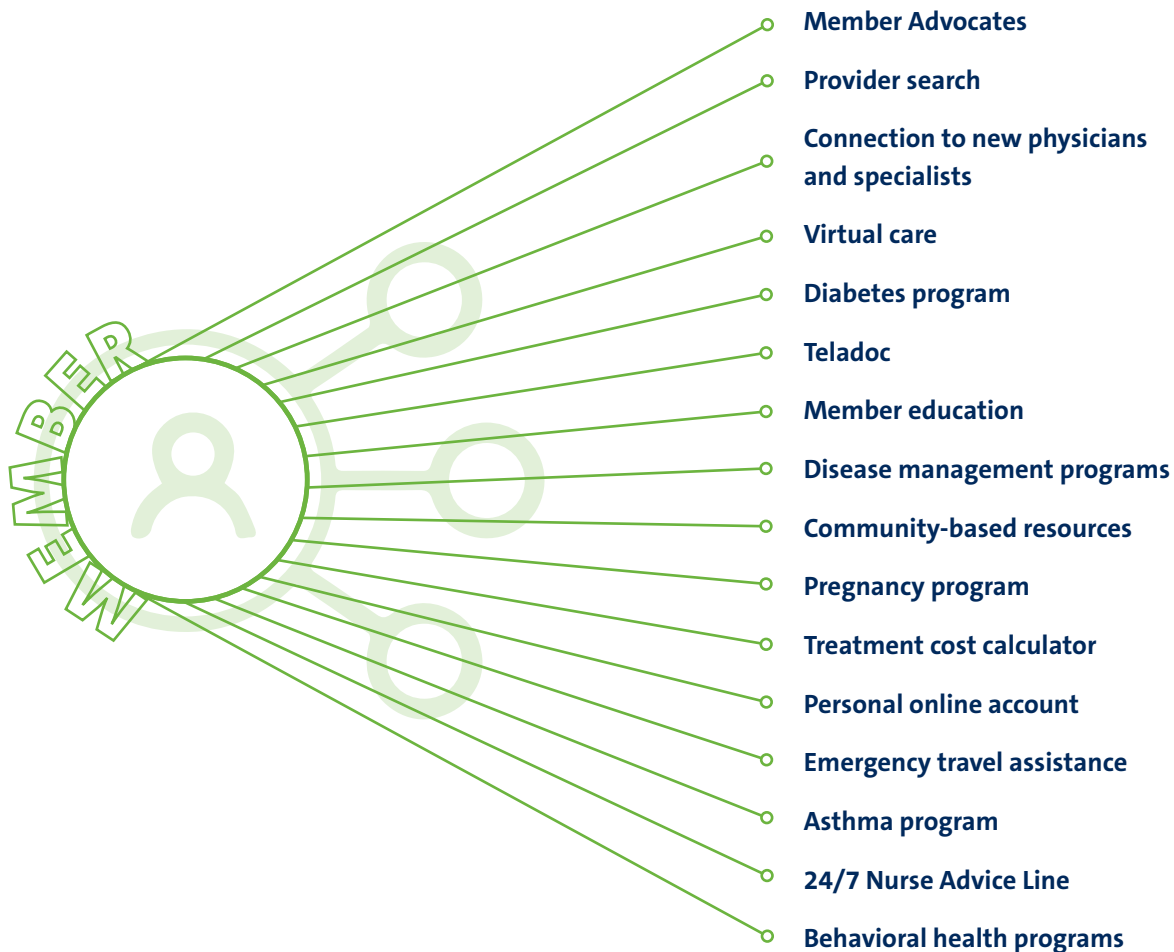


# Simplicity

*Delivering a straightforward, integrated and personal member experience*

**OhioHealthy is challenging the status quo of fragmented healthcare by providing a contact for employers and a single source for end-to-end, high quality care and member support.**

Our revolutionary, integrated approach delivers less complicated, less stressful and more personal experiences for members. Whether connecting through our member support line, the member portal or mobile app, there are a host of resources to fit each person's life and health journey.





# Simplicity

---

*Implement with confidence*

*OhioHealthy makes it simple, personal and responsive*

---

## Get a team, not a 1-800 number.

- We work with you from start to finish.
- You'll have an account manager and implementation manager team dedicated to your organization.
- We're more than healthcare experts, we're an extension of your organization.
- We own and drive the onboarding process.

## OhioHealthy has it covered:

- Account set-up
- Open enrollment
- Discrepancy reporting
- Vendor integration
- ID cards
- Eligibility process
- Benefit coding
- Testing and audit
- Tracking and reporting
- And more



**OhioHealth**<sup>®</sup>

# BETTER

**VALUE**

**COST**

**CARE**

**SATISFACTION**

**EXPERIENCE**





Life is **BETTER** when  
health plan and health provider  
work together.

#### References

1. 2022 OhioHealth Attitude and Usage Study.
2. OhioHealth Post Call Member Services Survey 2021.
3. Actual savings may vary. Estimated savings based on rate analysis provided by independent third-party actuary comparing OhioHealth to leading health benefits carriers. Estimated savings potential from unit cost, plan cost, outpatient/inpatient cost, network configuration, disease/care management, member steerage and Employer Solutions programs.
4. Savings estimates provided by independent third-party actuary. OhioHealth trend compared to the national average of the Willis Towers Watson and Mercer employer sponsored trend surveys.
5. Same day PCP appointments available to OhioHealth members from the Express Appointment Center.