

AMERICA'S PHYSICIAN GROUPS =

Humana

VANCOUVER CLINIC

Your Neighborhood Clinic: An Innovative Approach to Community Care


Jeremy Chrisman, Medical Director Care Transformation & Primary Care, OB/Gyn and Radiology

IQL19: Embracing Disruption

1

Who we are:

- 350 Clinician, Multi-specialty, Ambulatory Group, Physician owned
- Serve > 190,000 residents of SW Washington
- 8 locations and growing
- Significant investment in population health
- Close to 14K Medicare Advantage lives (>65% of our Medicare population)
- Consistently > 4.5 star performance on quality
- New Service in 2019 - Neighborhood Clinic Together With Humana

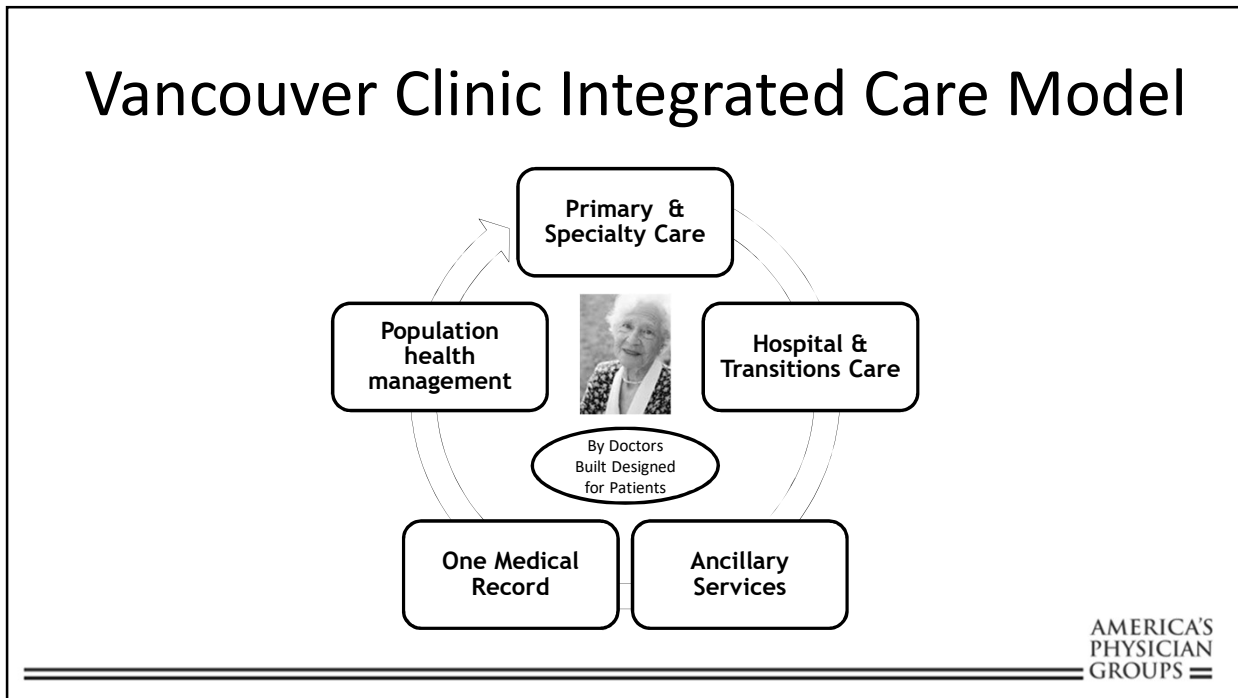


FACE to FACE
EYE to EYE
HEART to HEART

VANCOUVER CLINIC

AMERICA'S PHYSICIAN GROUPS =

2



3

Deep Medicare experience

- >30 years of experience in Medicare
- 3.5 million Medicare Advantage and Part D members
- >210,000 DE-SNP members
- >1.5 million commercial members
- 5.0 million Part D members

About Humana

Robust clinical capabilities

- 52,100 value-based relationships with primary care doctors
- 1.9 individual MA members aligned with physicians in value-based agreements
- 752,700 members enrolled in a Humana chronic care program
- 420 million pharmacy scripts filled annually by Humana Pharmacy Solutions
- 5 million members in our Go365 prevention and wellness program

Integrated clinical and consumer analytics engine

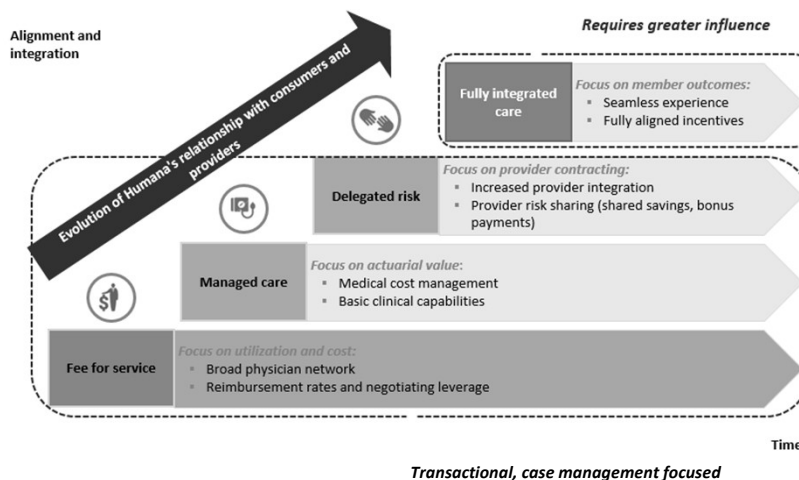
Bold Goal

The communities we serve will be 20% healthier by 2020 because we make it easy for people to achieve their best health.

Progress and Confidentiality
2Q2018 Humana Earnings Release

4

Humana's focus on increasing our influence with members and providers in health engagement



AMERICA'S
PHYSICIAN
GROUPS

5

Humana Strategic Alliance Partnerships

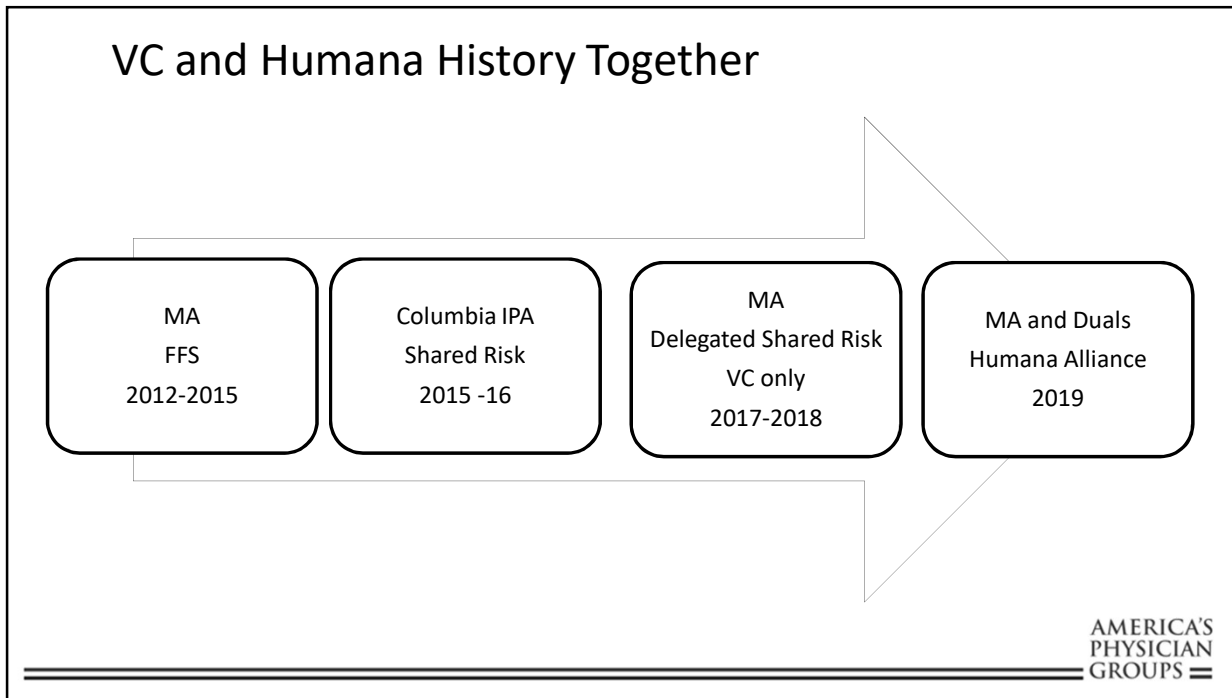
The Strategic Alliance Partnership Development team focuses on transforming healthcare by investing in and building unique, long-term innovative partnerships with highly engaged physician groups

In collaboration with our provider partners, we are investing in Medicare-focused clinics and developing alternative care delivery models that provide exceptional, value-based care for Humana members

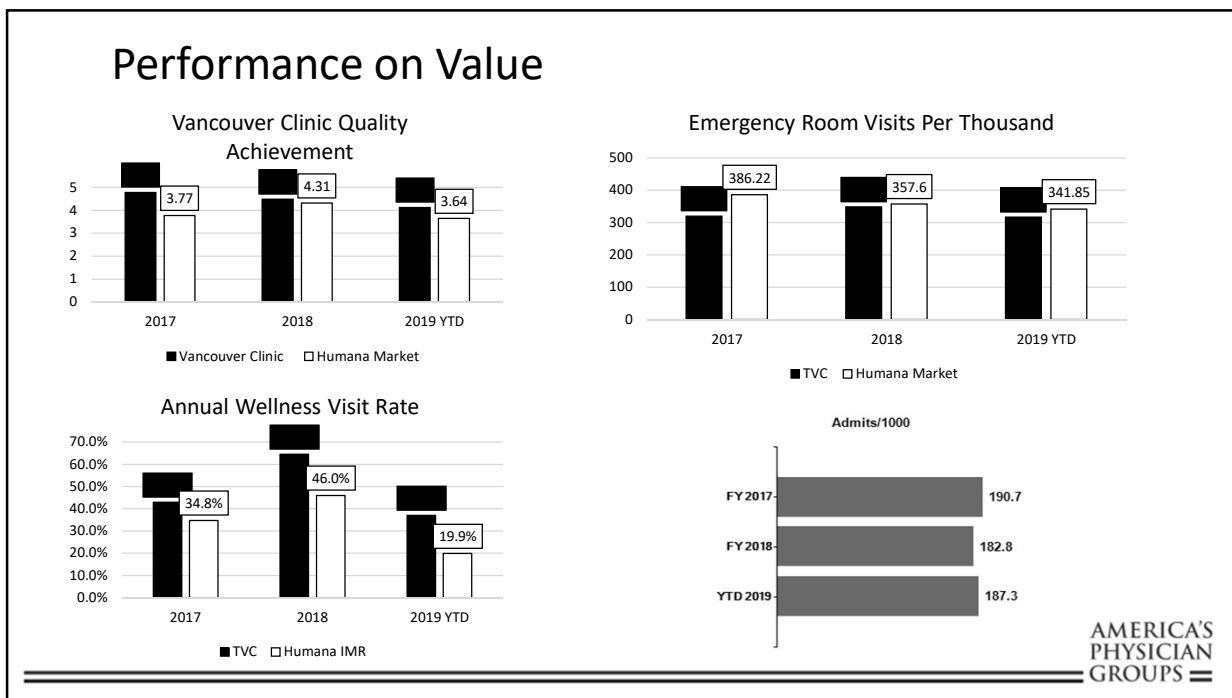


AMERICA'S
PHYSICIAN
GROUPS

6



7



8

Lessons learned along the way

- Journey builds trust
 - Monthly JOC
- Working with a hospital system can complicate things
- Important to understand what each party is trying to accomplish
 - Enrollment
 - Timely data
 - Financial Performance
- Contract built in win, win, win (patient, payor, provider)

AMERICA'S
PHYSICIAN
GROUPS —

9

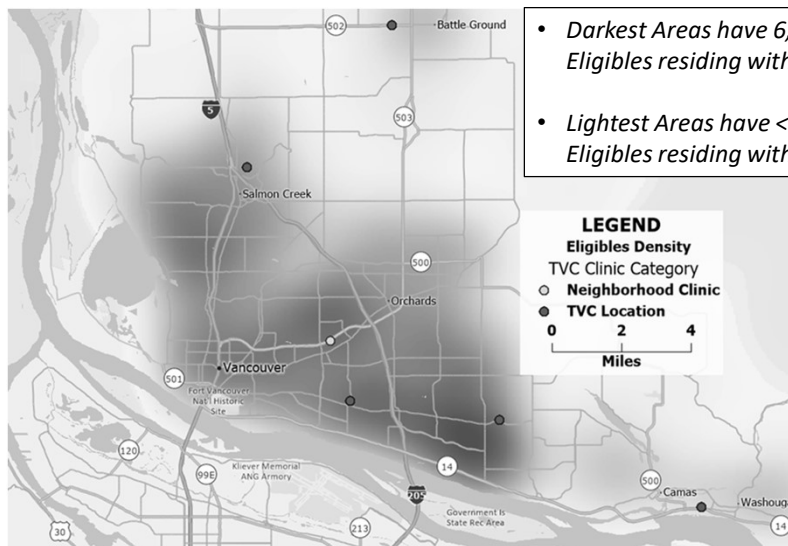
Med Advantage & Duals in SW Washington

- A need and an opportunity (12k patients in Clark county)
- Underserved, community need, business need
- VC not geared up to serve the population
- Humana – innovative idea with the alliance team, introductions to Iora, Oak Street (meeting patients where they live).
- Market Analysis initially indicates need for 6 clinics in SW Washington

AMERICA'S
PHYSICIAN
GROUPS —

10

Medicare Eligible Density – Clark County, WA

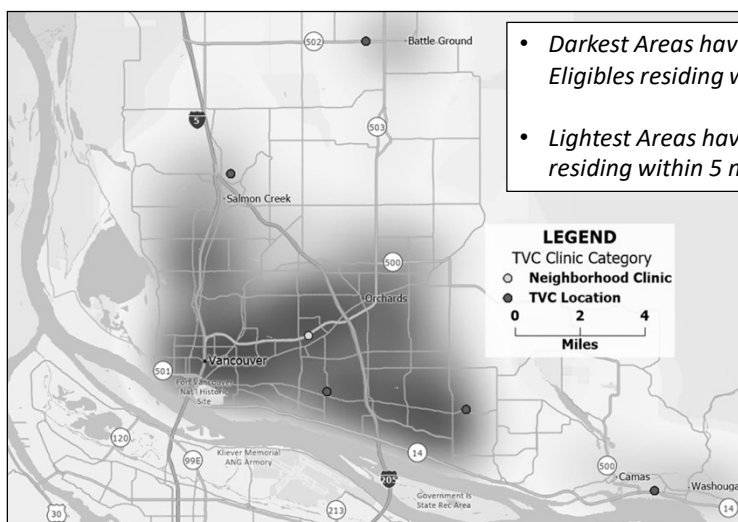


- Darkest Areas have 6,200 + Medicare Eligibles residing within 5 minutes
- Lightest Areas have < 100 Medicare Eligibles residing within 5 minutes

AMERICA'S
 PHYSICIAN
 GROUPS

11

Dual Eligible Density – Clark County, WA



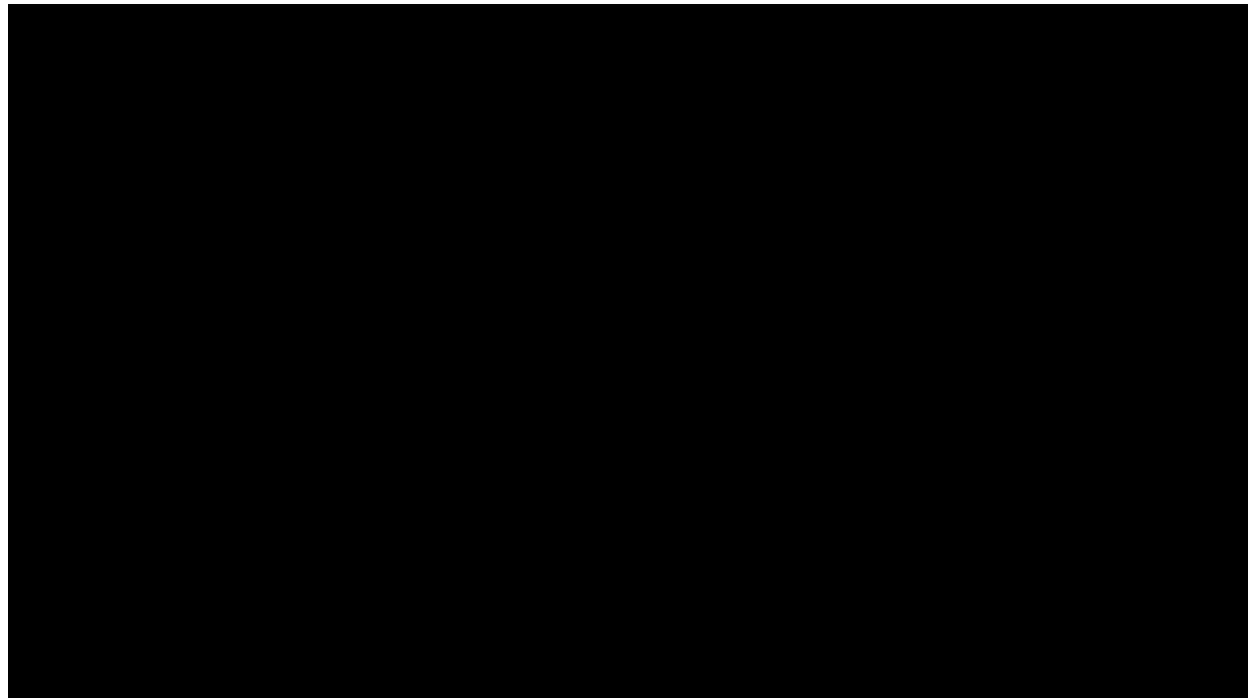
- Darkest Areas have 4,500 + Dual Eligibles residing within 5 minutes
- Lightest Areas have < 100 Dual Eligibles residing within 5 minutes

AMERICA'S
 PHYSICIAN
 GROUPS

12

Structuring agreement so everyone wins

- No one wins unless the patients have great outcomes
- Share risk/reward. Create path to full delegation and global capitation.
- Help with up front costs
- Speed to market



Implementation - facility

- Community center + clinic
 - A space that meets the needs of the chronically ill and the socially isolated.
 - The “Cheers of Healthcare”



AMERICA'S
PHYSICIAN
GROUPS

15



AMERICA'S
PHYSICIAN
GROUPS

16

Implementation – Team model

- Social work
- Nursing
- Medical assistant and PSR
- Clinician
- Time for team huddles and patient care conference built it



AMERICA'S
PHYSICIAN
GROUPS

17

Implementation – Broker on site

- Questions about benefits?
- New to the area
- Coordinate with the rest of Humana



AMERICA'S
PHYSICIAN
GROUPS

18

Implementation – AAADSW

- Cooperative arrangement to help address Social Determinants of Health
- Resource specialist on site
- Allows clinic social workers to focus on mental health

AREA AGENCY ON
Aging & Disabilities
 OF SOUTHWEST WASHINGTON

AMERICA'S
 PHYSICIAN
 GROUPS

19

Results - enrollment

- Fastest growing clinic in Alliance network
- 392 year to date (8/1/19)
 - 317 Med Advantage
 - 75 Dual Eligible
- Humana HMO product grew 15% after AEP

AMERICA'S
 PHYSICIAN
 GROUPS

20

Results – What our patients are saying

- Best Vancouver Clinic ever.
- This is my vision of a great clinic atmosphere. An over-50 group tailored to a growing population, with a focus on prevention, healthy habits, and the support needed to make that happen.
- I have already contacted my over-50 friends and family. My under-50 friends are envious that this isn't yet available to them.
- My experience was very good. After completing my examination with the doctor and waiting on my transportation, I was especially pleased to help with the puzzle.

AMERICA'S
PHYSICIAN
GROUPS —

21

Results – What our patients are saying

- In one visit I easily assert that Dr. Erik Geissal is one of the best, most competent, compassionate doctors I've met. It will not take long for people to figure this doctor and concept is available so I suggest any interest should be followed up soon.
- Dr. Hunter clearly explained to me that we were all part of the team in caring for me. I like the concept! I felt I could tell her any of my concerns and issues that I needed to take care of. It really is a team effort, and not just one person doing all the talking.

AMERICA'S
PHYSICIAN
GROUPS —

22

Patient Story

- 65 y/o male, Extensive problem list including COPD, insulin dependent diabetes, Stage 3 kidney failure, complete heart block with pacer, below knee amputation, tobacco use, history of stroke, etc.
- 2017 – 4 hospital admits
- 2018 – 15 hospital admits , saw PCP only 4x
- 3/29/18 Patient joins Neighborhood Clinic, initial appointment 1 hour with caregiver, subsequent appointments 2x/month, 40 min each
- Only 1 hospital admit in 2019 (1/3/19) and no visits to ER
- Patient still has numerous challenges but has reduced tobacco usage, followed up on all appointments/referrals. Caregiver team and patient greatly appreciative.

Results – Quality and Coding

- Decrease in admission rate of 55% based on patients who were with Humana last year but not with VC.
- After 6 months 51% of patient with ACV and 86% with a PCP visit vs. 35% and 81% respectively in general MA population.
- Re-documentation rate over 90% (HCC refresh)
- RAF currently 1.18 versus 1.001 for general Humana Population

Results – Provider Recruitment & Satisfaction

- “I feel like I’m a doctor again.”
- “I love my job and will recruit all of my friends when we expand to a second site.”
- Vancouver Clinic has seen an uptick in Internal Med applicants as a result of offering the Neighborhood Clinic
- Adding 3 Clinicians in 4th Quarter
 - 2 Internists and 1 ARNP

Results – Financial

- Key is “Scaling it up”
- With our performance in the key drivers of HCC capture and Total Cost of Care management (MCR) our break even point is 366 patients per physician FTE.
- Clearly building towards that goal.

Questions & Wrap up



VANCOUVER CLINIC

Humana

AMERICA'S
PHYSICIAN
GROUPS