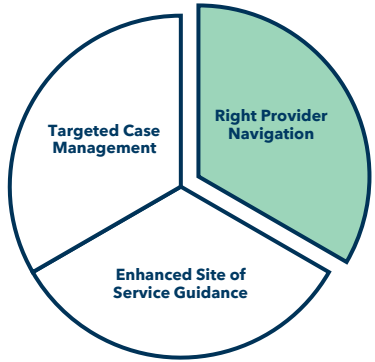


Well360 Clarity for Primary Care Physicians

Leveraging smart technology, robust provider data, and a team of dedicated staff to support care navigation, greater cost savings, and improved health outcomes



For the following conditions:

- Cardiology
- Endocrinology
- Gastrointestinal
- Women's Care
- Neurology
- Nephrology
- Ophthalmology
- Orthopedics



Predictive models will identify patients who might need a Specialist based on various data sources



Provider Navigation Consultant (PNC) will reach out to you to discuss the need and see if you agree



If you agree, the W3C team will reach out to your patient and help them select a top tier Specialist

Additionally, if the W3C team has already reached out to your patient and they decline, the PNC will notify you to keep you informed in case you'd like to discuss further with them

An Overview

- Employers have purchased this product as added support for their employees
- Consists of 3 key components intended to provide better support to members/patients in their health journey
- Team will recommend top tier Specialists based on an aggregated score derived from their **cost-efficiency** and **quality** rankings
- Provider Navigation Consultant role aims to **bridge the gap** between yourself, the member/patient, and their clinical and social supports
- Key objectives:
 - Navigate our member/patients to high quality, cost efficient Specialists for their care
 - Provide a more seamless, supportive, and coordinated healthcare experience

How Will You Know Who Has W3C?

Member Number	Patient Last Name	Patient First Name	DOB	GENDER	PRODUCT	Well360 Client Level	Risk	Physician	Program	Start Date	Case/Disase Manager	Case/Disase Manager Phone Number
					MEDICARE ADVANTAGE			INGRE HOLMAN	HSD Diabetes	4/10/2018	Michael B Card	(412) 888-1543
					MEDICARE ADVANTAGE			INGRE HOLMAN	Complex Case Management	8/4/2018		
					MEDICARE ADVANTAGE			INGRE HOLMAN	Complex Case Management	23/02/2018		
					COMMERCIAL CIV 18			INGRE HOLMAN	Wellness	1/9/2018		
					MEDICARE ADVANTAGE		High	INGRE HOLMAN	VSD Co-Morbidity	9/6/2017		
					COMMERCIAL CIV 18			INGRE HOLMAN	Microendovascular	11/10/2016		

Relationship to the SPI Program

- The goals of both initiatives is to deliver high-quality and cost-efficient care
- Specialists are scrutinized based on their performance according to the same methodology in the SPI program
- Only Specialists that rank in the top will be recommended to members/patients

What Does This Mean to You?

- You will have added support for helping your member/patient find a top Specialist - *you can also contact the PNC if you identify the need yourself*
- Engagement with/by the PNC will help to keep you more informed about your member/patient's needs based on the data, *connect with other clinicians working with your member/patient on barriers to care*
- Better member/patient outcomes = better VBR progress

Well360 Clarity for Specialists

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Predictive models will identify patients who might need a Specialist based on various data sources



Provider Navigation Consultant (PNC) will reach out to their PCP to discuss the need



If they agree, the W3C team will reach out to the patient and help them select a top tier Specialist

Additionally, if the W3C team has already reached out to the patient and they decline, the PNC will notify their PCP to keep them informed in case they'd like to discuss further

An Overview

- Employers have purchased this product as added support for their employees
- Consists of 3 key components intended to provide better support to members/patients in their health journey
- Team will recommend top tier Specialists based on an aggregated score derived from their **cost-efficiency and quality** rankings
- PNC role aims to enhance provider engagement by **bridging the gap** between the PCP, the member/patient, and their clinical and social supports

Key Objectives

- Navigate our member/patients to high quality, cost-efficient Specialists for their care
- Provide a more **seamless, supportive, and coordinated** healthcare experience

Relationship to the SPI Program

- The goals of both initiatives is to deliver high-quality and cost-efficient care to members/patients
- Specialists are assessed based on their performance according to the same methodology used in the SPI program
- Only Specialists that rank in the top will be recommended to members/patients

What Does This Mean to You?

- The PNC will be engaging with the PCP in support of the member/patient finding top tier Specialists for their care and assisting them with any other clinical needs
- If you **rank high** in those areas, according to Highmark's SPI program, member/patients will be getting referred to you for their care
- If you **do not rank high** in those areas, according to Highmark's SPI program, the PCP and W3C team may be referring away from you, and support member/patients to Specialists that do. The choice will ultimately be the member/patient's
 - If this is the case, you can continue to work with your SPI CTC to discuss how to improve your rankings

Disclaimers

Highmark does not recommend particular treatments or health care services. This information is not intended to be a substitute for professional medical advice, diagnosis, or treatment. You should determine the appropriate treatment and follow-up with your patient. Coverage of services is subject to the terms of each member's benefit plan. Additionally, state laws and regulations governing health insurance, health plans and coverage may apply and will vary from state to state.

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