

VBC 101 TESTIMONIAL CHANGING LIVES THROUGH VALUE- BASED CARE



DR. RONALD UNICE,
AMY MOUCK AND
TERESA PADEN

When I first came to Dr. Ronald Unice's office and met with my Highmark representatives, I had no idea what the Value-Based Care (VBC) program was all about. **I am so grateful** for the hours, training, and sweat equity I put into the VBC program. The quality of care has gone up for Dr. Unice's patients and we were able to save lives, which is amazing to me!

We were able to do this by screening for colon, breast, and prostate cancer. If not for the screenings, we may have found the cancer too late, our patients would not have had such great results, and their quality of life would not have been as good. This program has put our office on the offense instead of the defense.

We can go to NaviNet® and look up gaps for the patients before their scheduled appointment. Adding these gaps to their chart allows the doctor to address them and make sure the patient gets the screenings, medicine, and quality care they deserve. Highmark's VBC program actually makes it easier for our office because everything is kept track of for us, the standards are set for us, and the rewards are great for our patients. Plus, the monetary reward for the office speaks for itself.

"It would have been worth it for just one life to be saved, but many lives were saved through our staff and the VBC program."

"THROUGH THE VBC PROGRAM THAT HIGHMARK SET UP FOR US, WE CAN EASILY TEACH OUR PATIENTS TO BE PROACTIVE WITH THEIR HEALTH INSTEAD OF REACTIVE."

The most rewarding part of this whole job has been the transformation in our office for the patients and seeing the quality of their lives improving, and even saved, through the standards and incentives Highmark has set for us.

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Highmark consultants have been one of the major reasons for our success in saving lives.

Amy Bailey and Christel Willis have been wonderful teachers, resources, and leaders. They have been a **tremendous help** and resource with a heart for the patients. Amy and Christel are always available and get back to me right away to assist me, our office, and our doctor. I cannot say enough about the character of these individuals and what they have done for me, our office, and most importantly our patients. They have done a top-notch job and deserve all the praise you can give them.

"I CAN HONESTLY SAY AFTER WORKING WITH ALL THE MAJOR INSURANCE COMPANIES THAT HIGHMARK, HANDS DOWN, HAS THE BEST QUALITY PROGRAM."

In conclusion, thank you for taking the time to invest in me and our office. I am so thankful for the time, energy, resources, and kindness everyone has poured on me. It has made a positive impact on our office, doctors, families, and most importantly - our patients.

Forever Grateful,
Amy L. Mouck
Quality Manager



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