

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

aetna[®]

Our healthy perspective

Health care transformation through accountable care

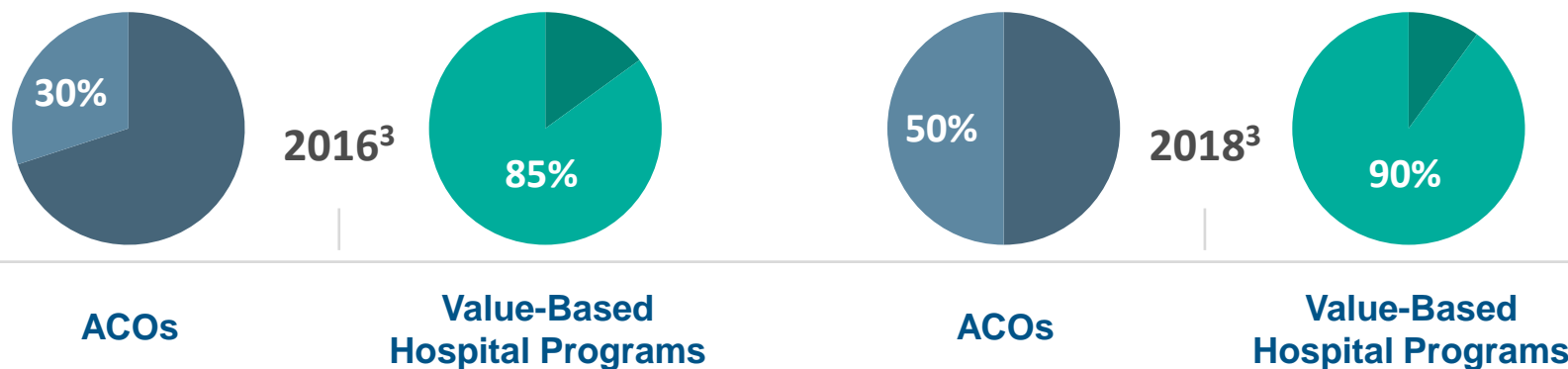


A Move to Value-Based Models

Payers, employers and providers will continue to move toward value-based models.

75% of payments are expected to be value-based by 2020.¹

Aetna is committed to helping providers achieve this goal.



Payers, Employers, and Delivery Systems' Goals Align:

Desire for payment reform, higher quality care, and more transparency.²

² FierceHealth Payer ¹ Modern Healthcare ³ <https://www.advisory.com/daily-briefing/2015/01/29/20-health-systems-insurers-agree>

Health care is evolving — we are at the forefront of this evolution

Our value-based contracting started with collaborations, advanced to the patient centered medical home and now includes ACO plan designs.

Collaboration

.....

Early stage



PCMH

Patient centered
medical home

.....

Physician focused

Savings based on quality
and efficiency



ACO

Our unique accountable
care approach

.....

Enables ACOs with programs
and technology

Features shared risk and reward

Supports an innovative product
— Aetna Whole Health

Succeeds through intense
population health collaboration



**We are
changing
how health
care is
delivered**



**According to KLAS
report***

an independent study

Our unique accountable care approach

- Enables ACOs with programs and technology
- Features shared risk and reward
- Supports an innovative product — Aetna Whole Health
- Succeeds through intense population health collaboration

Collaboration creates more value than Aetna or ACOs can deliver alone

ACO providers

Focus on those who need them most in the 1:1 setting



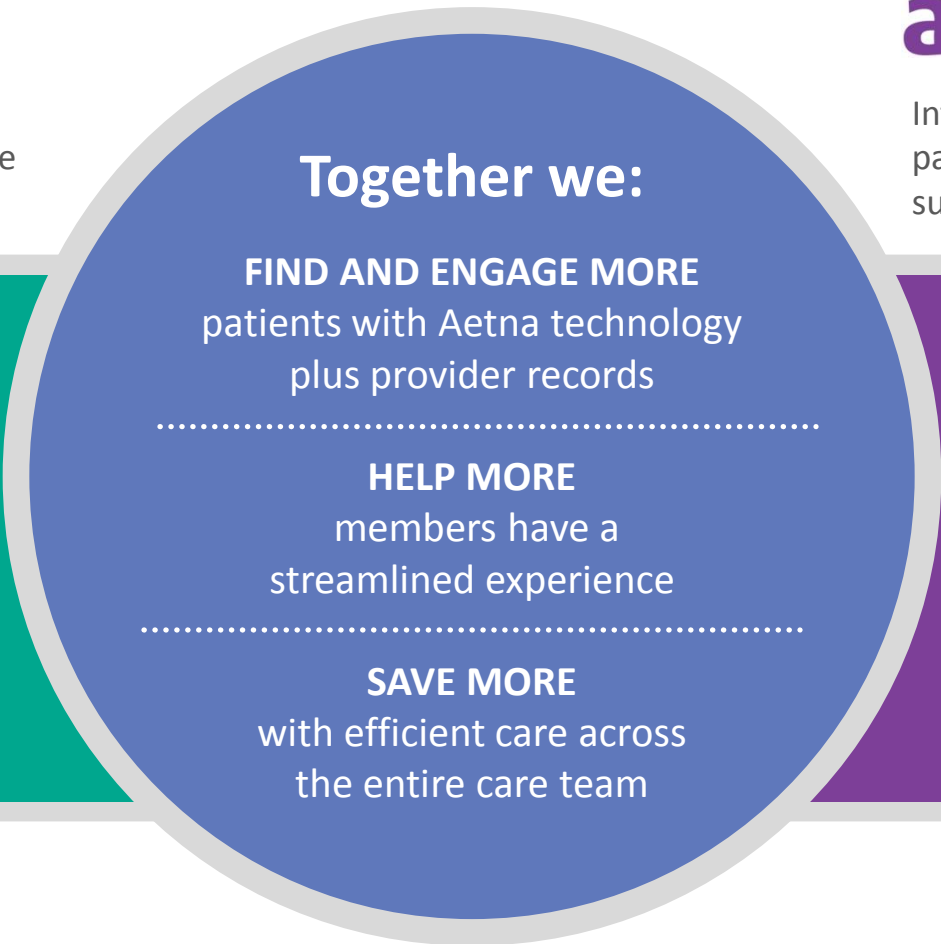
One-on-one patient engagement and clinical credibility



Information on all patients and resources to support between visits



Data analytics, leading technology and care management programs



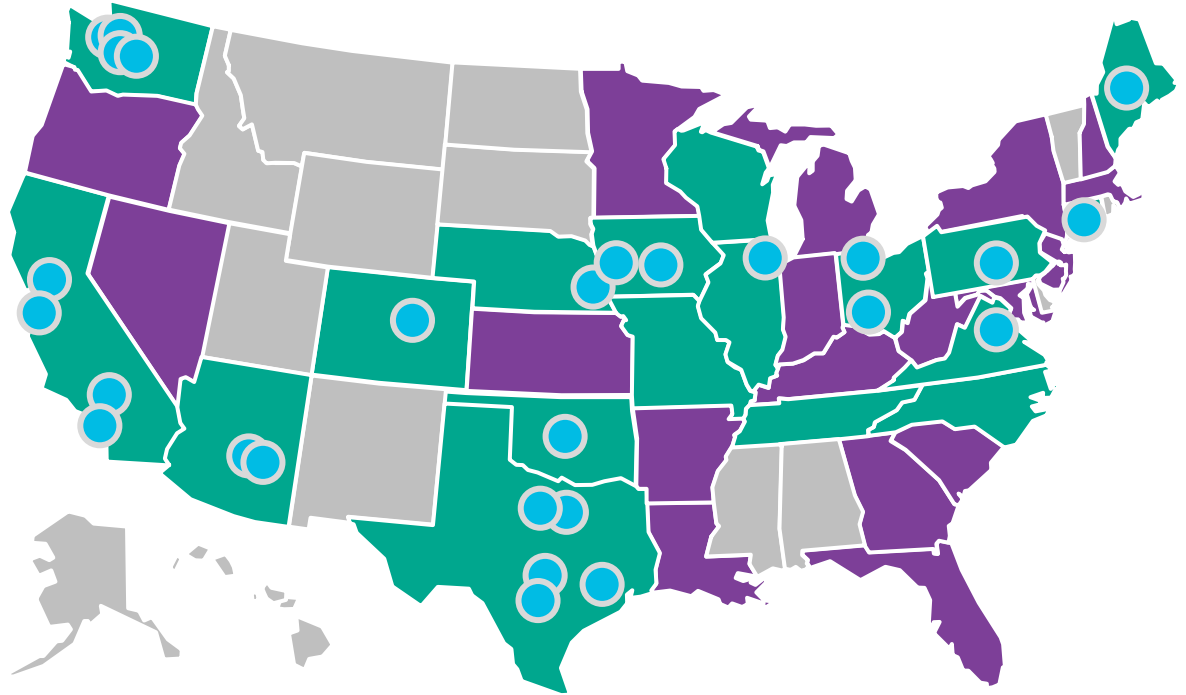
Together we:

FIND AND ENGAGE MORE
patients with Aetna technology
plus provider records

HELP MORE
members have a
streamlined experience

SAVE MORE
with efficient care across
the entire care team

We have
a solid
value-
based
presence






642

Value-based contracts

72

ACOs

We select providers who
can be successful

-  States with an ACO product or plan to have by 1/1/16 (may also have other value-based products)
-  States with other Aetna value-based contracts
-  ACOs with self-funded product

And we're growing
quickly

ACOs are improving the patient experience

Here are some ways they can help patients*

Navigate the system



- Proactive outreach to help patients select a primary care doctor to lead their care team
- Smoother care transitions from provider to provider and facility to facility
- A dedicated, toll-free Aetna Whole Health member services number
- Welcome calls and kits to ensure a smooth onboarding process
- New hospital case managers to explain discharge instructions and new medications to patients
- New nurse care coordinators to support doctors and their patients with personalized care plans

Get better access



- Same-day primary care appointments
- Extended weekday and weekend clinic hours
- Reserved appointments for patients with chronic conditions or acute care needs
- All network doctors see and accept new Aetna Whole Health patients

Manage their health



- A free online health risk assessment
- Telemedicine option
- Online emergency room check-in to reduce waiting times and provide support

* These are just examples of some programs available. Examples vary by ACO and may only be available at one ACO.

We're making sure we're delivering on our promise

Quality measurements: population health metrics with financial incentives

Preventive care



- Colorectal cancer screening
- Breast & cervical cancer screening
- Tobacco use assessment and cessation
- High blood pressure screening
- Flu vaccine
- BMI screening and follow-up

Chronic heart conditions



- CAD
- Hypertension
- High cholesterol
- Heart failure

Other chronic conditions



- Diabetes
- Screening for future fall risk
- Asthma
- Migraine
- Pediatric conditions

Adverse events and medication



- Hospitalization complications
- Outpatient procedure complications
- Medication compliance

Efficiency goals: reducing unnecessary waste in the healthcare system



- Medical bed days and admits per 1K
- Surgical bed days and admits per 1K
- 30-day readmission rate



- High-tech radiology visits per 1K
- Outpatient high-tech radiology steerage



- Outpatient surgery steerage
- Outpatient laboratory steerage



- Generic prescribing rate



- Avoidable ER visits per 1K

Actual metrics and measurements will vary depending upon the ACO.

Thank you

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