

ABC COMPANY (W0004156)

Group Structure and Time Periods	
Account Name	ABC COMPANY
Account Number	W0004156
ClaimsAmount vs Allowed Amount	ClaimsAmount
Current Period	Nov 2019 - Oct 2020
HCC Threshold	\$50,000
Number of Time Periods	3
Paid Through	Oct 2020
Paid or Incurred	Paid
Prior Period 1	Nov 2018 - Oct 2019
Prior Period 2	Nov 2017 - Oct 2018
Time Period Type	Rolling 12



Anthem 

Total Health Total You



Anthem 

Advanced Analytics
Health Advocacy
Digital First

Moments powered by you

Total Health Total You



Personalized Connections

Driven by Advanced Analytics & Digital First to maximize health interactions at every stage



Targeted Interventions

Whole personal health, powered by AI with digital tools, advocacy and coordinated care



Guiding Decisions

Help navigating the complex health system through support and guidance

Improving Outcomes & Savings Realized



\$58.7M

Impactable
Condition
Savings

\$34.7M

Care Gap
Closure
Savings

\$889.7M

Guided
Support
Savings

Total Health Total You Summary Outcomes

Anthem 

50.2% Members Comprehensively Engaged

62.9% Emerging Risk Members Engaged

-12.3% Care Gap Closures

-4.5% Risk Score

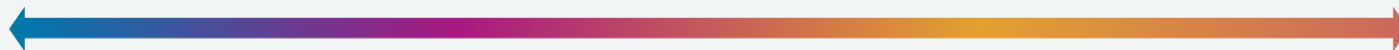
80 Net Promoter Score

-62.4% Avoidable ED Visits Change Rate

-17.7% PMPM

Personalized Connections

At Every Stage of Life



Healthy

517K Members
65.0% of Members
28.3% of Cost
\$141.30 PMPM

Members who are generally non-symptomatic, have not submitted claims, young children with routine check-ups, healthy pregnancies, etc

At Risk

42K Members
5.3% of Members
3.4% of Cost
\$207.77 PMPM

Members with conditions, characteristics or symptoms that put them at risk for developing more serious chronic conditions

Chronic

216K Members
27.2% of Members
52.5% of Cost
\$627.08 PMPM

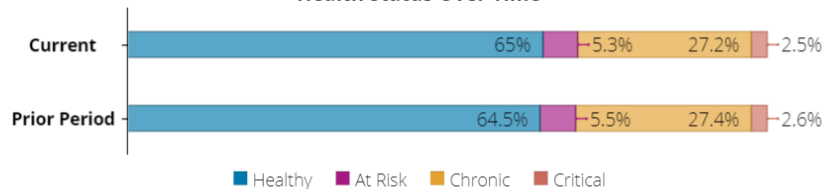
Members with stable, chronic diseases or conditions

Critical

20K Members
2.5% of Members
15.9% of Cost
\$2,054.57 PMPM

Members with clusters of diseases, complex conditions, poor prognosis

Health Status Over Time



Households Engaged

79.8%
with Anthem

+1.1%
Prior Period

39.8%
Anthem Base
Benchmark

Personalized Connections



Leveraging Advanced Analytics

6.2% Emerging High Risk

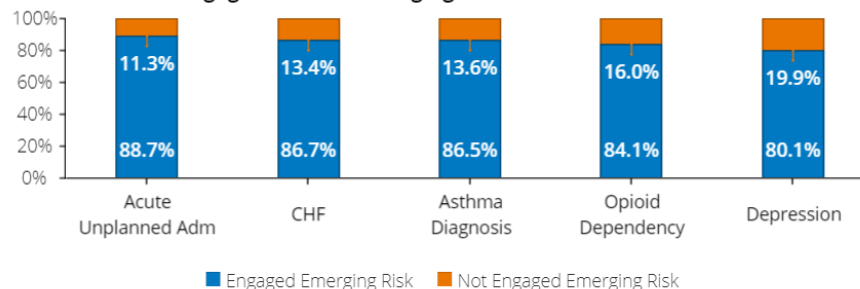
21.5% Emerging Risk Members

17.6% Emerging Risk for Depression

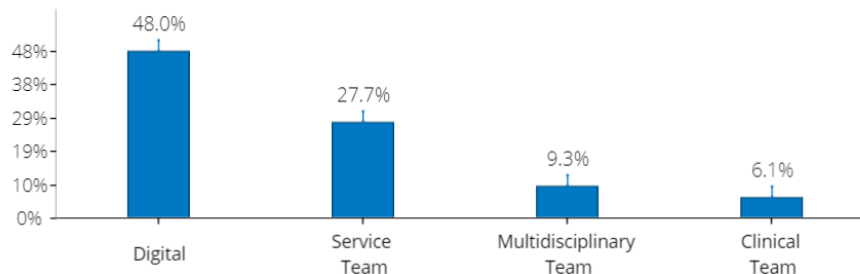
1.3% At Risk of Overutilizing ED

2.7% High Propensity to Engage

Engagement and Emerging Risk Disease Conditions



Emerging Risk Engagement



Predictive Member Outcomes

38.2% Members w/ High Propensity to Engage that are Engaged with Clinical Team

86.9% Members at Risk of Overutilizing ED that are Comprehensively Engaged

63.4% Emerging Risk for Diabetes that Received A1C Tests

Personalized Connections



Leveraging Digital First

61.5% Households Engaged with Digital Tools

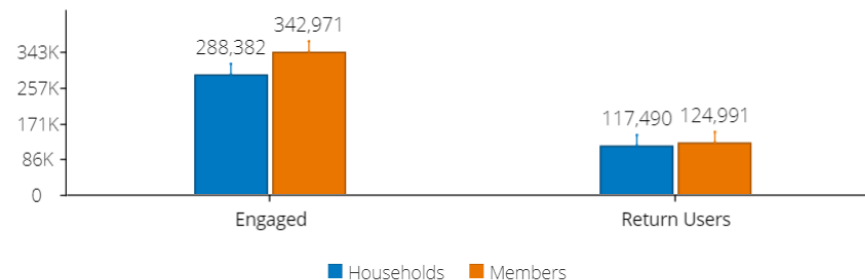
46.1% Members Engaged with Digital Tools

38.6% Members Return

0.3% Members w/Action Plan

56.1% Visit Rate

Utilization of Digital Tools



Digitally Engaged Member Outcomes

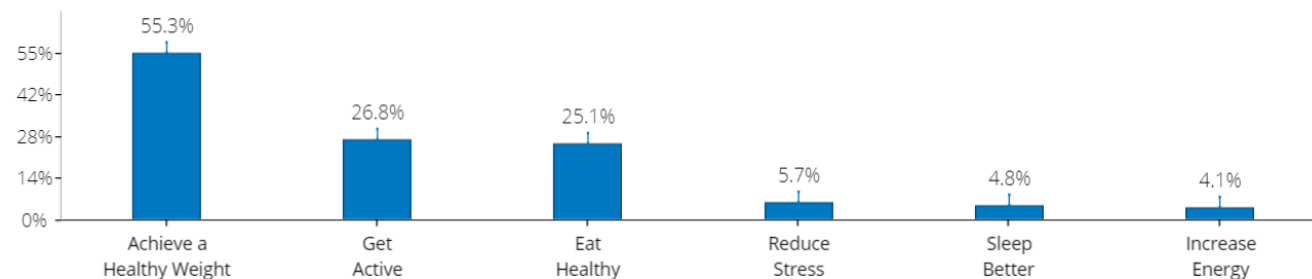
47.9% Wellness Visit Compliance

58.8% Closed Care Gaps

68.9% With a Primary Care Provider

31.1% Total Care/EPHC Attribution

Action Plans Initiated



Personalized Connections



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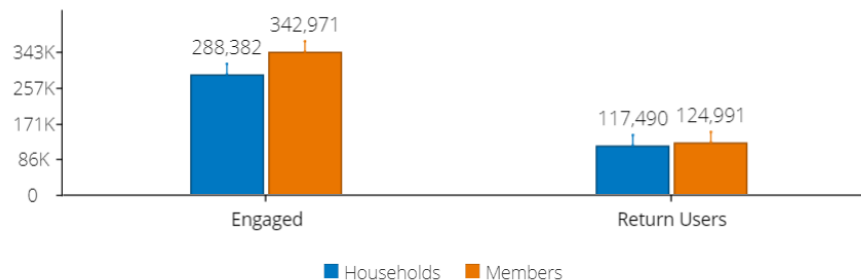
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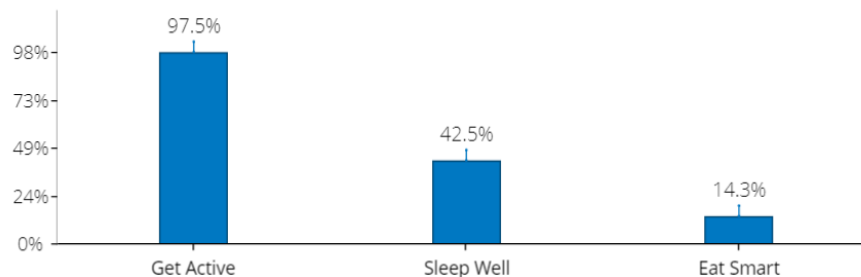
0.7% Members with Wellbeing Program Initiated

6.1K Members Earning Points in Wellbeing Program

Utilization of Digital Tools



Members Earning Points by Wellbeing Program



Digitally Engaged Member Outcomes

47.9% Wellness Visit Compliance

58.8% Closed Care Gaps

68.9% With a Primary Care Provider

31.1% Total Care/EPHC Attribution

Digital Care Gap Messaging

14K Care Gaps Messaged

19K Care Gaps Read

Targeted Interventions



Powered by AI, Advocacy and Coordinated Care

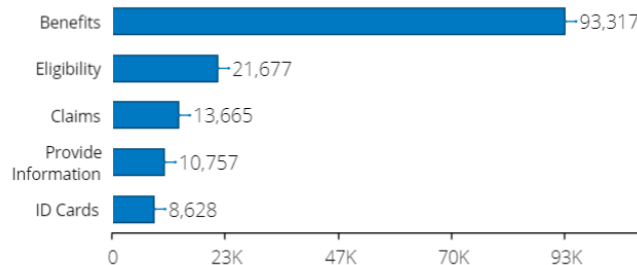
195K Total Service Contacts

13.1% Unique Member Contacts to Service

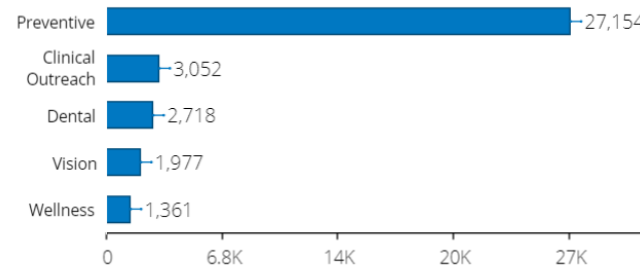
35.5% Education by Service

30.4% Service Referrals to Clinical Team and Engaged

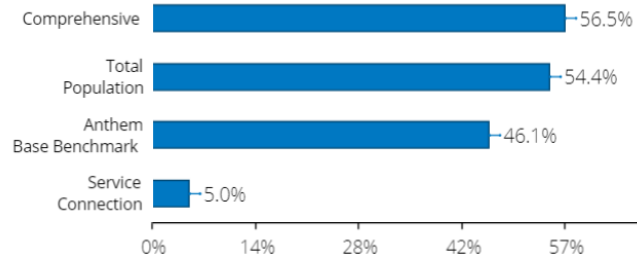
Top 5 Reasons for Service Contacts



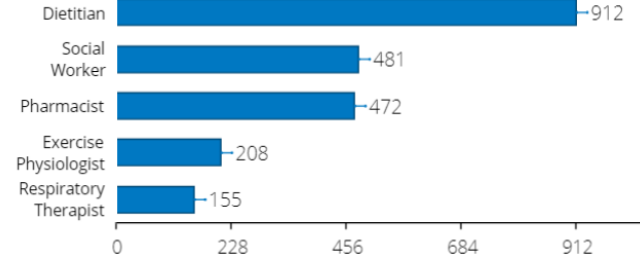
Top 5 Educational Topics



Care Gap Closure Rates



Health Professional Support



Guiding Decisions



Navigating the Complex Health System through Support and Decision

115K Specialty Health Imaging Reviews

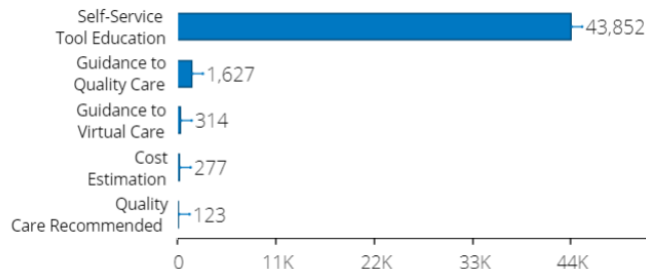
12.5% Imaging Redirections

16K LHO Visits

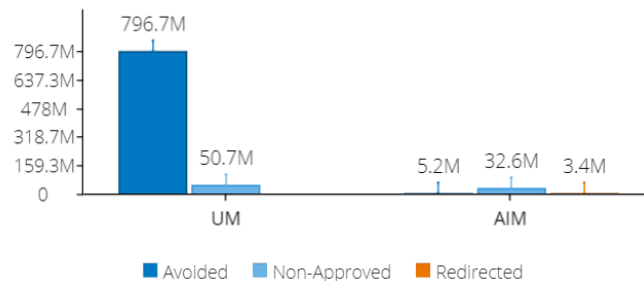
\$1.2M Cost Avoided Savings LHO

71.8% Guided to Total Care/EPHC Attribution

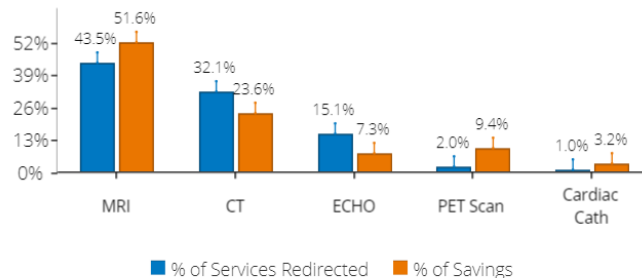
Top 5 Guided Support Services Provided



Guided Decision Savings by AIM/UM



Imaging Services Redirected and Percent Savings



Live Health Online Cost Avoidance Savings by Settings



Improving Outcomes



\$983M Total Clinical Savings Realized

54.4% Total Care Gaps Closed

+0.3% Change Risk Score

-5.0% Change in PCP Visit Rate

-0.4% Change in PMPM



Savings Realized...

Impactable
Condition
\$58.7M

+

Care Gap
Closure
\$34.7M

+

Guided
Support
\$889.7M

=

Total Clinical
\$983M

Digitally Engaged Members:

47.9% Wellness Visit Compliance

67.7% Compliant with Breast Cancer Screening

84.5% w/HTN have follow up Office Visit

Emerging Risk Members:

63.4% Emerging Risk for Diabetes that Received A1C tests

76.8% Emerging Risk for Chronic Heart Disease that Received Lipid Test

Members Working with a Health Professional:

+1.2% IP Admission Change Rate

Advocacy Team Outcomes:

-11.4% Avoidable ED Visits Change Rate

30.5% Total Care/EPHC Attribution

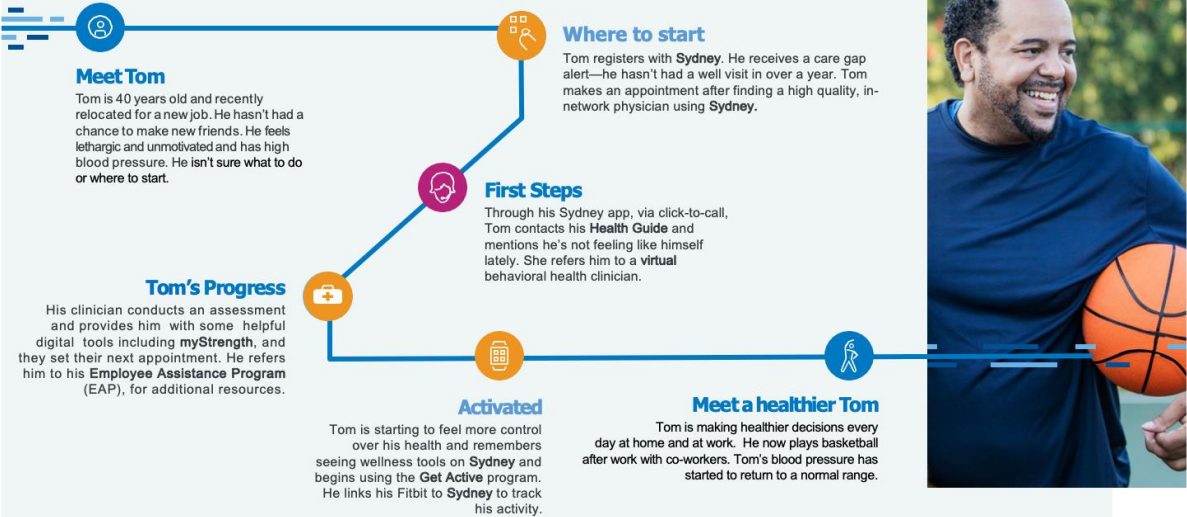


Tom's Journey: Health Activation

Areas of focus

Digital Clinical Advocacy

A whole person approach leveraging digital, clinical and advocacy resources. Tom takes control of his health making better daily lifestyle choices and becomes more active in managing his health and wellbeing.

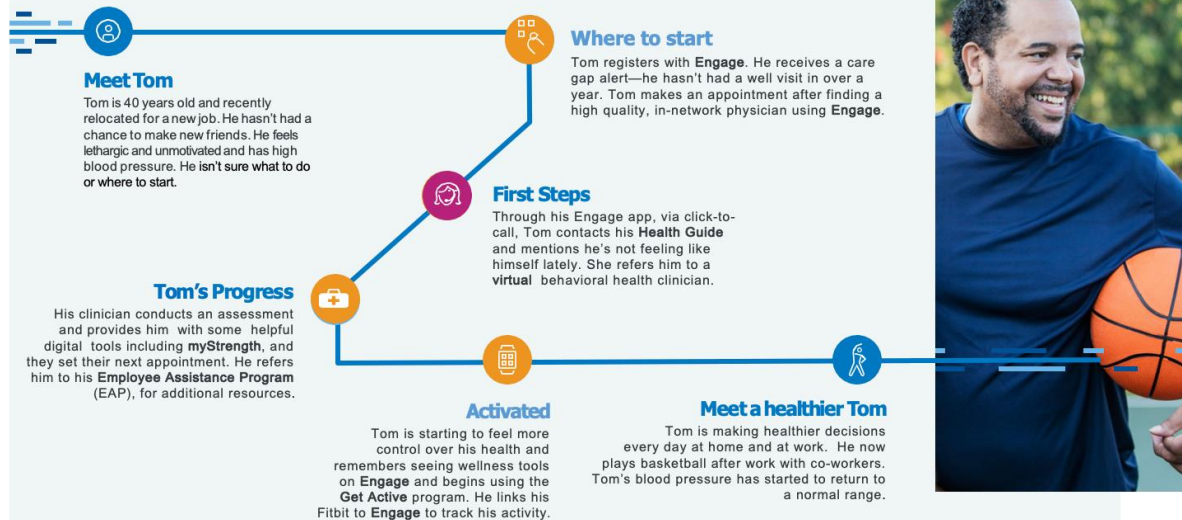


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● Digital ● Clinical ● Advocacy

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Every
moment
matters

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