

Who We Are

American Health Network (AHN) was formed in 1994, when a group of physicians founded the company as an independent practice. Their goal was to create a better way to deliver quality health care.

The company became part of Optum in 2017 and transitioned from traditional fee-for-service to value-oriented care with flexible delivery models that our physicians share and improve upon.

Optum is a leading information and technology-enabled health services business dedicated to helping make the health system work better for everyone. With more than 180,000 people worldwide, Optum delivers intelligent, integrated solutions that help to modernize the health system and improve overall population health. Optum is part of UnitedHealth Group.

As part of Optum, AHN is committed to introducing innovative approaches, products and services that improve personal health and promote healthier populations. We aspire to bring the power of care to everyone, one person and one community at a time.

The company utilizes the full power of Optum to advance high-quality, physician-led ambulatory care across three areas: primary care, specialty care and post-acute care.



AHN currently is composed of 1500+ employees, 300+ providers and 75+ locations across Indiana and Ohio.



Introduction to OC24health

Timely access to healthcare is critical to good health and individuals who have access to care have better health outcomes. OC24health started its telemedicine service on August 1st, 2019, providing telemedicine visits to a unique employer-based member population. OC24health provides quality healthcare to members anytime (24/7/365) and anywhere (at work, in the comfort of their home and even while traveling).

OC24health can provide benefits that include, but are not limited to:

1. Talk to Indiana-based doctors and providers
2. Receive quality care via video through mobile app or computer
3. Prescriptions are sent to pharmacy of choice, if medically necessary
4. Less expensive than urgent care or ER
5. Doctors/providers are able to refer to high quality and lower cost specialists if needed
6. Assign a primary care physician to members who do not already have one.

Services:

OC24health currently offers three-care service lines:

- **General Medicine** (CPT 99421)– OC24health providers can treat many medical conditions, including:
 - o Cold and flu symptoms
 - o Allergies
 - o Pink eye
 - o Ear infection
 - o Respiratory infection
 - o Sinus problems
 - o Skin problems
 - o And more!
- **Dermatology** (CPT 99213) – an OC24health Dermatologist is available every Wednesday between Noon – 1pm. Our dermatologist can identify and treat many skin conditions, including:
 - o Acne
 - o Dermatitis
 - o Fungal infection
 - o Moles
 - o Psoriasis
 - o Rashes
 - o Rosacea
 - o Warts
 - o Skin cancer screening
 - o Benign growths
 - o And more!
- **Behavioral Health** (CPT 99204, 99213, 90834) – OC24health partners with Teladoc behavioral health providers to seamlessly integrate behavioral health service to better meet the needs of clients who provide behavioral health coverage to their members. The benefits of using behavioral health include, but are not limited to confidential treatment, convenience to speak with a therapist from anywhere, flexible scheduling, and quick access to the right provider. Behavioral health providers can treat the following conditions:
 - o Anxiety
 - o Depression
 - o Stress/PTSD
 - o Panic disorders
 - o Family and marriage issues
 - o And more!

Coverage:

OC24health is staffed with Indiana-based **AHN** providers and Teladoc providers.

OC24health doctors/providers are board certified in their respective specialties in the State of Indiana and by American Health Network. OC24health providers provide coverage to the General Medicine service line daily from 8 am – 8 pm EST. Visits will seamlessly overflow to Teladoc providers when:

- Member wait time is 10 minutes or greater
- Outside of the OC24health provider covered hours
- Out of states of coverage.

The partnership with Teladoc was initiated in March 2019 with a three year contract. Renewal of the contract is March 2022. **AHN** plans to renew the contract and continue to partner with Teladoc to provide telemedicine visits.

Communications:

The best way to engage people in programs is to *connect* them to our services and give them opportunities to come to their *own conclusions* that they are valuable in their busy lives. We engage people in different ways:

- During the week prior to the client's effective date, OC24health will email the client an Introduction Letter, along with initial electronic communications. This includes the Getting Starter flyer, promotional flyers, mobile app registration **instructions**, FAQ, training documents and the first monthly communication. The client will distribute the communications to their covered employees by either mail or email. We also suggest that the client print a flyer to post in breakrooms.
- The only exception to timing of the initial email would be for January enrollments. Due to the volume of clients effective January 1st, OC24health will start sending emails to clients two weeks prior to the effective date through two weeks after.
- Monthly, OC24health will provide the client an electronic communication to distribute to their covered employees. This is sent to the client during the last week of the month prior.
- Twice a year, OC24health will provide the client with a seasonal communication to distribute out to their covered employees.
- OC24health is available to assist with preparation of any additional communications the client would like to provide to their covered employees (incentive program, etc.).

Reporting:

Quarterly, OC24health will provide a utilization and claims saving report to the client for review. The reports will be provided mid-month following the end of the quarter. Additional reports can be delivered per clients' request.

Support:

We will use the **OC24@ahni.com** email to provide the clients with communications, reports and help with member questions or issues not resolved by OC24 Support through Teladoc. It is for brokers, clients and members only.

UMR uses the **telemedsupport@ahni.com** email to communicate with new clients and copy **UMR-ProductsandServices@umr.com** for any client or member issues.

To help our clients promote the telemedicine benefit, OC24health will attend an employee benefit meeting or health fair for clients with 1,000 or more covered employees. For clients under 1,000 covered employees, OC24health will present at a benefit meeting via a virtual meeting platform. OC24health would need at least a 45-day notice to confirm availability.

Providing quality clinical care is OC24health's top priority. Any complaints are taken very seriously and are reviewed within 24 hours. OC24health staff gathers information from the patient, provider and client and manages the complaint process from beginning to end. Depending on the nature of the complaint, the Medical Director or technical support will be involved to resolve the matter as soon as possible. There is no timeframe for how quickly a complaint can be resolved since there are many variables, but during the process, OC24health staff would keep the patient and employer informed, as appropriate.

Member satisfaction:

Patient satisfaction is paramount to the success of this program.

Wait time - Our **average** wait time is approximately three minutes. After each visit, a patient satisfaction survey will be sent to the patient.

Patient Satisfaction Surveys – a patient satisfaction survey is sent following each visit. Aggregate results are shared with clients quarterly. Based on survey results, the Net Promoter Score (NPS) is between 69 – 85% throughout the year.

OC24health was available prior and during the pandemic providing quality care to the patients. This pandemic made providers and patients aware how telemedicine visits can provide easy access to our patients.

Prior, during and post pandemic:

OC24health was providing access and quality care virtually to patients prior to the pandemic and during the pandemic. We want to continue this mission post pandemic. OC24health/American Health Network part of Optum is in the process of growing the number of dedicated local providers to cover all telemedicine visits and plans to expand coverage for after-hours visits.

The Optum Digital Adhocracy team provides regular best practice updates. Our leaders also actively share new information for treating the most common diseases. The Virtual Health Medical Director communicates the best practice guidelines to each provider via email.