

A diverse group of smiling people in a professional setting, overlaid with a semi-transparent white filter. The group includes men and women of various ethnicities, all appearing happy and engaged.

SurgeryPlus for Indian River County

A supplemental benefit for non-emergent surgeries that provides top-quality care, a better experience and lower costs

Executive Summary

SurgeryPlus is a turnkey, supplemental benefit that will curb rising costs of healthcare, optimize outcomes of surgical procedures, and improve member experience

Addressable Issue

National Healthcare spend rising an average of 4-5% per year

20-24% of medical spend on plannable surgical events

Quality and Outcomes

SurgeryPlus improves outcomes through rigorous surgeon screening

Less than 1% complication rate the past 5 years compared to industry average north of 8%

Member Experience

One on One Care Advocate provides concierge level service to each member

SurgeryPlus monitors Member experience using NPS score, ~91

Cost of Surgery

Centers of Excellence quality, with lower cost and greater access

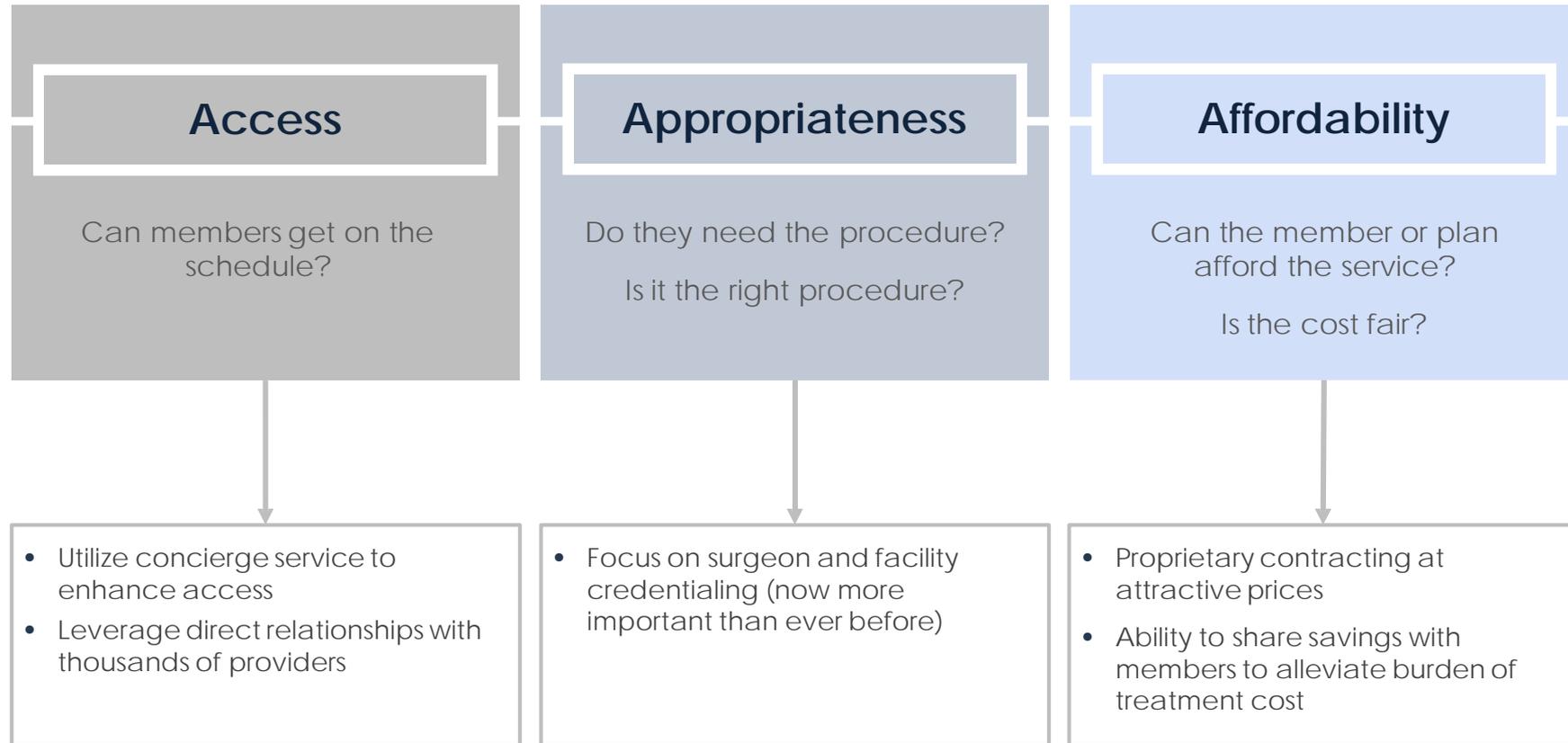
Lower costs for surgical procedures reduces plan spend, plan design incentives save members \$1,000's

Simplistic Set Up

Simplistic implementation, SurgeryPlus simply requires an eligibility file

Implementation requires a 30-60 minute bi-weekly meeting with key stakeholders over 6-8 weeks

SurgeryPlus Addresses Key Issues in Healthcare



Member Experience Critical for Utilization

Full-Service Concierge, Driven by Live-Contact

The First Contact

Empathy

- 1 Engage the member by **listening** and **understanding** their needs

Communication

- 2 **Educate** the member on their choices, the importance of **surgeon selection**, and **financial incentives**

Organization

- 3 Set **clear expectations** on next steps and process

Average time to answer is ~5 seconds

The Member Journey



Locate

Find best fitting Surgeon of Excellence



Schedule

Book appointments & manage logistics



Coordinate

Bundle service providers & transfer records



Follow Up

Ensure complete member satisfaction

Typical case includes 15+ live calls

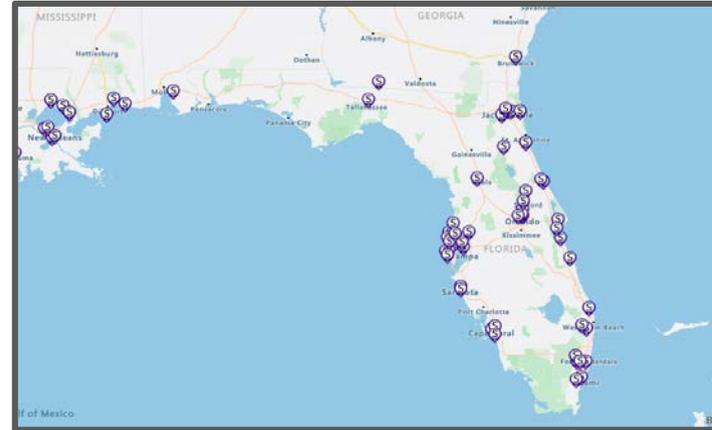
Network is National & Distributed to Enhance Utilization

Comprised of both National Institutes & Local Capabilities

SurgeryPlus Network Coverage



SurgeryPlus Local Coverage



SurgeryPlus Network Attributes

350+ Facilities	1,400+ procedures	In-patient and out patient	Typically, a car ride away
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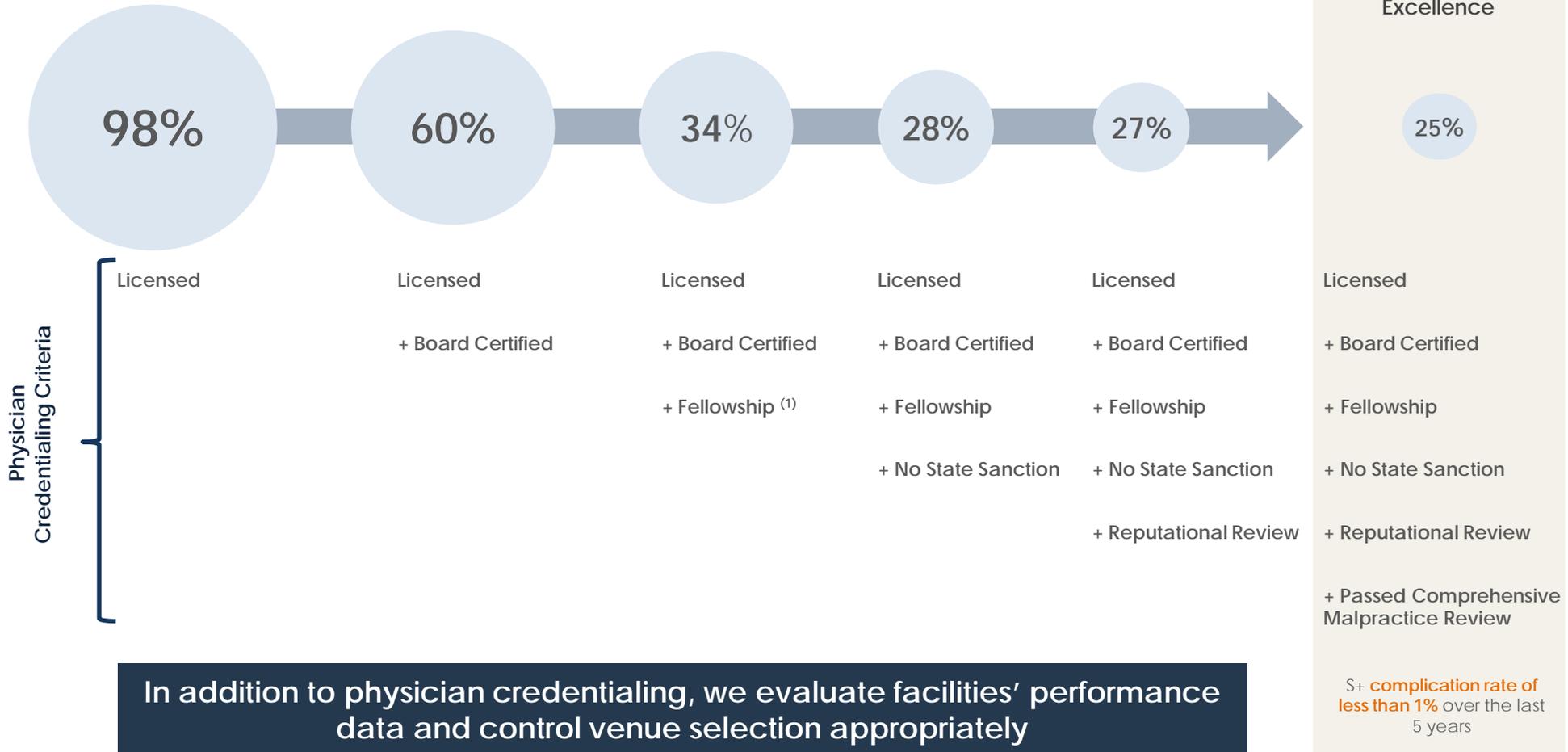
SurgeryPlus Facility Credentialing

CMS data (complication rates, readmission rates, etc.)	Hospital accreditations	Interview and review of protocols, volumes and practices	Outcome reviews
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Credentialing Identifies Appropriate Quality Providers

More Comprehensive Evaluation Process

- Unlike some of our peers, our quality starts with the physician; a poor doctor will lead to a poor result even in the best facility



In addition to physician credentialing, we evaluate facilities' performance data and control venue selection appropriately

S+ SurgeryPlus

Surgeons of Excellence

25%

Licensed

+ Board Certified

+ Fellowship

+ No State Sanction

+ Reputational Review

+ Passed Comprehensive Malpractice Review

S+ complication rate of less than 1% over the last 5 years

Expected Financial Outcomes

Conservative Savings Opportunity of \$300K in year one of the program

SurgeryPlus™ Book of Business typical first year utilization of 15%. Given network strength locally and similar client first year utilization (~35%), we would expect to exceed 15%



~\$298,116 in Savings assuming average utilization (4.9x ROI)

~\$695,604 in Savings assuming expected utilization (11.5x ROI)



Expected utilization with purely optional approach, based on similar client **without** a local option. **We feel confident Indian River County can achieve 35% utilization in the first year**

The County is projected to Break Even with **only** 3% utilization of the program

Alignment of Members' Interests

SurgeryPlus Recommendations

Estimating the Cost of Care

Plan Name	Responsible Party		Max Member Responsibility
	Deductible	Coinsurance	
 PPO Gold	Each member pays \$600	20% coinsurance cost share	OOPM: \$3,000
	PPO Silver	Each member pays \$1,000	30% coinsurance cost share
 PPO Silver PPO Gold		Waives deductible and coinsurance obligations for members	OOPM: \$0 For the episode of care

Key Considerations

- For most surgical procedures, member would hit their out-of-pocket maximum, which traditionally makes obtaining the required care an expensive proposition for members.
- Proposed plan design allows a simplistic, but generous approach to creating incentives for members.
- Financial incentives are waivers and not credits (member still has financial responsibility for claims outside of surgical event).

Alignment of Interests: We Win When You Win

Fee Structure is Flexible to Ensure Program Success

Fixed
(~30% of Book)

or

**Variable,
% of Spend**
(~50% of Book)

- \$3.00 PEPM Intro Rate Year 1
- \$4.00 PEPM Year 2 and 3
- \$0.25 Marketing Fee

Or

- Pass through Marketing Costs

- 35% of the S+ contracted rate for the surgical procedure
- \$0.25 Marketing Fee

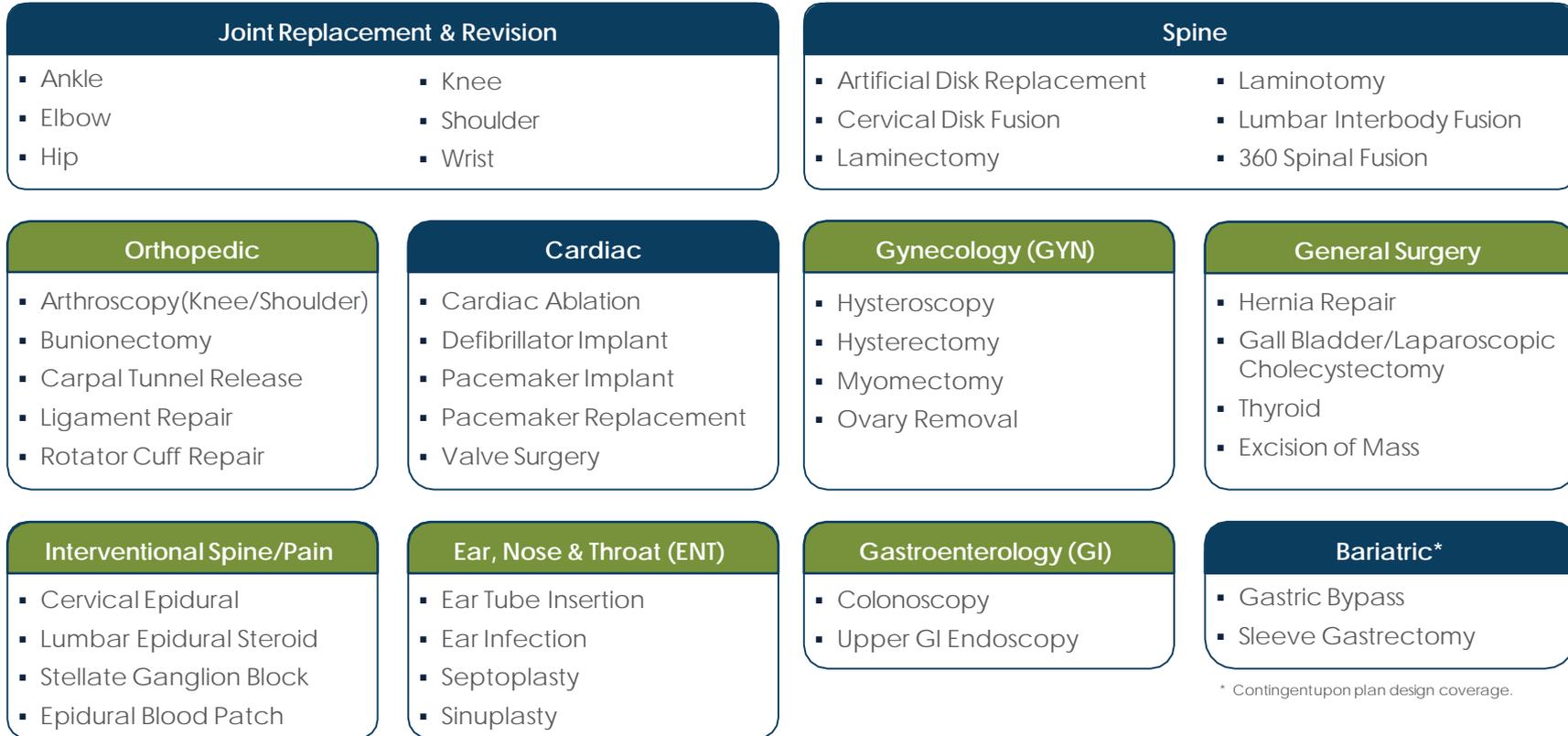
Or

- Pass through Marketing Costs

SurgeryPlus will put 100% of fees at risk to ensure a 2x ROI

Most Common Procedures We Help With

Procedures by Category



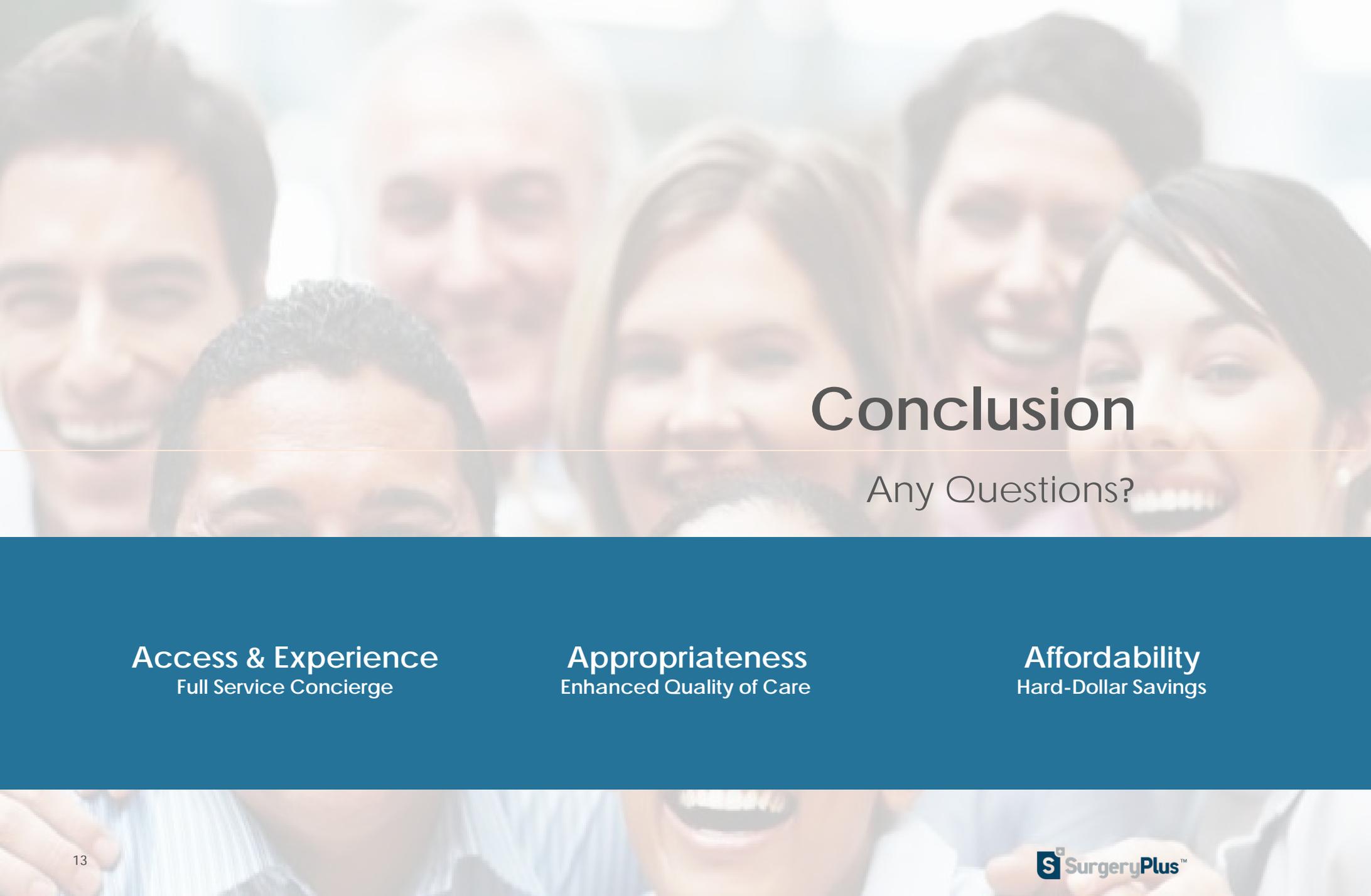
* Contingent upon plan design coverage.

High impact categories for mandatory program:

- Bariatric
- Joint Replacement
- Spine

 Category included in traditional COE model

 Category not included in traditional COE model



Conclusion

Any Questions?

Access & Experience
Full Service Concierge

Appropriateness
Enhanced Quality of Care

Affordability
Hard-Dollar Savings