

Arizona Care Network Care.Wallet

Innovation to Drive Healthcare Transformation





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An Innovation Hub for Joint Venture Partners



Innovations

Provider Rewards Program | programmatic population health model | predictive risk algorithm

ACN Care.Wallet for providers | Care Wallet for Patients & Families

ACN At-a-Glance



Primary Care



Community Specialists



Facility/ other

6,000 Providers



Care locations statewide

325,000+



Value-Based Lives

13 DIVERSE VALUE-BASED CONTRACTS



- Medicare
- Medicaid
- Commercial
- Direct to Employer



Quality outcomes achieving

\$41 Million

Total Medical Cost Savings

The Quadruple Aim

Our Foundation, Our Values



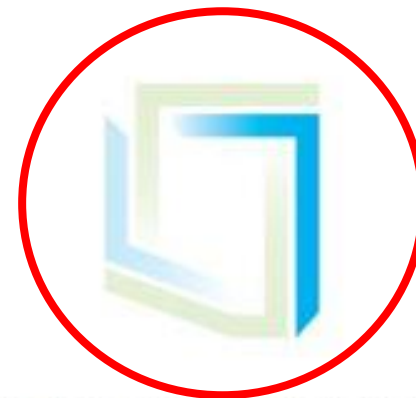
Improve population health
with quality care



Enhance the
patient experience



Reduce costs



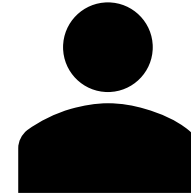
Improve provider satisfaction

Healthcare's Burning Platform



Providers Need:

- Access to actionable data
- Visibility into patient care across the continuum
- Relief from administrative burdens
- A better provider experience



Patients Need:

- Access to their personal data
- Access to high quality, efficient, timely care
- Care coordination among multiple providers
- A more efficient administrative process
- A better patient experience

Physician Burnout



- Administrative burden: Up to 70% of time spent on paperwork
- Challenges balancing patient care and customer expectations
- Shift to pay-for-performance models
- Outdated third-party payment system
- Long revenue cycle

How Can ACN Help?

From ACN 2018 Provider Satisfaction Survey

Please, give us:

- Clear Metrics
- Data Transparency
- Performance Insights
- Accurate & Timely Payment

But DON'T increase our administrative burden

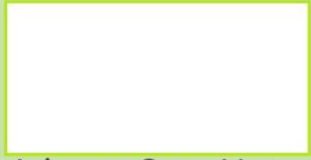


Innovation That Treats What Ails Providers Most

Relief from administrative burdens

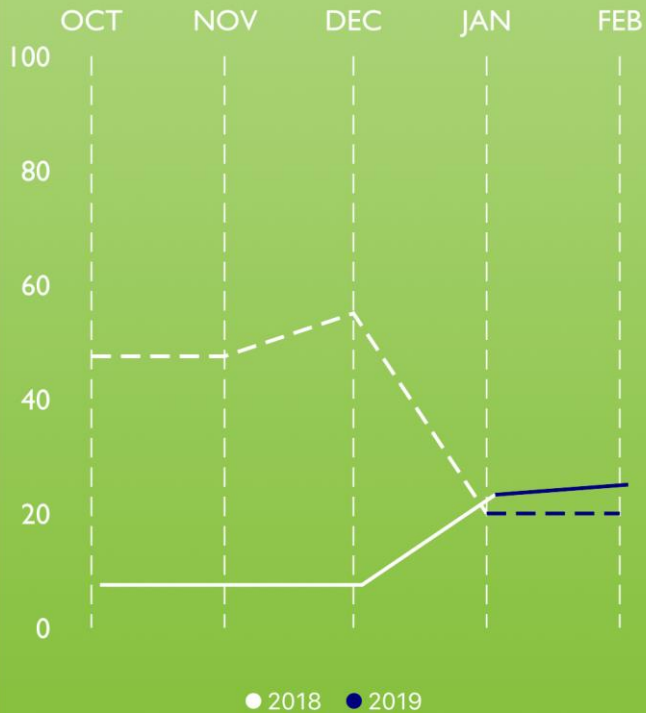


Arizona Care Network Provider Rewards Program, 2019



-- 20/100

Arizona Care Network — 25/100



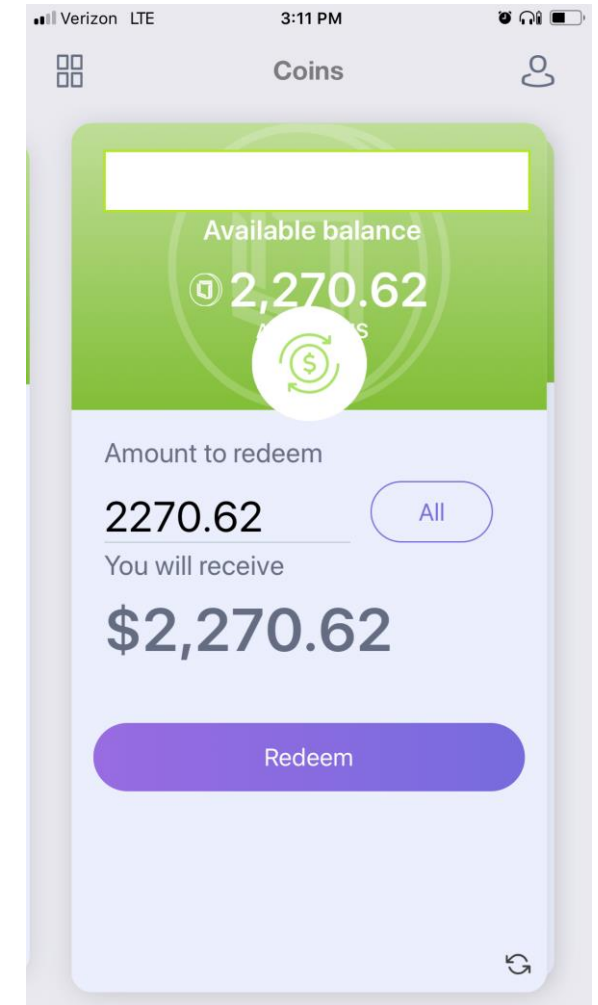
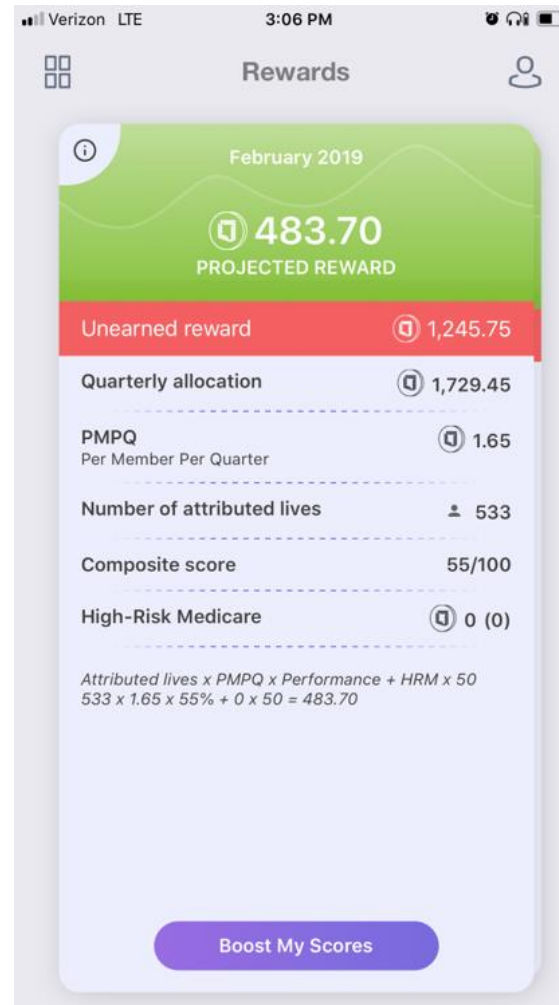
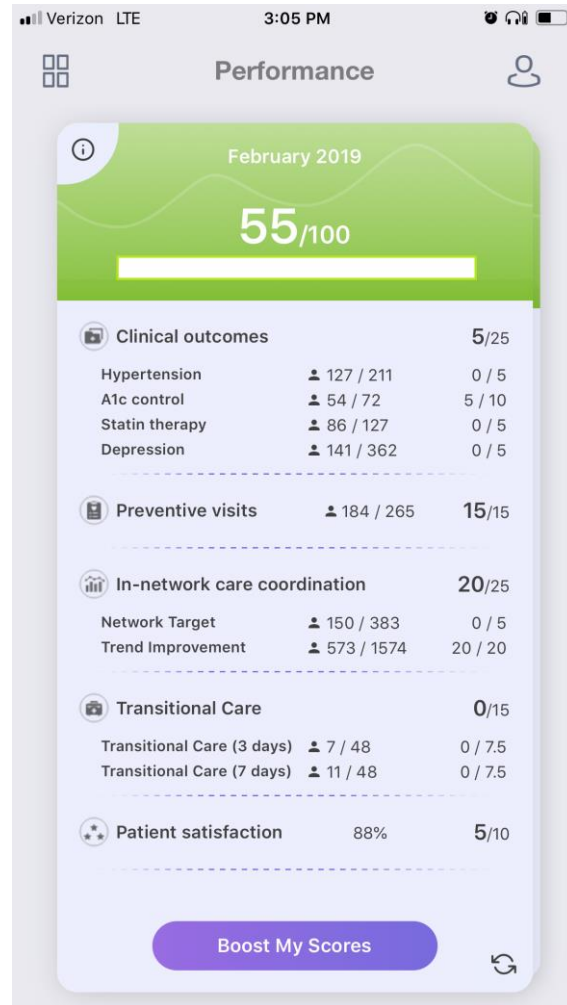
Cards in deck: 14

ACN Care.Wallet

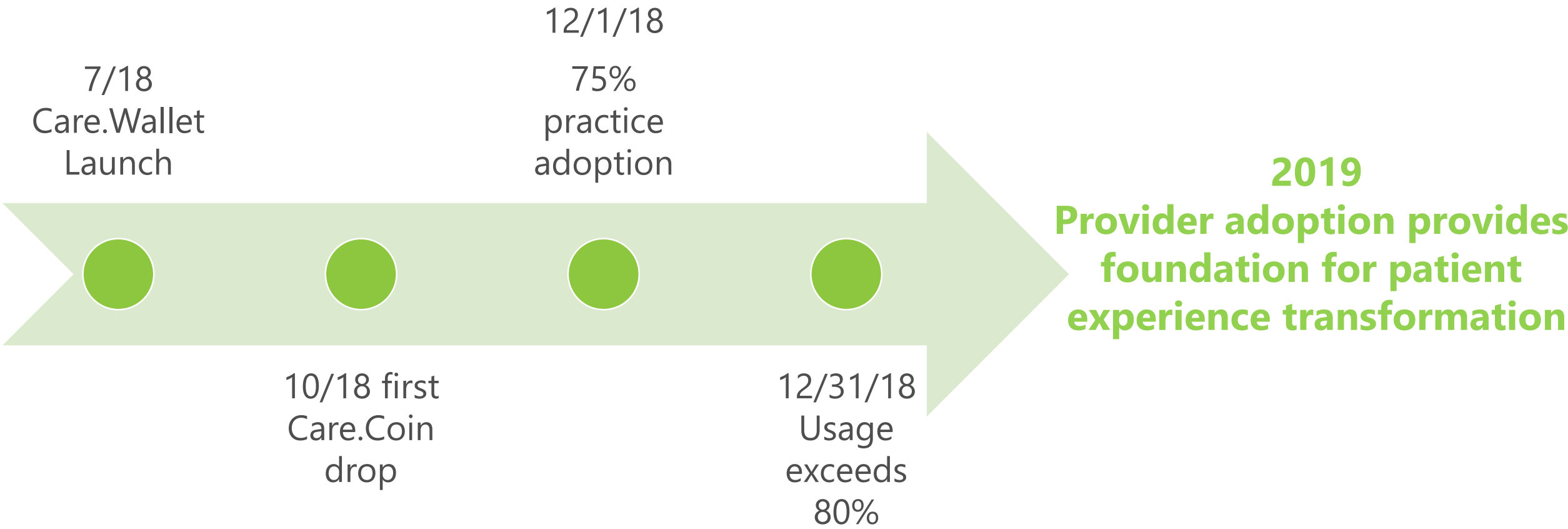
Blockchain innovation:

- Incentivizes aligned behaviors
- Anytime access to Provider Reward Program metrics
- Timely, transparent, actionable data to improve care
- Convenient notification – info in one location, always at hand
- Leading indicator of VBA success
- Redeem incentives, gainshare with Care.Coin

ACN Care.Wallet Views



ACN Results





Innovation That Improves the Patient Experience

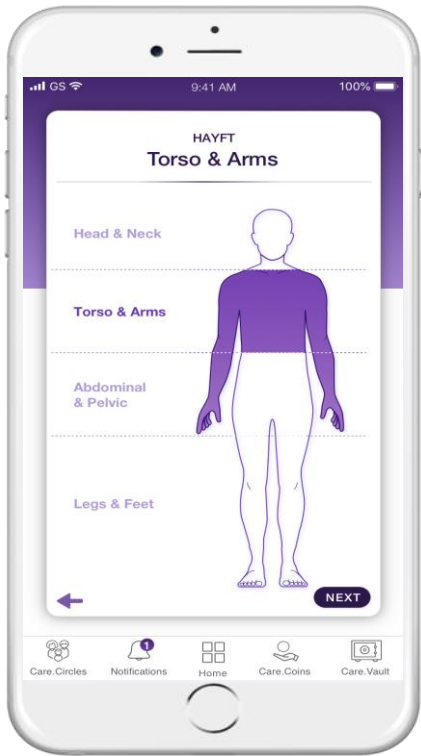
Digital member & provider affiliation program

Bringing Value to our Stakeholders

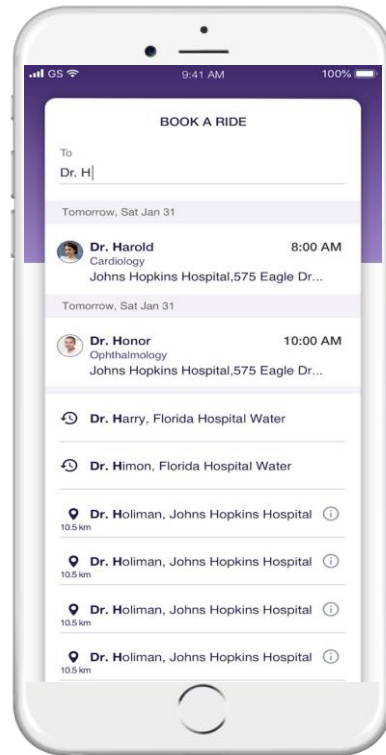
Care.Wallet for Patients features

- ACN Identification Card and Payer Affiliation
 - Link to N Compass Concierge services
 - Link to MyAZDoc or provider finder services
- Appointment Card & Self-Referral
 - Drives referrals directly into highest performing practices, network facilities, improving care coordination, patient experience
 - Facilitation through N Compass, ACN centralized referral team
- Transportation Card – supported by Lyft and Uber
 - Pre-paid transportation to select network groups and facilities

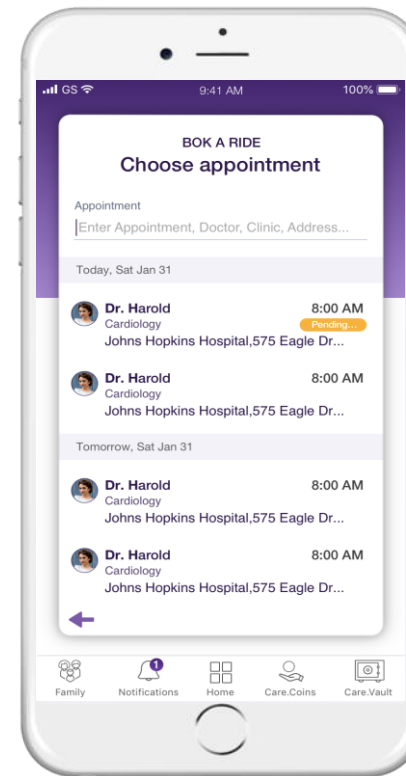
In Development Today



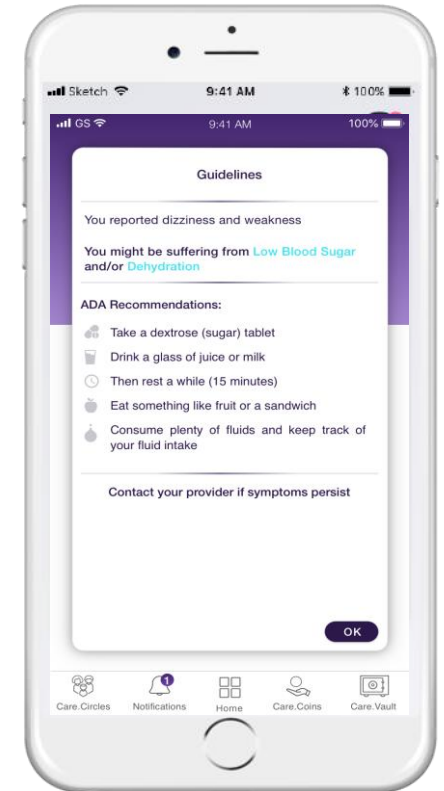
How Are You Feeling Today?



Transportation

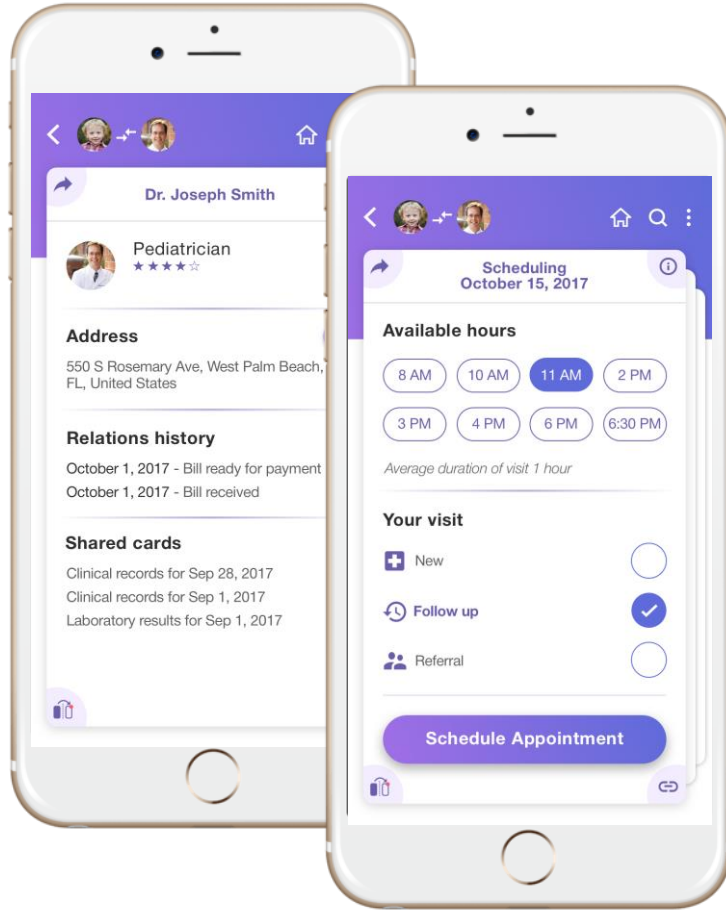


Appointments



Patient Education

The Future Care.Wallet for Patients



Clinical

Chronic diseases

Preventive

Episodic

Wellness

Quality measurement

Financial

Bills and payments

Reconciliation and adjustments

Cost comparison and discounts

Financial Analytics

Digital tokens

Administrative

Appointments

Referrals

Eligibility

Enrollment

Customer service

Technical

Integration end points

System extensions

Event handling

Machine learning

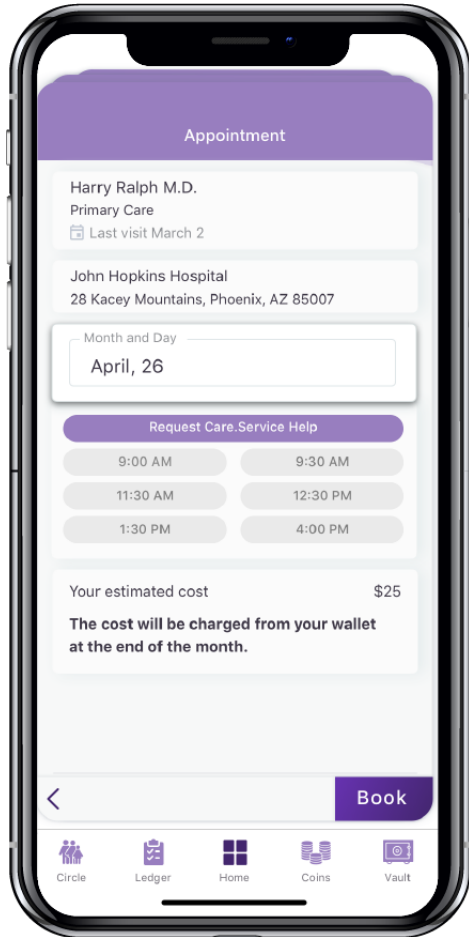
Specialized algorithms



Tell a different healthcare story with Care.Cards

Sasha's Journey

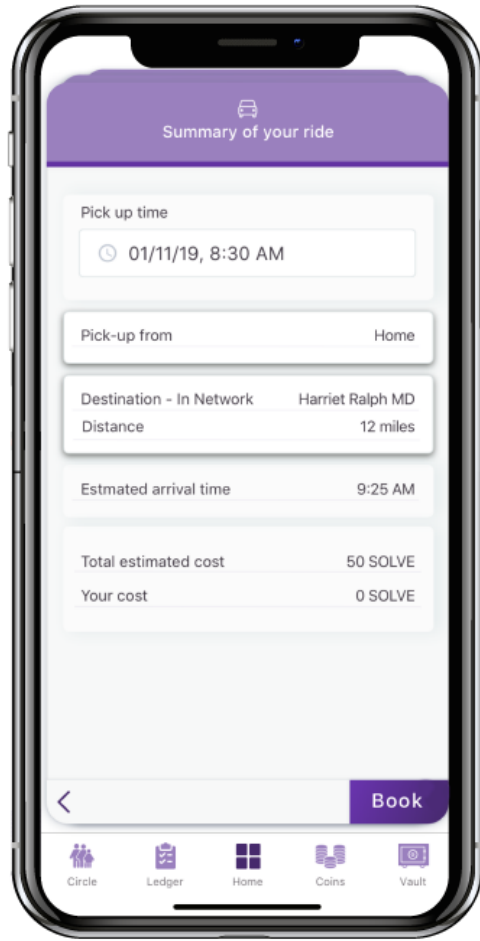
Appointments



Fast and easy way for Sasha to schedule an appointment through her Wallet. Her Care coordination team will find her the perfect option within minutes



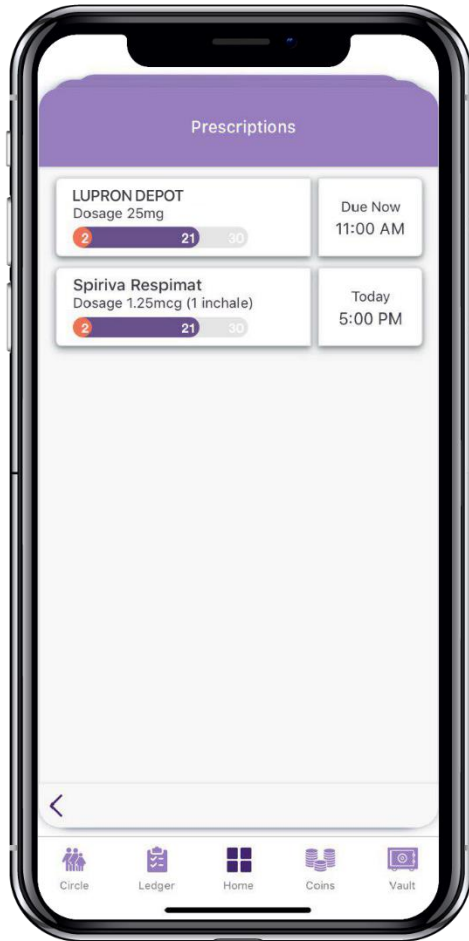
Book a ride



Sasha also receives a ride card, which she uses to take her Son Raymond to the doctor



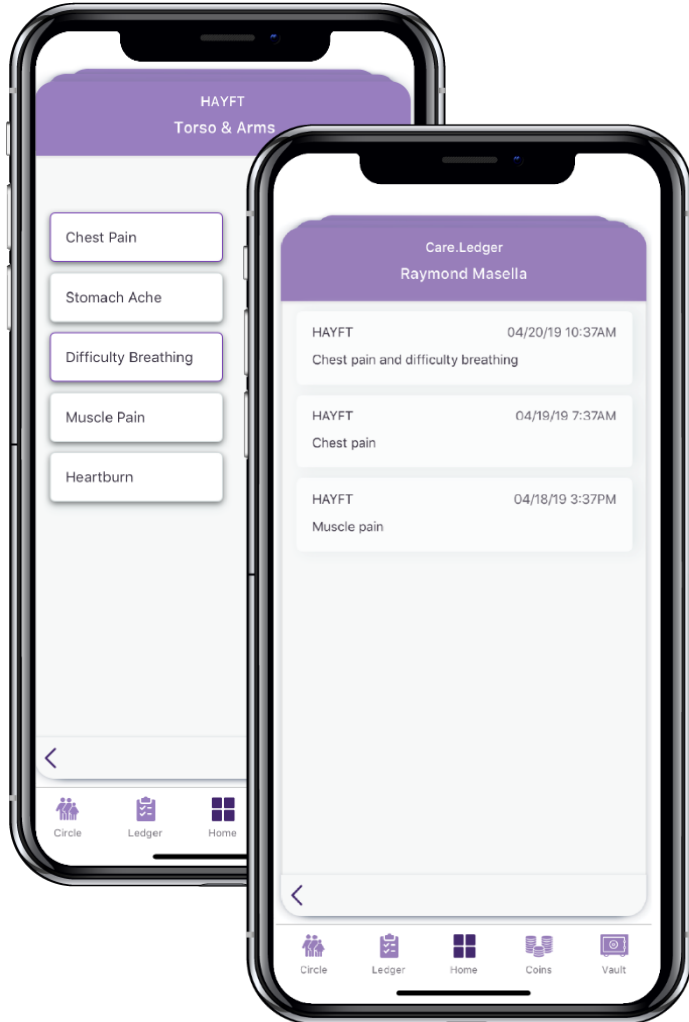
Prescriptions



After the pediatrician checks Raymond, he gives him a prescription.



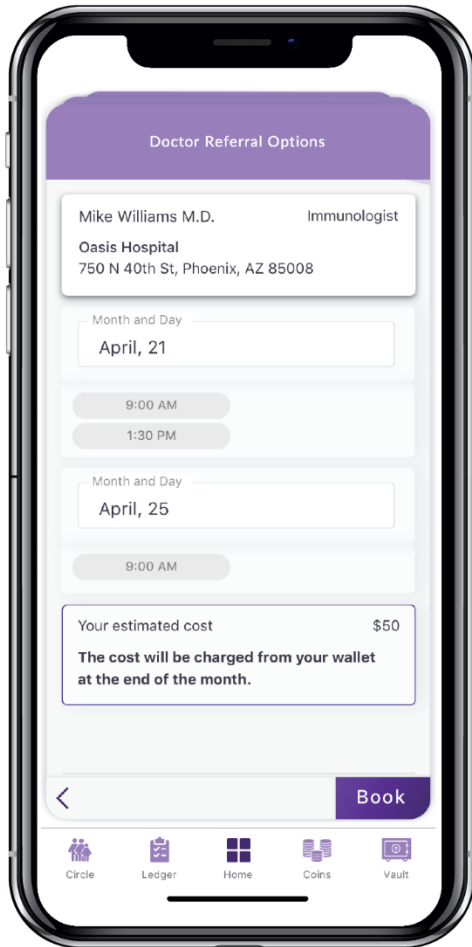
How Are Your Feeling Today?



The pediatrician notices in the How Are Your Feeling Today (HAYFT) Card that Raymond isn't getting any better and refers him to a specialist.



Referrals



Sasha picks an appointment option that works best for her and Raymond, and the appointment is confirmed instantly!



**Thank you for allowing
us to share our
innovation journey!**

Arizona Care Network



A Better State of Care

