

Premise Health[®]



Unlocking Better Value

Advanced Primary Care for Employers



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Introduction

Organizations across the country have one thing in common – **healthcare isn't working for them, or their employees.**

Regardless of industry, size, and location, it's a prevalent problem, primarily driven by two factors: access and cost.



Access

On average, it can take up to 26 days to get an appointment with a primary care doctor¹ and nearly 50 days with a therapist.² When it's so hard to get in for care, it's no wonder one in three Americans don't have an ongoing relationship with a primary care provider. Pair the shortage of primary care doctors with a rise in the number of people who are managing a chronic condition, and it's clear – our country is facing an access crisis.



Cost

One problem often leads to another. The access crisis is driving up healthcare costs, for both employers and their employees. When people can't get the important primary care they need because there isn't an appointment for months, they are less healthy and spend more on emergency care down the road. The average family healthcare insurance premium has increased 47% since 2013,³ and healthcare costs are expected to grow for employers by almost 8% in 2025.⁴



Is this our reality, or is there **a better way?**



To get the best outcomes – healthier people, lower costs, and higher ROI – the first step is for employers to take control of their healthcare spend. There are a lot of ways to do this, like consolidating solutions or requiring use of centers of excellence. However, there is one simple strategy, backed by research and data, that can put employers back in the driver’s seat.

The answer? **More primary care.**

Research proves that when you invest in high-quality, accessible primary care, people get healthier, which reduces costly downstream care. Your overall costs decrease while you watch your ROI grow.

Primary care accounts for 5-7% of healthcare spend, yet influences up to 90% of total healthcare costs.



Primary care has been demonstrated to be associated with enhanced access to healthcare services, better health outcomes, and a decrease in hospitalization and use of emergency department visits.





What is advanced primary care?

What is it?

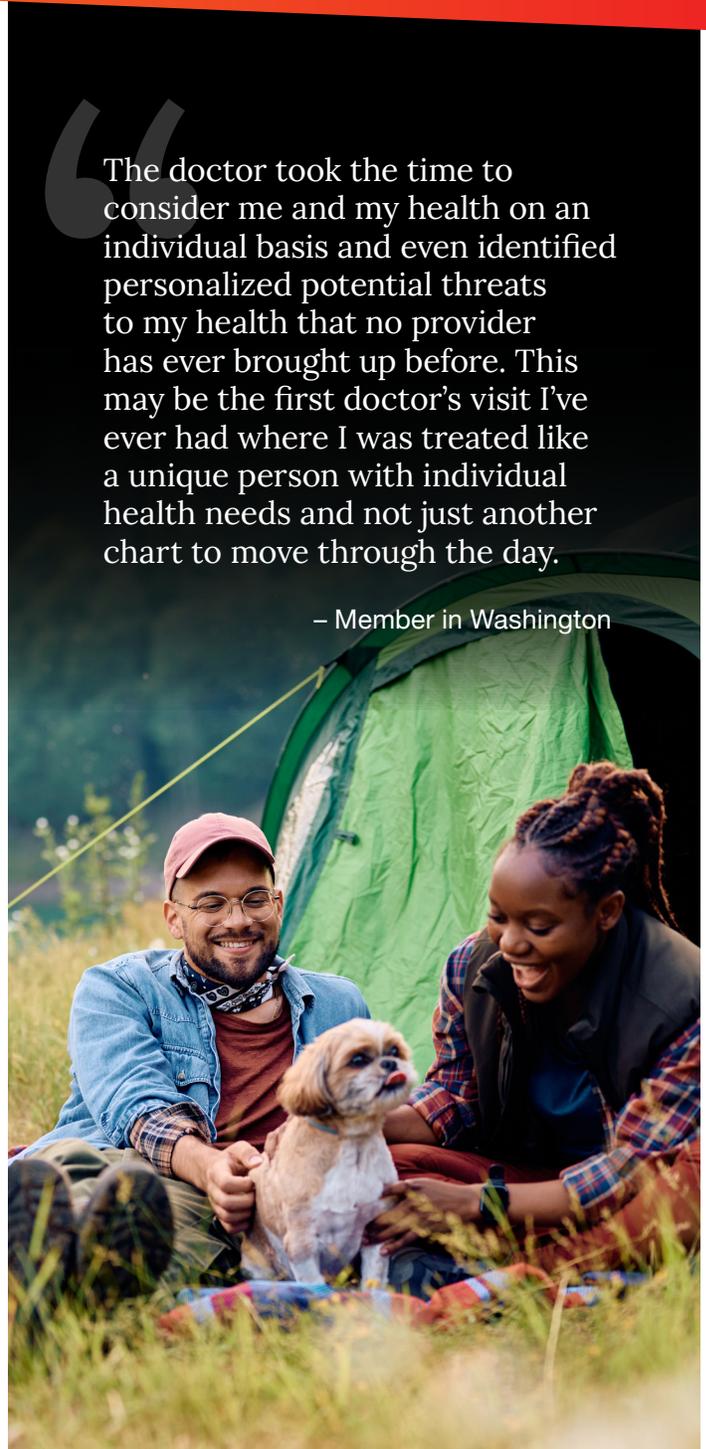
A care model that builds on the Patient-Centered Medical Home by prioritizing easy access, helpful technology, and whole-person care to improve population health.

The concept of primary care began to take shape in the early 1900s, but recognizing its importance in improving health didn't happen right away. In the early 2000s, the Patient-Centered Medical Home (PCMH) model was developed to help improve the healthcare system, emphasizing coordinated, comprehensive, patient-centered care. It served as the gold standard for nearly 30 years, becoming a widely accepted model for how primary care should work to meet patients where they are. However, as technology has changed and new research on primary care emerged, a new model has taken shape: advanced primary care.

Organizations like the Primary Care Collaborative, Purchaser Business Group on Health, and The National Alliance of Healthcare Purchaser Coalitions have been instrumental in helping establish advanced primary care's definition and core tenants for employers. There are seven key tenants that set this care model apart.

“The doctor took the time to consider me and my health on an individual basis and even identified personalized potential threats to my health that no provider has ever brought up before. This may be the first doctor's visit I've ever had where I was treated like a unique person with individual health needs and not just another chart to move through the day.

– Member in Washington



Putting the “advanced” in primary care.



ENHANCED ACCESS

Patients have access to a combination of in-person and virtual care



PATIENT-CENTERED

Providers spend more time with patients, enhancing their experience and building trusted relationships



VALUE-DRIVEN

Realigned payment methods allow providers to focus on value, outcomes, and quality, not visit volume



TEAM-BASED

Care providers have the clinical and organizational infrastructure in place to deliver collaborative, team-based care



MIND AND BODY

Patients get healthier when healthcare considers not only their physical health, but also their mental health and environment



OUTCOMES-DRIVEN

Chronic condition care powered by claims data insights helps providers focus on health improvement for those who need care the most



CONTINUOUS

Necessary referrals are made to high-value specialists, and the care team remains connected to the patient to ensure coordinated, continuous care



Advanced primary care generates significant results for both organizations and your people.

Advanced primary care provides more care upfront, so people have support on their healthcare journeys. As a result, people are more likely to get important preventive and primary care, helping them stay healthier and out of more expensive facilities, like community hospitals and the ER. Organizations that invest in advanced primary care spend more on the front end, often increasing their primary care spend from 4-5% to 8-10%. However, they save on specialty and hospital care, creating a significant ROI.

The value for employers.



Organizations are faced with all kinds of challenges when it comes to healthcare.

You may struggle to reach the people who need care the most, like those trying to manage a chronic condition. Or maybe there are no convenient, high-quality care options near where your people live and work, so they have no choice but to visit the hospital or miss work to travel to the nearest facility. The biggest challenge weighing on many employers is the unsustainable healthcare cost increases that seem to get bigger and bigger each year.

“My prior physicals would consist of standard bloodwork and less than 10 minutes of rushed questions from my provider. My experience at this appointment was the exact opposite! The doctor was extremely thorough, asked thoughtful questions pertaining to my specific history, and ordered labs and tests that I’ve never had before. I left my appointment feeling very grateful for my benefits and sad for the millions of people who only have those rushed, in-and-out experiences to help frame their standard of healthcare.

– Member in Tennessee

Advanced primary care can help solve for each of these scenarios, **plus many more.**

The Problem

A large percentage of our population has one or more chronic conditions.

The Solution

5% of employees account for 60% of an employer's medical spend each year. With advanced primary care's focus on outcomes, the care model ensures patients with chronic conditions feel supported in getting their health back on track.

For a large auto manufacturer in the Midwest, healthcare costs were rising because their employees who needed care the most, those who were high-cost and high-risk, had limited access to appropriate care. The employer decided to offer advanced primary care to make access easier, which allowed them to use their claims data to identify and proactively engage with their sickest employees. The data also helped care teams identify over 300 employees who had undiagnosed chronic conditions that hadn't been caught in the community. They developed personalized treatment plans for each member that improved their health and closed care gaps.

By successfully identifying a high number of chronic conditions and ultimately better managing the employees' overall health, this employer realized over \$6 million in cost savings over a five-year period.

Without advanced primary care's focus on outcomes and those managing chronic conditions, employees would have continued to get sicker without the support they needed, and their healthcare costs would've climbed higher every year.



The Problem

Our people and their families have poor experiences with the current healthcare system, so they avoid receiving care.

The Solution

Part of what sets the advanced primary care model apart is its **focus on the patient.**

A technology company's employees were having difficulty getting the care they needed, so they were putting off important preventive care. Their go-to location for healthcare didn't accept walk-ins, and the average wait for a primary care appointment in the community was 26 days.

To provide a better experience, this employer began offering an advanced primary care model, which included primary care, behavioral health, and chronic condition care, as well as access to same-day and next-day appointments. Because it was faster and easier to access care, the number of employees who saw a primary care provider skyrocketed.

In addition, having access to an advanced primary care model with different types of services made it even easier to get comprehensive care. 47% of members use multiple services, with primary care and behavioral health among the top. This employer's effort to improve their people's healthcare experience with advanced primary care was successful. In the first eight months of offering care, the average Net Promoter Score was 91 – an exceptional result when compared to the median score of 57 across the healthcare industry.



“I'm alive, I'm alive, I'm alive.... They created an environment that is inviting, safe, and comfortable to approach and ask questions.

– Member in Missouri

The Problem

We don't have control over our healthcare spend.

The Solution

Because advanced primary care incorporates helpful technology, **employers can identify what's driving healthcare costs by looking at claims data.**

A Southern snack food manufacturer's mental health spend was a relatively small portion of their overall healthcare costs. But after analyzing the data available to them through an advanced primary care model, they realized they were paying significantly more than the standard amount on a per-person basis because the care available in their community was expensive. The data also showed that while mental health was a small portion of their spend, it was rapidly growing and could end up being their highest cost category in the span of a few years.

Armed with that knowledge, this employer could make decisions to better meet employees' mental health needs. They decided to focus on increasing awareness of the behavioral health services they already provided as part of an advanced primary care model. Their efforts resulted in an increase in engagement with mental health visits at their existing onsite wellness center and a significant reduction in their mental health spend.





In a recent claims-based analysis of over 207,000 lives attributed to Premise Health, across 26 employers and unions, the results show advanced primary care leads to better health and lower healthcare costs.

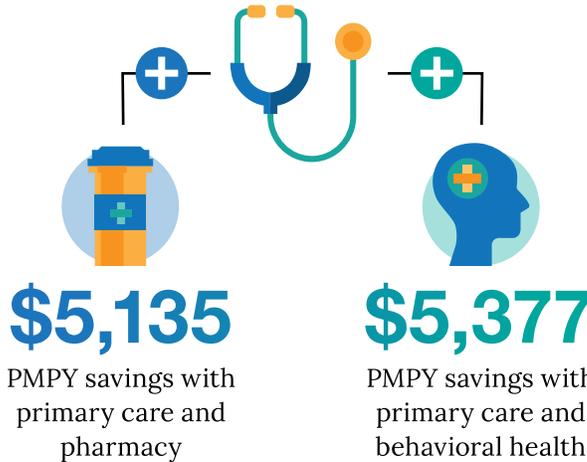
28% or \$290 average savings for members

20% increase in routine, preventive, and mental health office visits

17% increase in routine, preventive, and mental health office visits

52% reduction in inpatient hospital admissions

30% or \$2,434 average total cost of care savings



Advanced primary care at Premise Health.



I truly did not know what I was missing until now. I have seen a provider for years in the community and always felt my care was more reactive instead of preventive. This is the first time someone has taken time to hear my story and work to formulate a plan for my health. You've not only listened to me but are working to address my concerns. I am receiving the quality of care that I never did in brief visits with my provider. I love your preventive approach . . . and I cannot thank you enough for the care that you are providing. I feel positive after each visit, and I have a renewed sense of hope that I can take better care of my health!

– Member in North Carolina



Advanced primary care is a best-in-class approach to providing the level of care everyone deserves.

Premise Health's advanced primary care model brings together six different types of care, delivered as one cohesive experience. This integrated approach delivers better experiences, better health, and better value to you, your members, and their families.

The types of care included as part of advanced primary care at Premise are:

-  Primary care, using the Patient-Centered Medical Home model
-  Behavioral health
-  Pharmacy
-  Care management
-  Care navigation
-  Virtual primary care

Our advanced primary care model gives your employees access to highly qualified care providers who work together as a team to support their health.

Premise is the only direct healthcare company that can deliver this comprehensive model. Our model places an emphasis on value over volume, prioritizing health outcomes, not the frequency of visits.

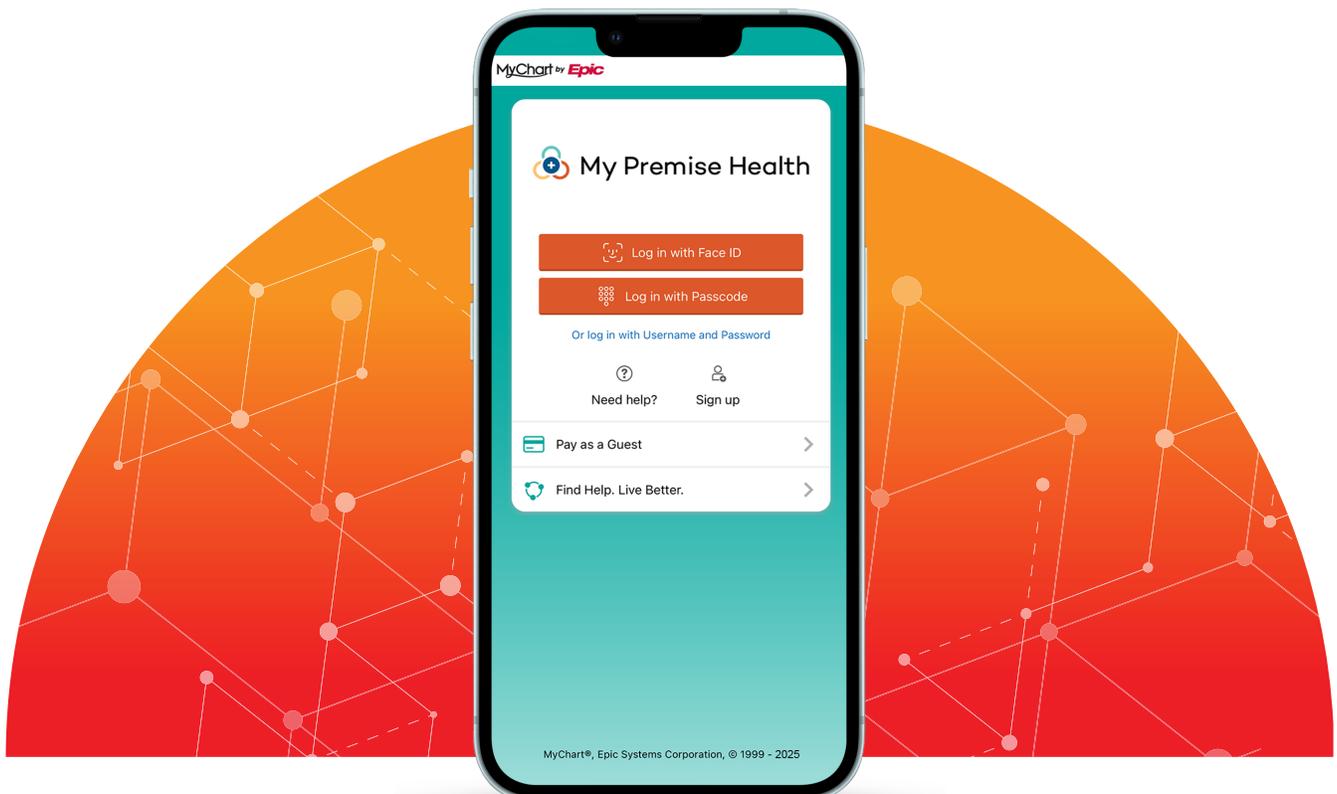


Advanced primary care utilizes innovative technology and population health data to improve the healthcare experience.

With the My Premise Health app, powered by Epic, when a member's appointment is over, their care journey isn't. Providers and members can easily keep in touch between visits using secure messaging in the app, allowing members to feel cared for and supported from wherever they are. Members can also request prescription refills, view lab test results, and schedule new appointments through their member portal, both online and in the app.



Through population health insights, safe and secure access to your claims data gives our care teams a complete picture of a member's care journey. This data helps us identify missed preventive appointments and screenings, note any prescriptions a member didn't pick up, and see any care they received in the community that could've been addressed at your health center. These insights inform our next steps in anticipating – and closing – gaps to care facing your members, helping them stay healthier.





Why **employees** love it.

We've already established the current healthcare system doesn't work the way it should. It's impacting employers, but it's also directly impacting your employees and their families. Advanced primary care with Premise is a benefit that will give your employees plenty to fall in love with.

SAME AND NEXT-DAY APPOINTMENTS

Life happens, and your people shouldn't have to wait to get the care they need. Over 80% of our centers have same-day availability, and members spend less than 10 minutes in the waiting room.

ONE EASY-TO-USE APP

Managing care is easy with the My Premise Health app, which syncs with hundreds of electronic health records. Members can schedule appointments, refill prescriptions, and send secure messages to their provider all in one place.

LOW-COST

When care is affordable or copays are waived, people are more likely to get the care they need.

CARE ANYTIME, ANYWHERE

Virtual care means your employees always have their provider in their pocket, whether they're at home or across the country.

TRUSTED CARE TEAMS

Silos don't exist here. Our providers communicate and work together to provide the best care possible, all while spending plenty of time with each member to form trusted relationships.

EASY REFERRALS

If someone needs to see a specialist, they don't have to navigate the healthcare system alone. We have their back, referring them to high-value specialists and even scheduling the appointment for them.

If I had not come into the clinic that Friday, I would have had a stroke or, worse, not be here anymore. You have given me a new lease on life.

– Member in New Jersey

The **right side** of healthcare.

As the healthcare system evolves from a fee-for-service to a value-based model, advanced primary care will be critical in enhancing experiences, reducing costs, and improving population health.



1 **Advanced primary care emphasizes the importance of preventive care.**

Primary care catches health concerns early. By preventing serious health issues from arising, advanced primary care reduces healthcare spend on trips to the ER and hospital. Avoiding these costly trips saves you, and your employees, money.

2 **Advanced primary care is integral to chronic condition management.**

Chronic conditions are on the rise – and, as a result, so is medical spend. But regular check-ins with a primary care provider, alongside support from clinical team members like a pharmacist and care manager, can help your employees stay on top of their medications and care plan, helping them get healthier, quicker, while avoiding expensive trips to the hospital.

3 **Advanced primary care leverages data and technology to improve health outcomes.**

In an advanced primary care model, providers have access to data-driven insights that help them provide high-quality, cost-effective care. When they can see the full picture of a patient's health, data analysts and provider teams can help you address your top areas of spend.

4 **Advanced primary care takes a team-based approach to care.**

A one-stop-shop means your employees are receiving in-network care from a coordinated team that knows your benefits package. If specialty care is needed, the care team can recommend a high-quality, low-cost facility to avoid wasteful medical spend and duplicative care down the road, further increasing your cost savings.

The bottom line:

Advanced primary care unlocks higher healthcare ROI for you.

A representative, claims-based analysis by Premise Health showed **advanced primary care is saving employers and unions an average of 30%, or \$2,434, on the total cost of care for members and dependents attributed to Premise,** compared to those who access care in their communities.

Findings from the analysis showed that offering primary care along with virtual primary care, pharmacy, behavioral health, care management, and/or care navigation led to higher utilization, stronger clinical coordination, and higher per member per year (PMPY) total cost of care savings.

At Premise, our advanced primary care model is improving health outcomes while increasing ROI for employers. From routine check-ups to in-network referral coordination and support, we offer integrated, equitable advanced primary care that can be customized to your unique needs. It's the right side of healthcare.



To learn more about how Premise's advanced primary care model can positively impact your bottom line, contact us today.

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**It's not simply a premise.
It's the future of healthcare.**

Let's talk about what you need, and how we can help.

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