

# Partner Promise



Commitment	Timing	Desired Goal
<p><b>High-Cost Claimant Assistance</b> Outreach to high-cost risk Members with greatest predicted impact of intervention or cost reduction (medical/pharmacy combined) based on claims history.</p>	<p><b>Within 60 days</b> of high-cost claims identification.*</p>	<ul style="list-style-type: none"> <li>• Reduce Member expenses, ensure Members' care needs are being met, help manage claim expenses.</li> </ul>
<p><b>Complex Care Support</b> Outreach to Members with complex care needs based on claims history.</p>	<p><b>Within 30 days</b> of identified need.*</p>	<ul style="list-style-type: none"> <li>• Support Members' care needs and cost-effective use of resources (provider network, Rx formulary, durable medical equipment, etc.).</li> </ul>
<p><b>Post Behavioral Health Inpatient Hospitalization Care</b> Outreach to behavioral health inpatient discharges within 7 days of discharge date.</p>	<p>Available <b>on Day One</b> and on an ongoing basis.</p>	<ul style="list-style-type: none"> <li>• Ensure Member has access to follow-up care, support with referrals as needed.</li> <li>• Prevent readmission.</li> </ul>
<p><b>Site of Care Program (SOC)</b></p> <ul style="list-style-type: none"> <li>• Outreach to Member receiving specified infusions to assist with locating the most convenient, cost-effective locations for infusions, including their own home.</li> <li>• Offer Member incentives to encourage switching when applicable and incentives for each specified infusion at specific preferred provider locations.</li> </ul>	<p>*Group will be enrolled <b>on Day One</b> and ongoing outreach will be made upon receipt of the initial request for a drug included in the SOC program.</p>	<ul style="list-style-type: none"> <li>• Make it easy for Members to adhere to treatment regimen with convenient and cost-saving locations.</li> <li>• Reduce claims expense, which could impact the group's renewal rate.</li> <li>• Reward Members with financial incentives.</li> </ul>
<p><b>ScriptSaver Program</b> Outreach to Members to assist with saving money on Rx's.</p>	<p><b>Ongoing basis</b> as claims are received.</p>	<ul style="list-style-type: none"> <li>• Save Members money and assist them with medication adherence.</li> <li>• Reduce claims expense, which could impact the group's renewal rate.</li> </ul>
<p><b>Price Assure Program</b> Members benefit from a partnership between our pharmacy benefit manager (Express Scripts®) and GoodRx, which unlocks additional potential savings on generic medications at retail in-network pharmacies. Members pay the lower of their copay, pharmacy usual &amp; customary cost or GoodRx price.</p>	<p>Group will automatically be enrolled in program <b>on Day One</b>.</p>	<ul style="list-style-type: none"> <li>• Offer Members a way to secure the lowest price for generic Rx's, helping them save money.</li> </ul>
<p><b>SafeGuardRx® Programs</b> Members will have access to a suite of products offered through our pharmacy benefit manager (Express Scripts) to tackle difficult-to-manage conditions—combining specialized clinical support, patient engagement tools and effective cost containment strategies. More information can be found at <a href="http://www.safeguardrx.com">www.safeguardrx.com</a>.</p>	<p>Group will automatically be enrolled in program <b>on Day One</b>.</p>	<ul style="list-style-type: none"> <li>• These programs offer lower downstream medical and prescription costs, which will ultimately reduce claims expense and offer the potential to favorably impact the renewal rate.</li> </ul>

<p><b>Chronic Illness Support Program (CISP)</b></p> <p>Members have access to CISP for asthma, coronary artery disease, chronic obstructive pulmonary disease, diabetes and hypertension.</p> <ul style="list-style-type: none"> <li>• Offers \$0 cost share or reduced cost share for select Rx's via mail order. On Large Group HSA Plus plans, specified generic medications are available with copay or coinsurance and no deductible.</li> <li>• No deductible and reduced cost share for physician visits and medical devices for specified chronic conditions. On Large Group HSA Plus plans, a specified number of physician visits are available with copay/coinsurance and no deductible.</li> </ul>	<p>Available <b>on Day One</b> and on an ongoing basis.</p>	<ul style="list-style-type: none"> <li>• Reduce the cost of care for Members and support increased adherence while also reducing complications from a given condition.</li> <li>• Offer potential to favorably impact the cost of claims and renewal rate.</li> </ul>
<p><b>Personal Health and Well-Being Coaching</b></p> <p>1:1 coaching for Members via trained coaches on health and well-being matters including stress reduction and financial coaching.</p>	<p>Available <b>on Day One</b> and on an ongoing basis.</p>	<ul style="list-style-type: none"> <li>• Demonstrate a commitment to improving the health and well-being of employees and their dependents with a personal resource supporting employee retention.</li> </ul>
<p><b>WellRight® Wellness Platform</b></p> <ul style="list-style-type: none"> <li>• Digital wellness platform and app to assist employees and their dependents with wellness.</li> <li>• Wellness challenges and employee health trend analysis/reporting based on employees completing health assessment.</li> <li>• Group Administrators have access to Community Health Options' Wellness Program Manager.</li> </ul>	<p>Available <b>on Day One</b> and on an ongoing basis.</p>	<ul style="list-style-type: none"> <li>• Demonstrate a commitment to improving the health and well-being of employees/dependents, supporting employee retention.</li> <li>• Offer an understanding of health conditions to address and improve claim expenses.</li> </ul>
<p><b>New Member Welcome Outreach</b></p> <ul style="list-style-type: none"> <li>• Personal outreach to new Members to introduce them to their benefits via email or phone.</li> <li>• Encourage portal setup and Express Scripts mail order setup.</li> </ul>	<p><b>Within 90 days</b> after the contract start date.*</p>	<ul style="list-style-type: none"> <li>• Help Members gain optimal use of the tools available to them.</li> <li>• Help Members save money and engage in wellness.</li> </ul>
<p><b>Dedicated Phone Queue for Group Administrator</b></p> <p>Offers rapid and efficient support.</p>	<p><b>With new contract</b> and ongoing.</p>	<ul style="list-style-type: none"> <li>• Save Group Administrators time.</li> </ul>
<p><b>Member Services Advocates</b></p> <ul style="list-style-type: none"> <li>• Easy, access to Member Services, a team with a historic 99% satisfaction rate from Members.</li> <li>• Member Services Associates offer personal handoff to pharmacy or care management when Members need further assistance.</li> </ul>	<p><b>With new contract</b> and ongoing.</p>	<ul style="list-style-type: none"> <li>• Save Members time, support optimal use of benefits and resources.</li> </ul>

\*Demographic/claims data will be necessary to assist with employees' current health conditions. Additionally, employee emails and phone numbers are required to support outreach to Members.

**NOTE:** Select reporting for groups of 100+ Members