State of Georgia
Rural Development Council
Population Health Management Analysis
Population Health Management

Today more than ever different situations call for the application of different types of strategy, but in all cases, the idea is to use healthcare analytics to create quality outcomes, access to care, and reductions in claim costs.

AllHealth CHOICE, powered by MyCharlie, integrates the latest in remote patient monitoring, telehealth, health data exchange and real time analytics solutions. MyCharlie also utilizes socialization tools, health literacy libraries, member engagement, and 24/7/365 care coordination into a single comprehensive service.

AllHealth CHOICE’S innovative care coordination and proactive management approach reduces critical and catastrophic events by transmitting red flag alerts and preventative information to medical providers, enabling corrective action to be taken prior to any event.
The Problem

117 million Americans have one or more chronic illnesses.

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
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<tbody>
<tr>
<td><strong>Over of hospitals faced monetary penalties due to their 2015 readmission rates.</strong></td>
<td>&gt;77%</td>
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<td><strong>Total healthcare spending is associated with care for the over 1 in 4 Americans with multiple chronic conditions.</strong></td>
<td>~66%</td>
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<td><strong>Consumers with chronic conditions report receiving care coordination.</strong></td>
<td>2 - 3%</td>
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- The American Hospital Association supports the use of technology for the management of chronic conditions.
- People with multiple chronic conditions are at increased risk for poorer day to day functioning and increased mortality rates.

Increased spending on chronic disease is a key factor driving the overall increase in spending.

7 out of every 10 Americans take prescription medication. $200 billion a year spent on improper use of prescription drugs.
AllHealth CHOICE Solutions

- Chronic Condition Monitoring
- Customized Employee Lifestyle Management Programs
- Disease Management Programs
- Remote Healthcare Monitoring
- Care Coordination
- Data Analytic Services
- Telemedicine Solutions
A Better Way to Improved Health

Engage Employees towards better health
Strong financial incentives for Employees
Reduce healthcare costs

Healthy Business - Healthy Employees - Healthy Outcomes
Population Health & Risk Stratification

Healthy Well
- Eat Right
- Healthy Lifestyle
- Few Claims

Unhealthy Well
- Unhealthy Diet
- Unhealthy Lifestyle
- More Claims
  
  35% of population generates 18% of cost

Chronically Ill
- Identify illness
- Require attention to compliance
- Highest Cost
  
  20% of population generates 80% of cost

Identified Chronically Ill
20% of employees driving 80% of cost

Unidentified Chronic Illness

Genetics

Lifestyle

Biometrics
- Wellness Program

Disease
- Management
- Data Analytics
- Individualized Healthcare Curriculums
AllHealth CHOICE Proven Results

- Reduction in Readmission Rate: 52%
- Reduction in Emergency Department Visits: 75%
- Patient Satisfaction: 94%
- Medication & Medical Device Adherence: 94%
A Client Study

Over 12 months saw the following results within their actual health claim utilization:

- Reduction in total claims: 55%
- Hypertension: 51%
- CHF: 26%
- Diabetes: 46%
- COPD: 9%

Participants saw reduction in claims:

These savings were per member per year and there were 50 participants in the study.
MyCharlie
AllHealth CHOICE
Chronic Condition Monitoring
AllHealth CHOICE
Chronic Condition Monitoring

• Eligible for the CCM program based on risk factors reviewed via predictive analytics
  – AHC Welcome Letter
  – Initial Program Overview Call
  – Care Pathway and Comprehensive Plan of Care Review with Care Manager
  – Pharmacy Review

• AHC will provide members with Bluetooth enabled monitoring devices
  – Pulse Oximeter
  – Glucometer and supplies
  – Weight Scale
  – Blood Pressure Cuff
  – Thermometer
  – Samsung Tablet/Internet Access
AllHealth CHOICE
Chronic Condition Monitoring

• 24/7/365 Proactive and Reactive Nurse Driven Care Management
• Care Pathways that include medical, behavioral and SDOH
• Pharmacist Oversight
• HIPPA compliant video capability
• Integrated medication reminder program driven by the plan of care
• Transmission of vital information with participants PCP
• Medical calendar of events
  – Care manager read/write access
  – Patient receives alerts of upcoming events
• At Risk Service Contracts Available
AllHealth CHOICE
Chronic Condition Monitoring

- **Additional program highlights**
  - Customized URAC Accredited educational information provided to participants
  - Real-time vital alert monitoring using artificial intelligence to ensure timely response to trigger events
  - MyCharlie also accessible via the web

- **Dynamic Health Risk Score**
  - Combines both clinical and behavioral data
  - Provides a clear path for areas of key focus leading to faster results
  - Seamless integration
MyCharlie
AllHealth CHOICE
Lifestyle Management Solution
Designed with 4 Objectives in Mind

To complement an employer’s existing benefits package. It is not a replacement or substitution for any existing health insurance or employer plan.

To generate immediate, current and long-term sustainable savings.

My Charlie creates an instant connection with the member, resulting in increased engagement with their wellness program.

With state of the art tracking, reporting and documentation to support the fundamental metrics of the plan, turning data into actionable intelligence to favorably impact future healthcare costs.

Complementary

Metrics

Healthcare Savings

Engagement
AllHealth CHOICE
Lifestyle Management Program

- Pre-populate employee data from census file
- Ability to gather other vital information during Health Fair
- Includes AHC Biometric screening results which will be added to employee record in MyCharlie
- Customized communication available to employee
Integration of socialization tools for members

Access to Medline Plus Health Library

Continued Member engagement
- Multi-channel communication tool
- Pre-scheduled quarterly/annual events
- Customizable on demand communications

Dynamic Health Risk Score
Our unique, *dynamic* **Health Risk Score** combines both **behavior** and **clinical** data to compile a complete user profile.

*Participant’s profile is aligned with multiple integrated behavior change models to deliver a personalized health action plan that is tailored to their health risk and health skill level.*

**Health Risk Score** is adaptive. * Allows participants to focus on the areas where they will get faster results in the shortest time as they progress along their wellness continuum.*

**Health Risk Score** seamless integration. *Integrates into any eHealth infrastructure resulting in a turnkey wellness solution.*
MyCharlie at Work

Being **proactive** is as easy as:

Engage quickly with your healthcare coach via...

- [ ] Call or Text
- [ ] Email
- [ ] Video Chat

Connect to discuss and learn about...

- **MEDICAL COUNSELING**
  Navigate health questions and medical issues

- **DISEASE MANAGEMENT**
  New diagnoses, symptom management

- **NUTRITION**
  Recipes, diets and more

- **PHYSICAL FITNESS**
  Workout routines, Fitness regimens

- **LIFESTYLE**
  Break old habits, weave new patterns

AND ... Anything else! Explore all-new methods of building a healthy lifestyle just for you
Health Score Output
Information & Measures

Provides insight & actionable intelligence

- MyCharlie Health Risk Score measures the health of your workforce, giving you practical insight into behaviors, productivity, risks and investment priorities.
- It also detects when employees are ready for change, triggering the actions necessary to affect positive outcomes.
AllHealth CHOICE
Disease Management Program

• Participants are enrolled into the disease management program based on the risk findings of the biometric screening and other predicative analytic tools
• Customized care pathways for each member based with a comprehensive plan of care
• Onboarding of New Participants Includes:
  – Nursing Evaluation
  – AHC Pharmacist Medication Review
• 24/7/365 support is available to participants
Other Program Benefits

The Reports Review function uses sophisticated algorithms to aggregate patient data. View HEDIS Quality Measures, STAR Ratings, or other Health Outcome Data. Snapshot view shows total percentages of adherence with annual measures. In addition, there is data captured related to Behavioral Health Issues and Social Determinants of Health.
AllHealth CHOICE Advantages

- HIPAA & HITRUST Certified
- DICOM & HL7 compliant
- Customizable and Configurable
- Onshore Call Centers
- Remote Caregiving Activity Monitoring

- HIPAA Compliant Video Communications
- Medication Management
- Care Coordination
- Health/Safety Monitoring
- Integrated Digital Health Devices

- Socialization Features
- Scheduling and Alerts
- HEDIS Quality Measures
- Dynamic Campaign Generator
- Detailed Analytics and Robust Reporting
Implementing AllHealth CHOICE unites doctors, nurses, home care providers, family members, and the patient into a cohesive care team with a unified treatment vision. From on boarding, to care plan creation, treatment and monitoring, care teams utilize MyCharlie for ongoing communication and coordination. This unified environment provides direct benefits for employees. With easy access to health resources via in home peripheral device or mobile, employees have a shared sense of wellness ownership and collaboration with their care providers, enabling them to have a more active role in their own care plan.

AllHealth CHOICE’S Pay-for-performance and shared risk pricing models provide peace of mind and the financial incentives to achieve optimal outcomes for employers and employees alike. Additionally, this value based approach supports current initiatives for your health insurance carrier.
Executive Leadership

Ray Cross
President and Co-Founder

Ray earned his BBA from the University of Georgia and an MBA from the University of Colorado. He has extensive experience in the healthcare industry, serving for ten years as CEO of a multi-specialty clinic. During his tenure, the clinic was recognized by Microsoft as a top three clinic in the country for its utilization and implementation of an Electronic Health Record. He served as a consultant in the healthcare field, where he has expertise in merging practices and financial operations. He was appointed to the Georgia Technology Authority by Georgia’s Governor, Sonny Purdue. He served as COO for Interpoint Partners a business technology firm and led the firm to acquisition by Streamline Health in 2012. He is also a founding member of Luminus Diagnostics.

Juliette Simpson
Chief Strategy Officer and Co-Founder

Juliette, a Licensed Clinical Social Worker, holds a Master of Social Work and a Bachelor of Science in Psychology and Sociology from University of Georgia and Presbyterian College. She has over 20 years of healthcare leadership experience with consistently increasing levels of responsibility. As Senior Vice President of Care Integration and Vitality for PruittHealth, Juliette has successfully managed multi-service line healthcare operations with over $400M in revenue to meet or exceed strategic company goals and key business driver targets. She has developed positive relationships with healthcare providers throughout the Southeast and is an active member of several professional and not-for-profit organizations.

Sabrina H. Patterson
Chief Information Officer

Sabrina has a proven track record of strategy, execution, leadership and product development and rollout in both technology and medical management sectors. She successfully managed and led multiple consulting, due diligence, and process improvement projects for JPB Partners, an investment and portfolio management company. Prior to joining the JPB team, Sabrina served as the President and COO of ClaimHub. Under her leadership, Claimhub captured a 93% improvement in EBIDTA. She led the strategic development of all product offerings exploiting new technology options as well as the overall management of the company. Sabrina ultimately led the company to acquisition by Crawford & Company, the world’s largest independent provider of claims management.

Chris Gibbs, MD, FACP
Medical Director

Dr. Gibbs received his BA from University of Georgia University and his Medical Degree from the Medical College of Georgia at Augusta University. He was in private practice for twenty-four years before becoming the Hospice Medical Director for Trinity Hospice in Augusta. Dr. Gibbs also completed his masters of clinical research in 2014. In addition to serving as the AllHealth CHOICE Medical Director, Dr. Gibbs is also a Burn Hospitalist at JMS Burncenters, in Augusta, Georgia where he also serves at the Director of Palliative Care. Dr. Gibbs is very active in his community and serves on a number of community boards.
Contact Information

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