



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.

Chronic conditions are costly!

>77%

~66%

2 - 3%

- 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.

Over of hospitals faced monetary penalties due to their 2015 readmission rates.

Total healthcare spending is associated with care for the over 1 in 4 Americans with multiple chronic conditions.

Consumers with chronic conditions report receiving care coordination



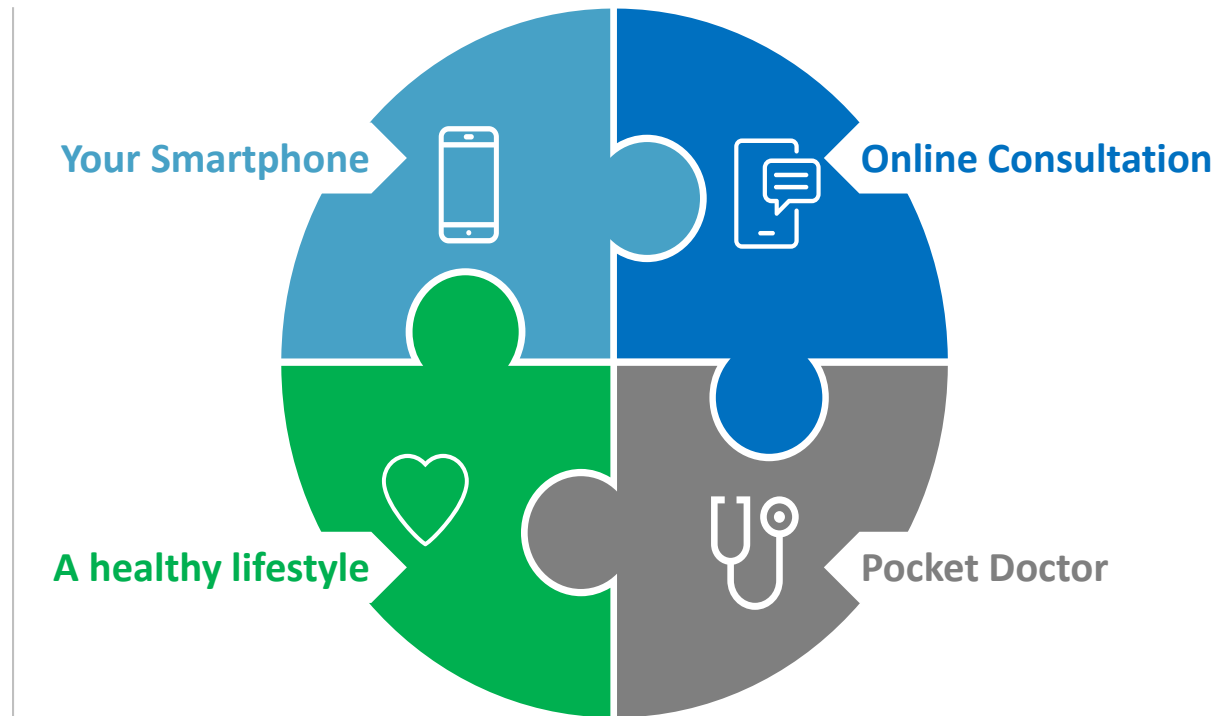
Increased spending on chronic disease is a key factor driving the overall increase in spending.



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

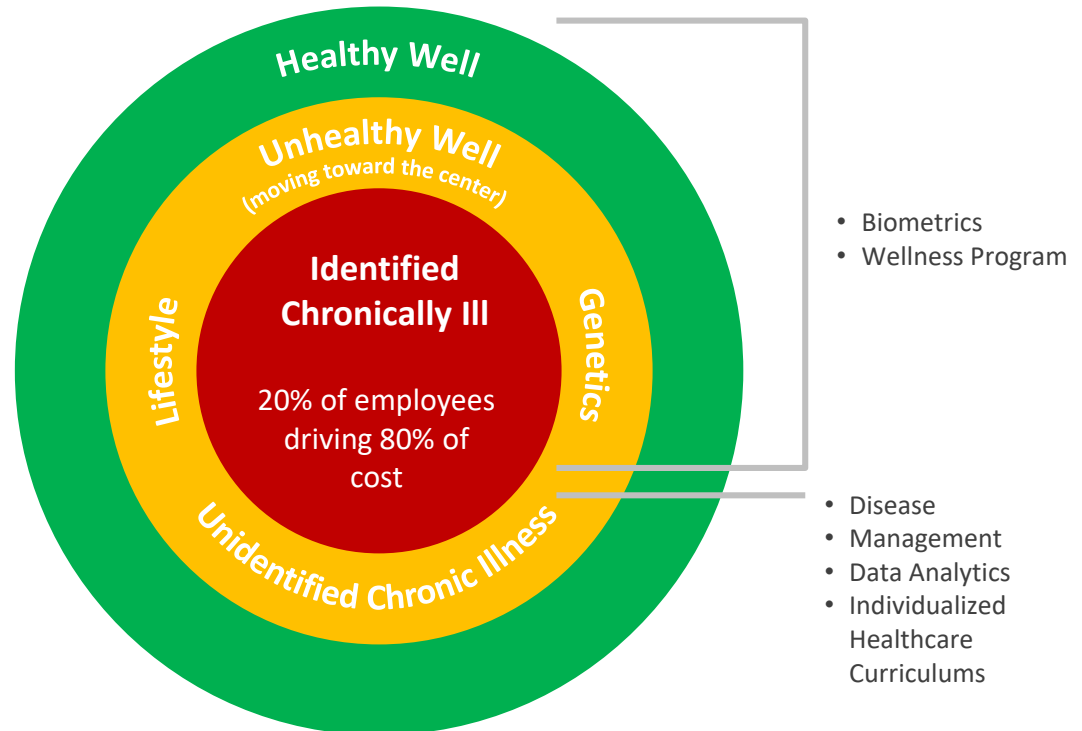
- Unhealthy Diet
- Unhealthy Lifestyle
- More Claims

35% of population generates
18% of cost

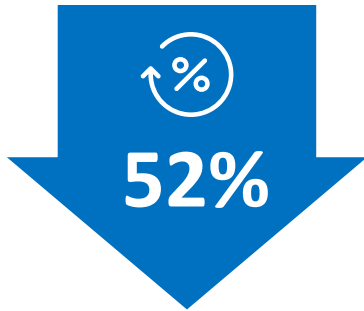
Chronically Ill

- Identify illness
- Require attention to compliance
- Highest Cost

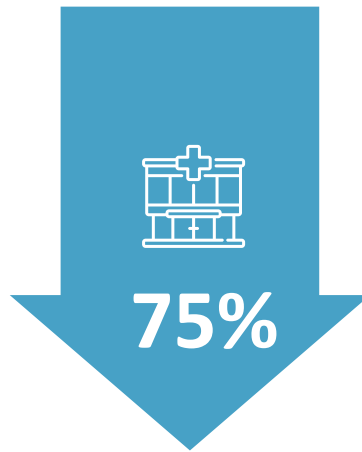
20% of population generates
80% of cost



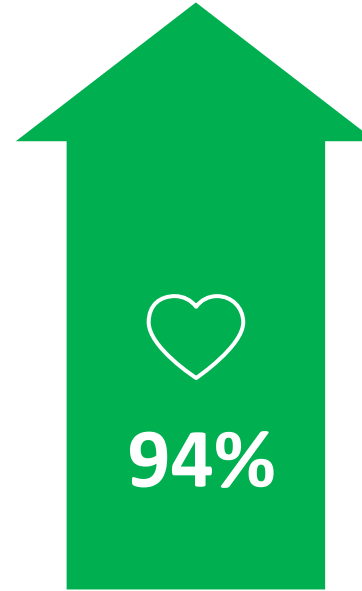
AllHealth CHOICE Proven Results



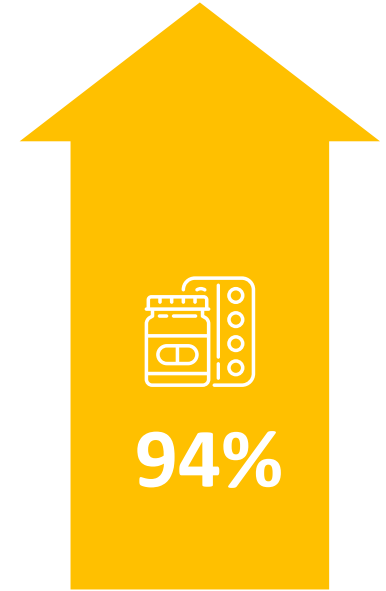
Reduction in
Readmission Rate



Reduction in
Emergency
Department Visits



Patient Satisfaction



Medication &
Medical Device
Adherence



A Client Study

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

55%



Reduction in **total claims**

Hypertension

51%

Participants saw reduction in claims:

46%

Diabetes

CHF

26%

9%

COPD

These savings were per member per year and there were 50 participants in the study



MyCharlie 
An AllHealth CHOICE Solution

MyCharlie
AllHealth CHOICE
Chronic Condition Monitoring

AllHealth CHOICE

Chronic Condition Monitoring

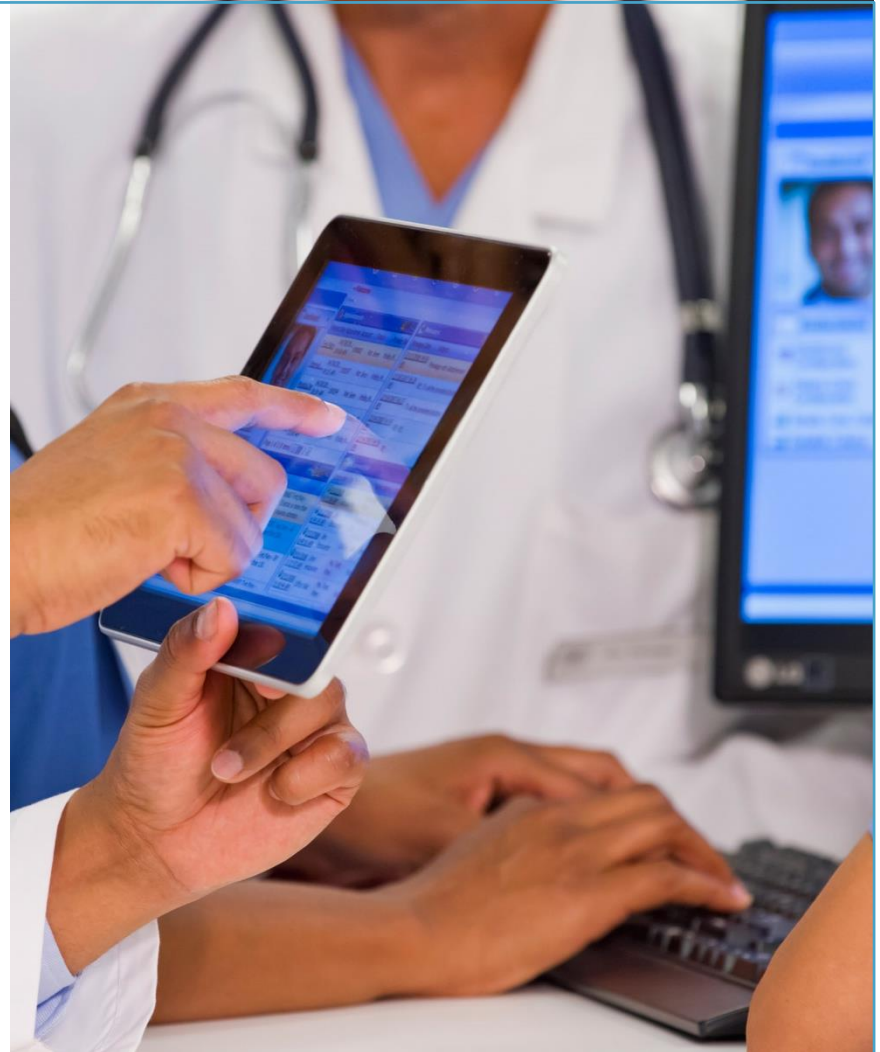
- **Eligible for the CCM program based on risk factors reviewed via predictive analytics**
 - AHC Welcome Letter
 - Initial Program Overview Call
 - Care Pathway and Comprehensive Plan of Care Review with Care Manager
 - Pharmacy Review
- **AHC will provide members with Bluetooth enabled monitoring devices**
 - 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



The screenshot shows a mobile application interface for monitoring health metrics. At the top, there is a blue header with a house icon, the word "Monitoring", and two icons: a clipboard with a pulse line and a list icon. Below the header is a white bar with a back arrow, a bell icon, a Bluetooth icon, and a question mark icon. The main content area consists of six horizontal cards, each representing a different health metric. Each card has an icon on the left, the metric name, the current value, and the date and time of the last update. A right-pointing chevron is on the right side of each card.

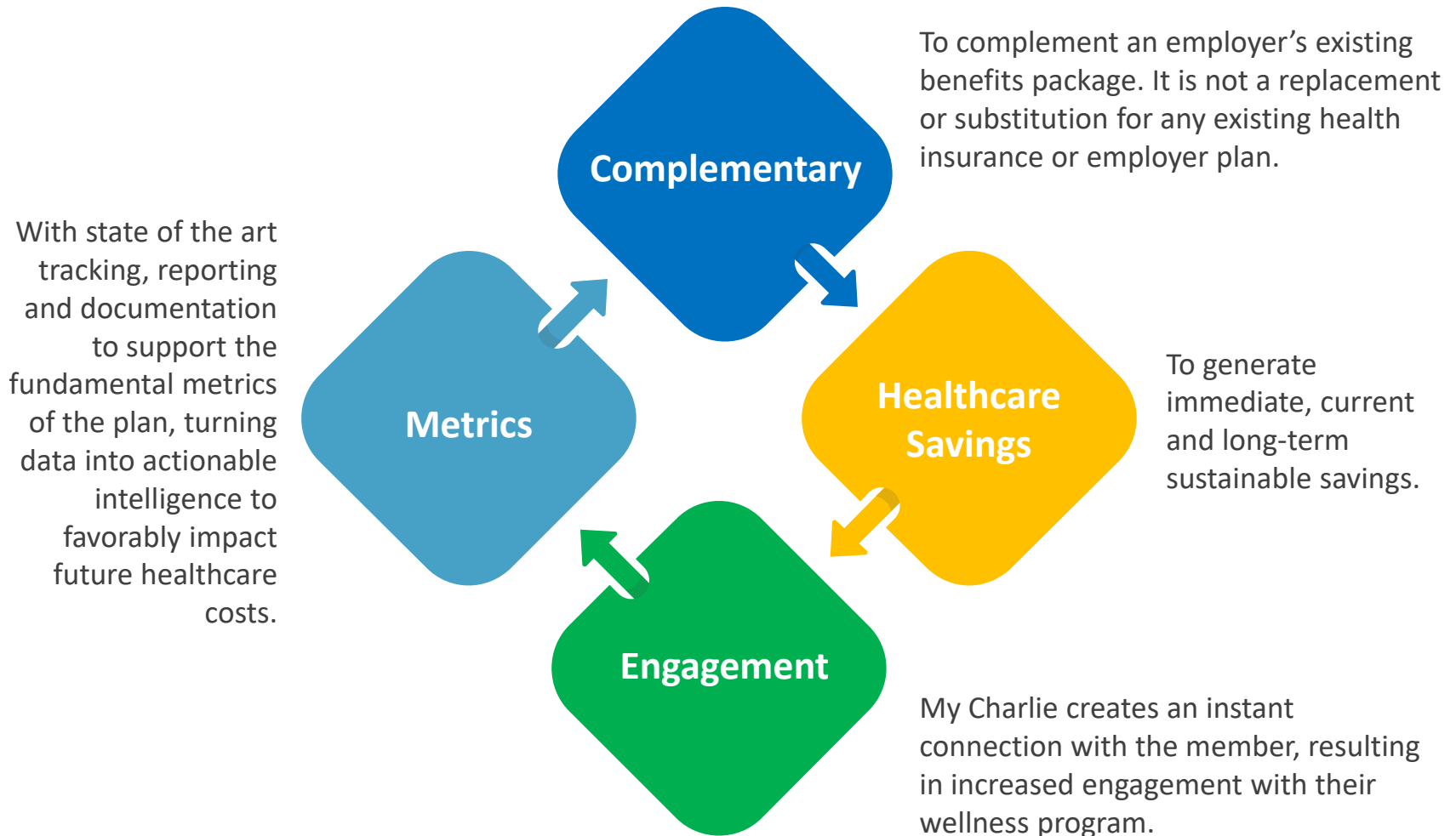
Metric	Value	Last Updated
Blood Pressure	180/110 mm Hg	12/6/2017 6:18:26 PM
Temperature	No Data	Last Updated: Date : No Data
Pulse Oximeter	95%	12/6/2017 5:07:26 PM
Glucose	500 mg/dL	12/15/2017 12:26:19 PM
Heart Rate	150 bpm	12/6/2017 6:07:24 PM



MyCharlie 
An AllHealth CHOICE Solution

MyCharlie
AllHealth CHOICE
Lifestyle Management Solution

Designed with 4 Objectives in Mind



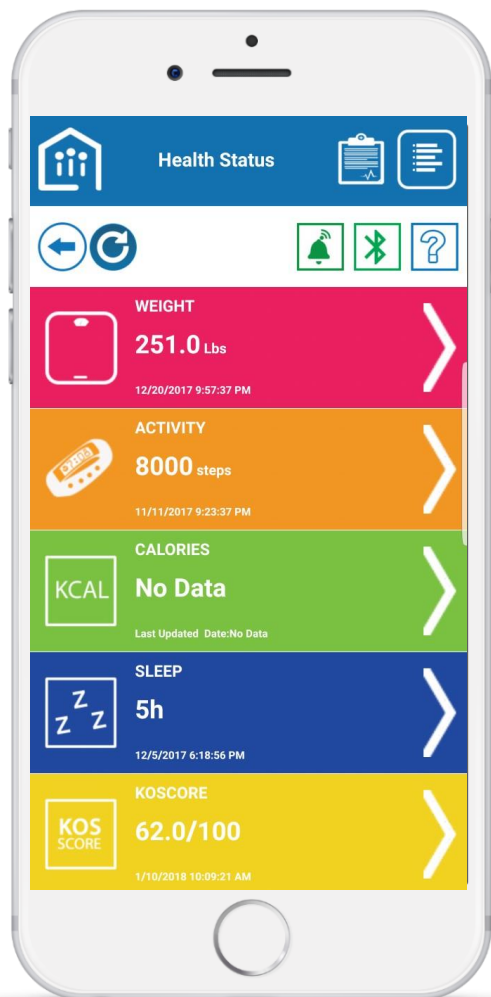
AllHealth CHOICE Lifestyle Management Program



- 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



AllHealth CHOICE Lifestyle Management Program



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



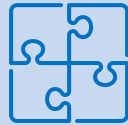
Dynamic Health Risk Score

MyCharlie Technology



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.

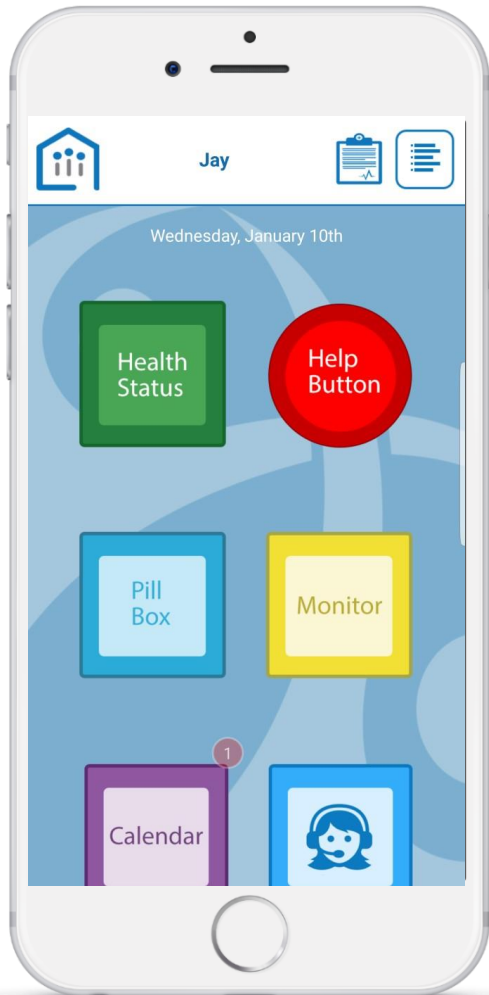
Allows participants to focus on the areas where they will get faster results in the shortest time as they progress along their wellness continuum.



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*

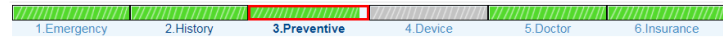
Health Score Output



Wedge Dasher 26 year

Icons for user profile, messages, calendar, and a notification badge.

Health Score : 55 / 100



Health Score		Preventive		
Attribute	6 Months ago	1 Month ago	Today	Comments
HealthScore			55/100	
HbA1C			5.00	Doing Well
Eye Exam			2.00	Doing Well
Foot Exam			2.00	Doing Well
Microalbumin urine test			-3.00	? Risk High/update your values
BMI			-5.00	? Risk High/update your values
Safe sex			5.00	Doing Well
Alcohol			5.00	Doing Well
TV watching			4.00	? Contact your doctor
Smoking			10.00	Doing Well
Physical Activity			-5.00	? Risk High/update your values
Sleep			5.00	Doing Well
Total Cholesterol			2.50	Doing Well
Low Density Lipoprotein (LDL)			2.50	Doing Well
High Density Lipoprotein (HDL)			2.50	Doing Well
Triglycerides (TG)			0.00	? Risk High/update your values
General Medical Exam			5.00	Doing Well
Systolic			5.00	Doing Well
Diastolic			5.00	Doing Well

■ Normal
 ■ At Risk
 ■ Poor

Information & Measures



Provides insight & actionable intelligence

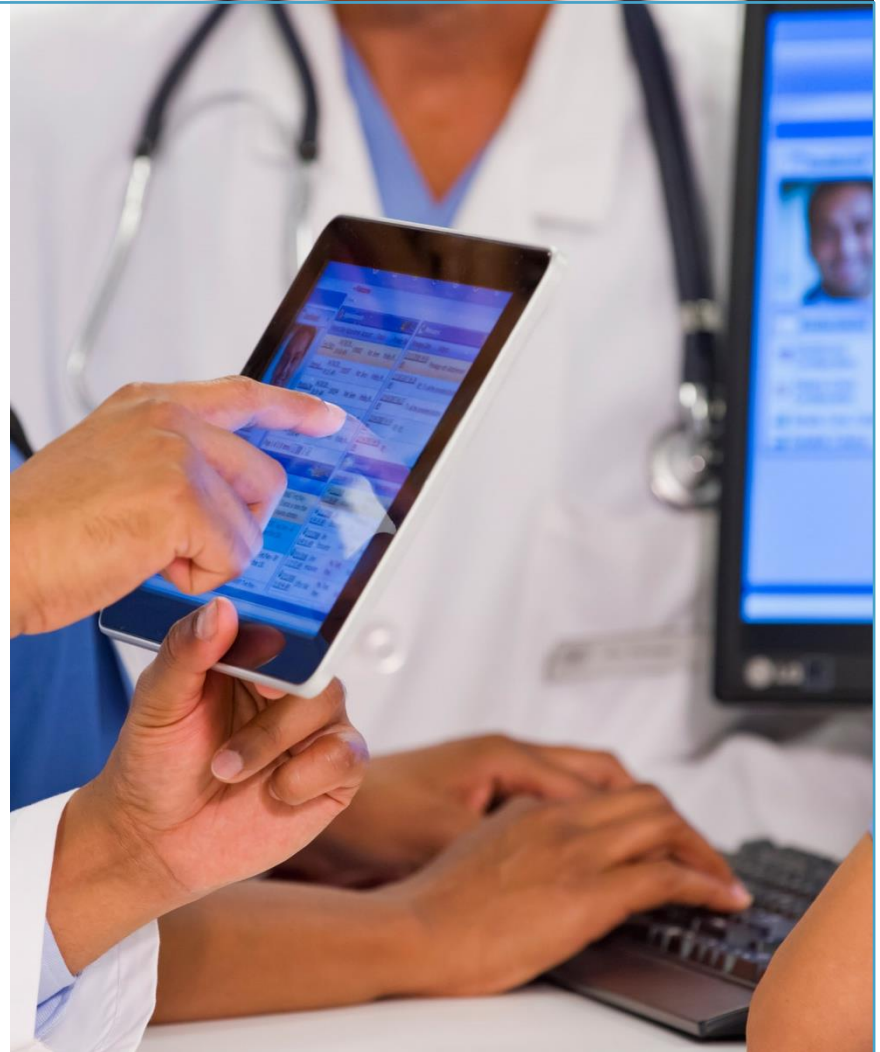
- MyCharlie Health Risk Score measures the health of your workforce, giving you practical insight into behaviors, productivity, risks and investment priorities.
- It also detects when employees are ready for change, triggering the actions necessary to affect positive outcomes.



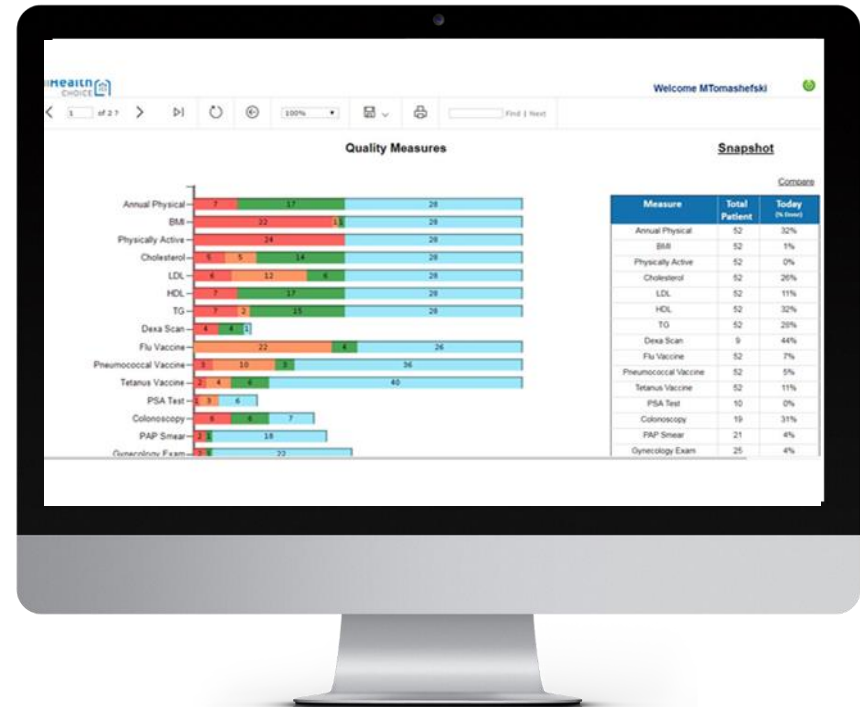
MyCharlie
AllHealth CHOICE
Disease Management Solution

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

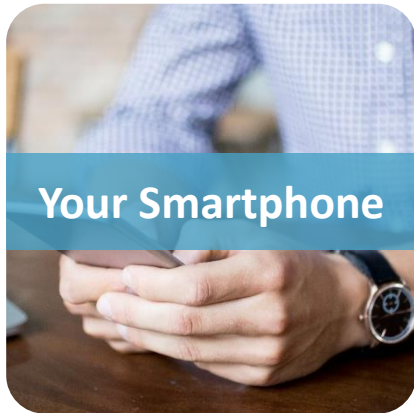


Other Program Benefits



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

Summary



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



W. 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

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.

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.

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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