

13<sup>TH</sup> ANNUAL OHIO

*Employee  
Health &  
Wellness*  
CONFERENCE

# Workshop P

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*Advanced Practices*  
**The Future of Healthcare & Employee Well  
Being ... Onsite Health & Wellness**

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**3:00 p.m. to 4:15 p.m.**

## Biographical Information

**Chris Murphy**  
**Business Development Manager**  
**CareHere LLC**  
**5141 Virginia Way Ste. 350, Brentwood, TN 37027**  
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Chris Murphy is the Business Development Manager for CareHere LLC, and a frequent speaker at healthcare industry events. For the past 8 years, Chris has been working with CareHere to innovate effective healthcare solutions. He has previous experience in correctional healthcare clinics. Chris is from Nashville, TN and graduated from Lipscomb University in 2007. He holds a degree in Business Management and Marketing.

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**Andrew Thetford**  
**Onsite Health & Wellness Manager**  
**CareHere LLC**  
**5141 Virginia Way Ste. 350, Brentwood, TN 37027**  
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Andrew Thetford operates at the forefront of the fastest growing healthcare trend: Onsite Health & Wellness. He spends his time evangelizing and industry-wide shift toward onsite solutions. Throughout his time in the healthcare industry, Andrew has worked alongside both public & private sector entities of all sizes to bring quality healthcare to their employees.

Andrew is a graduate of Lipscomb University B.A. in Marketing & Public Relations.





*Care Here!*

# INSPIRING HEALTHIER

## FUTURES & CHANGING LIVES

ON-SITE/NEAR-SITE HEALTH & WELLNESS

August 3<sup>rd</sup>, 2018

## CAREHERE BY THE NUMBERS

**14+**  
years of experience

**225+**  
health centers

Servicing over  
**350,000**  
patient lives

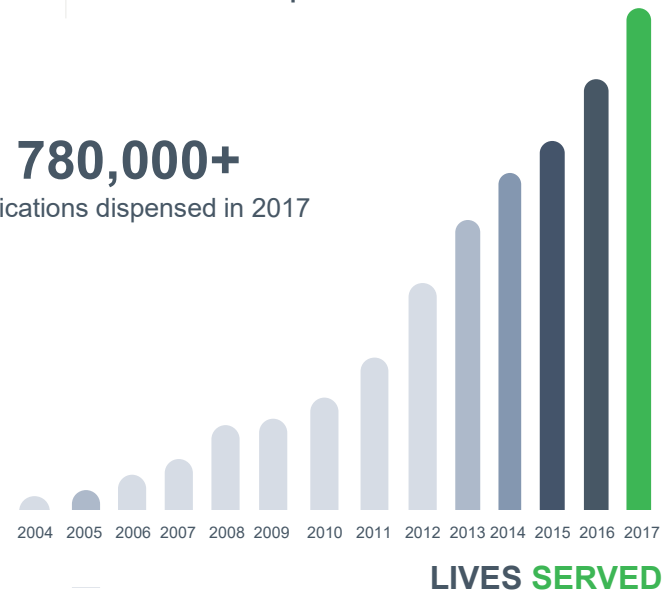
**1,036,087**  
patient visits in 2017

**546,044**  
lab measures in 2017

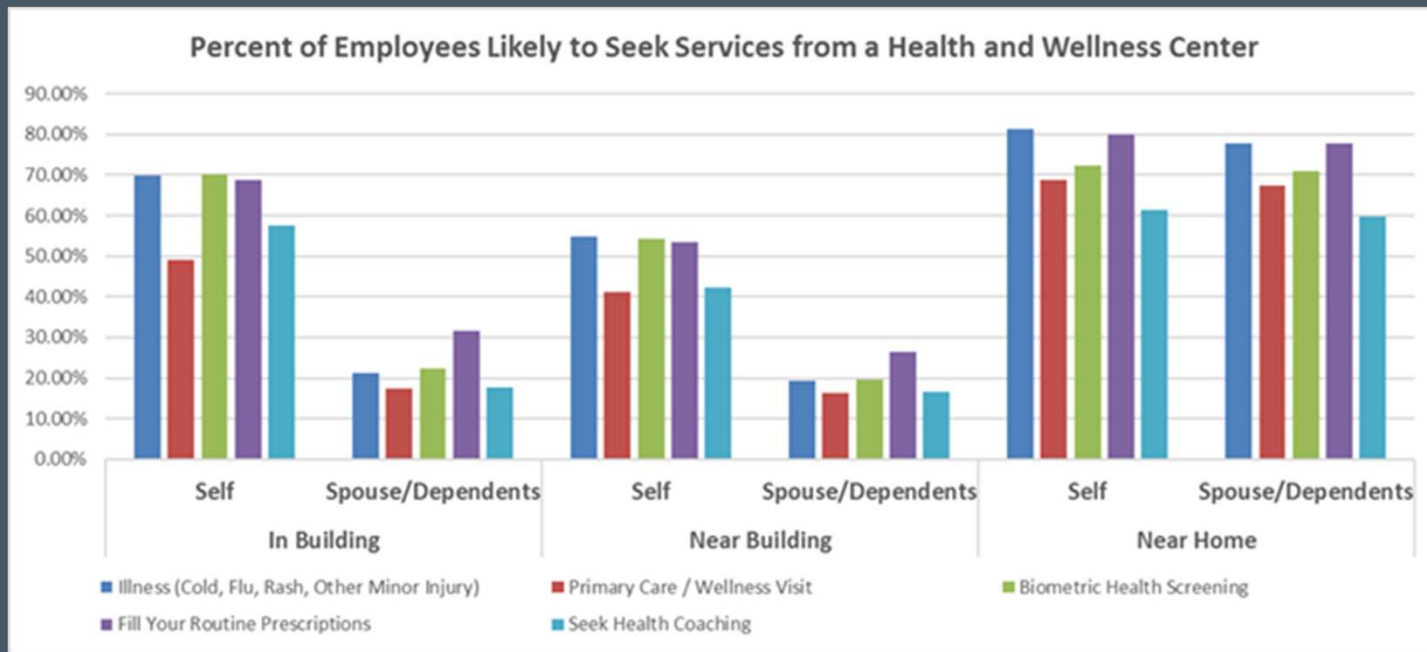
**780,000+**  
medications dispensed in 2017



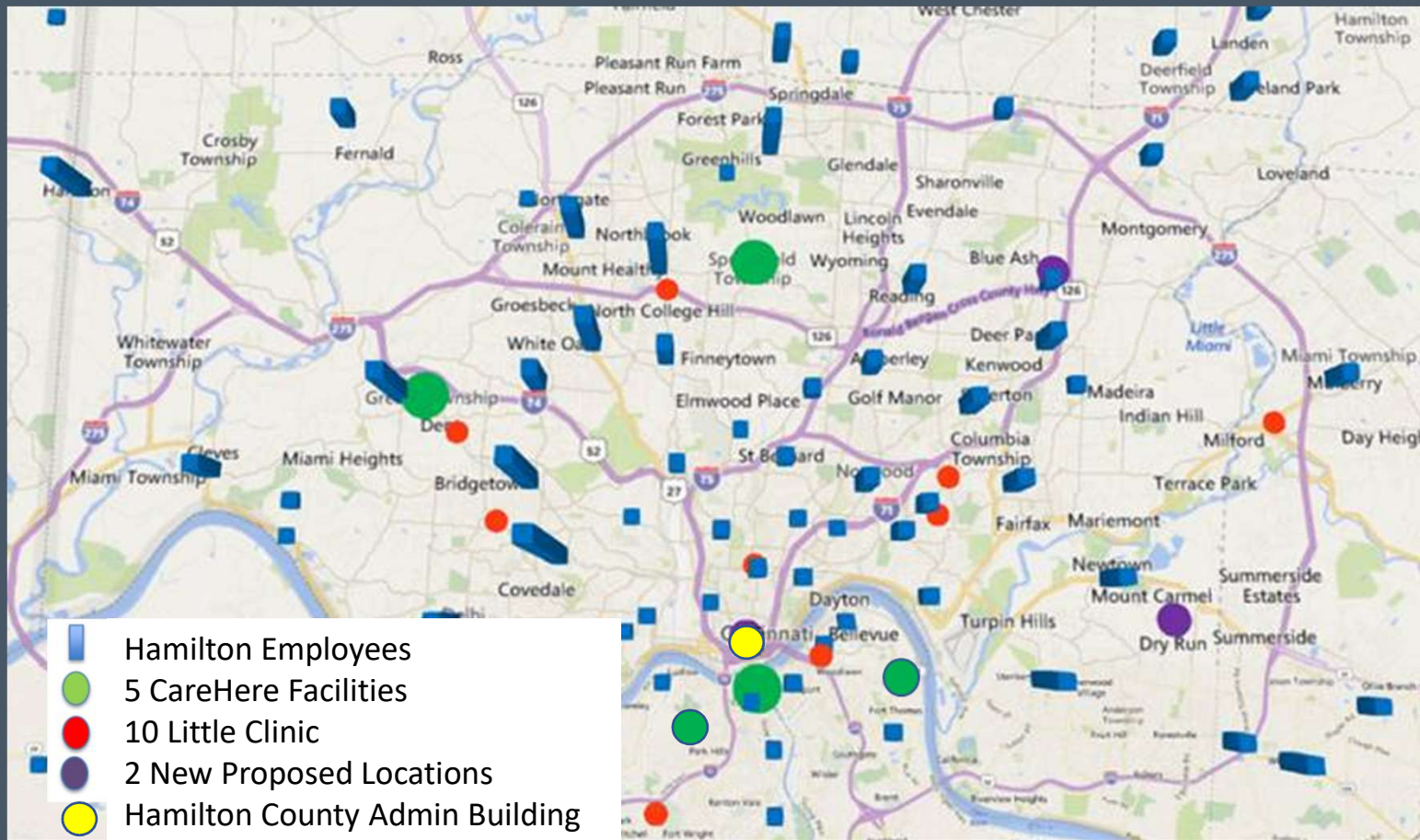
On Inc. 500's list of  
fastest growing companies



# Hamilton County Employee Survey



# Hamilton County Employees & CareHere Facilities



# CareHere Model



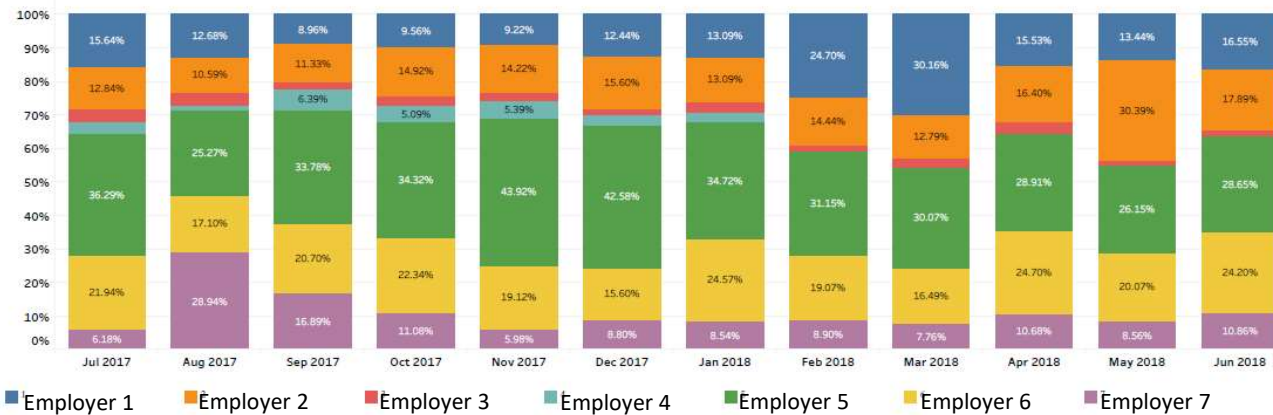


# CareHere Northern KY Collaboration Report

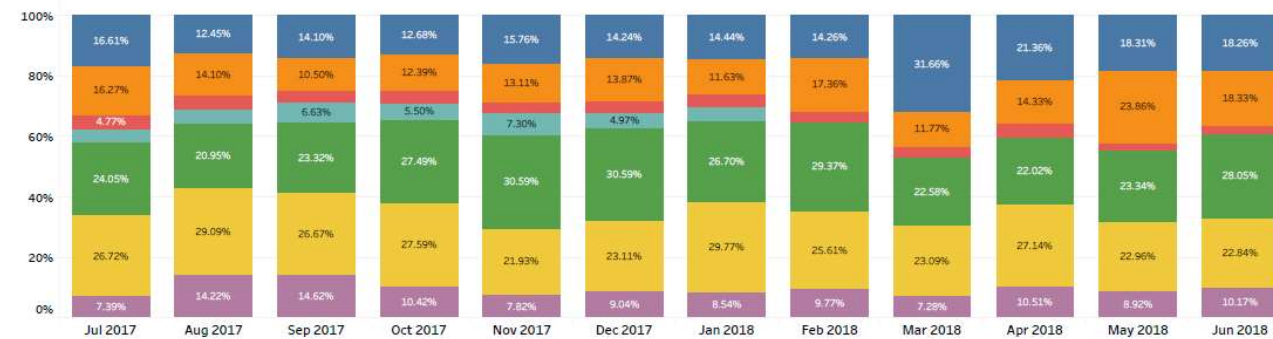
Appointment and Cost Distribution  
Northern Kentucky Groups



## Appointment Distribution



## Cost Distribution



# CareHere!

## DIFFERENTIATORS

40% of the CareHere Centers are shared with multiple employers

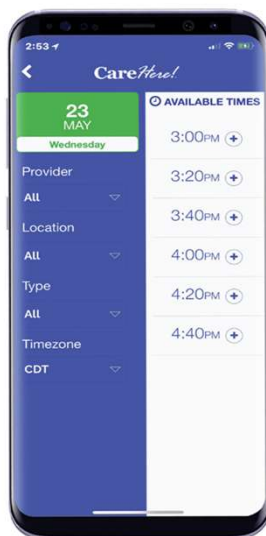
Scalability / Customization



**Medication Management**

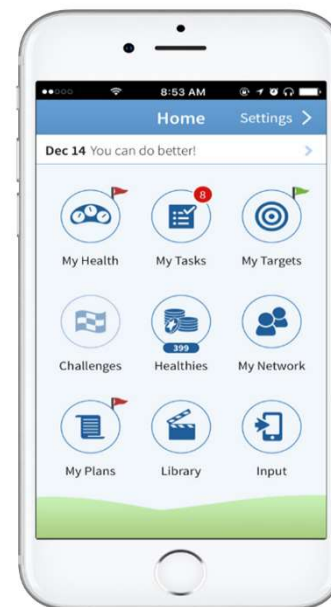
**Dispensing/ePrescribing**

Transparent Billing

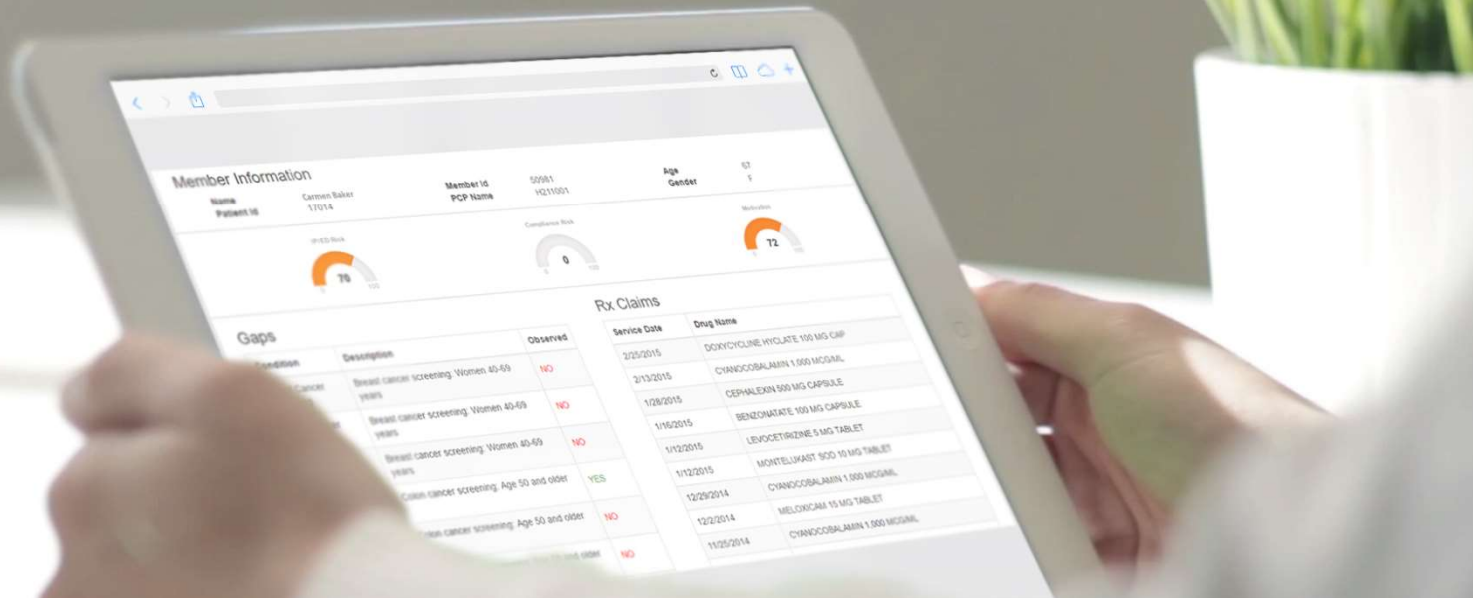


**Experience with Scheduling  
Collaboration Appointment**

Integration Analytics and Reporting



## PROVIDER ACCESS TO A MORE COMPLETE PATIENT HISTORY

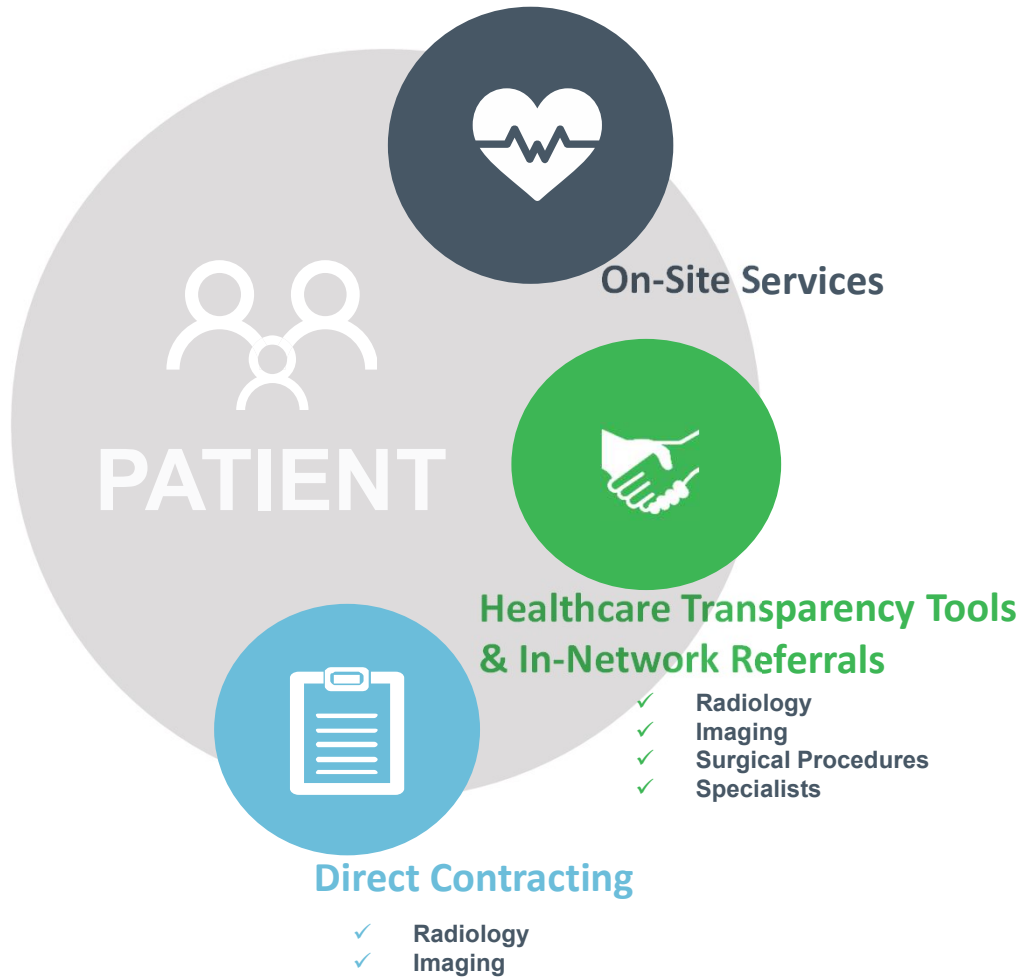


### Gaps in Care & Patient Reach Out

- ✓ Coordinators access patient health history directly from CareHere EMR
- ✓ Gives provider a complete picture of a patient's recent health history to best deliver evidence-based medical care

# CareHere!

## REFERRAL MANAGEMENT



Patient has knee injury and is having difficulty walking

↓  
Clinician exams patient and exam is suspicious for a torn meniscus

↓  
Clinician utilized Anthem tools to help identify Surgeon

↓  
Patient see's Ortho and they decides they needs an MRI

↓  
Patient notifies CareHere and we assist patient in setting up MRI utilizing a "Direct Contract" that save both the patient and County money

↓  
Patient results are received by CareHere Clinician and shared with the Orthopedist

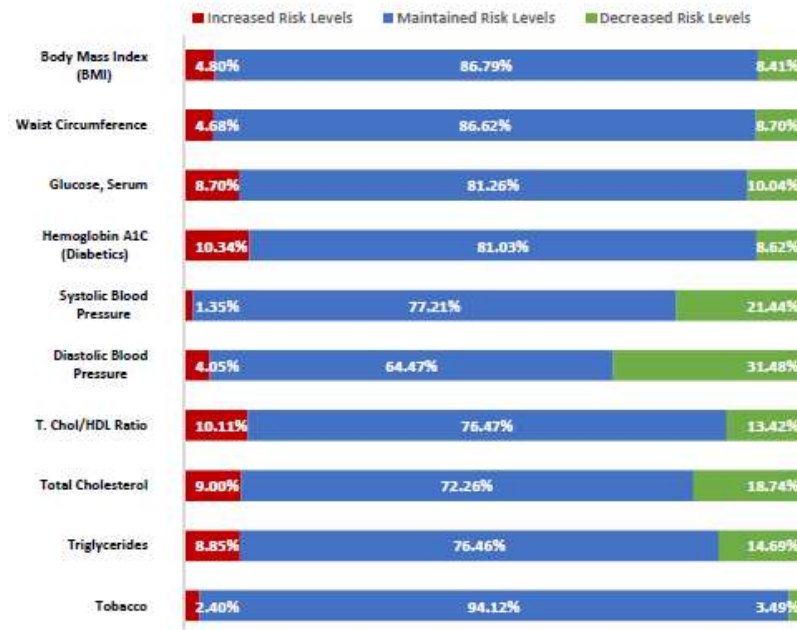
↓  
As suspected it demonstrates a meniscal tear and the patient is scheduled for Surgery.

# PATIENT IDENTIFICATION & MANAGEMENT INCENTIVE EFFECTIVENESS & DESIGN



CareHere Client HRA participants

Specific Risk Movement Indicators Summary



Kenton County uses an HRA based incentive program.

# Staffing Model



## Downtown Health Center Model

20  
20  
40  
40  
40

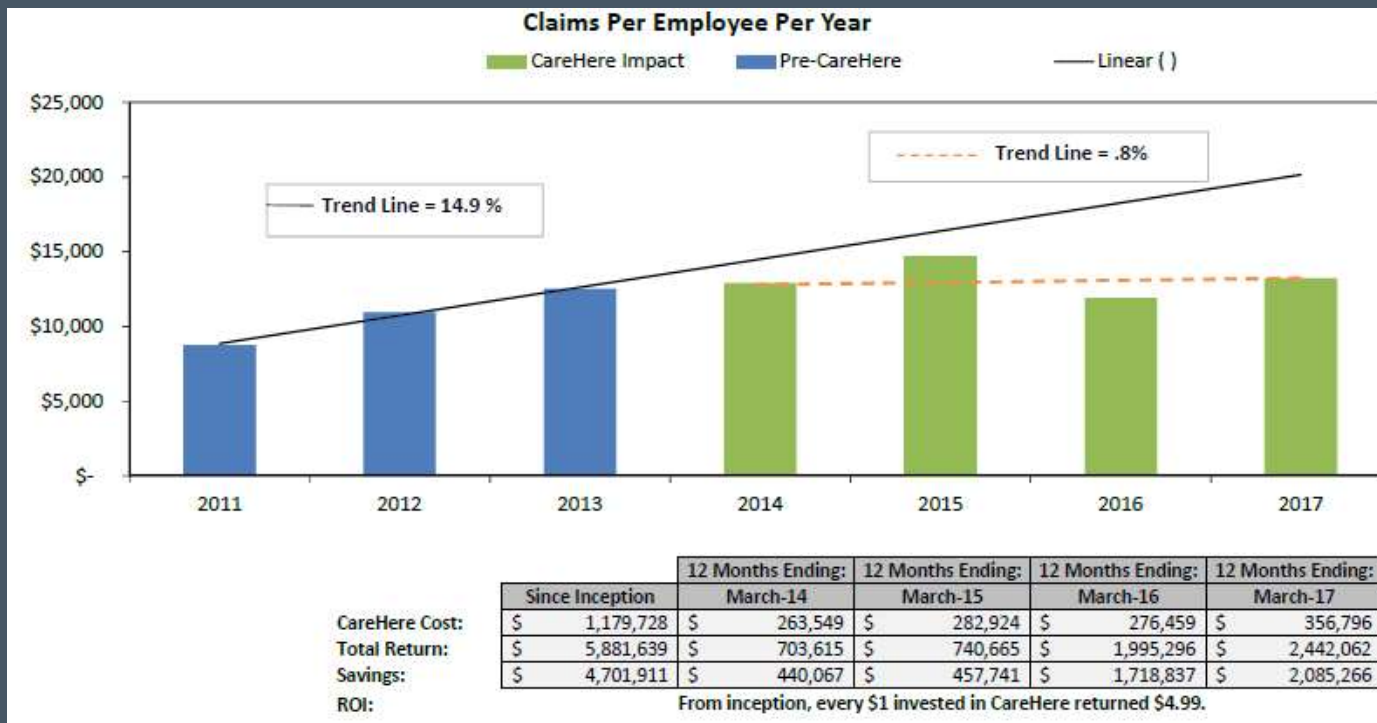
Physician  
Mid-Level Provider  
LPN  
Nurse Care Coordinator  
Wellness Coach

## Collaborative Health Center

20  
20  
40

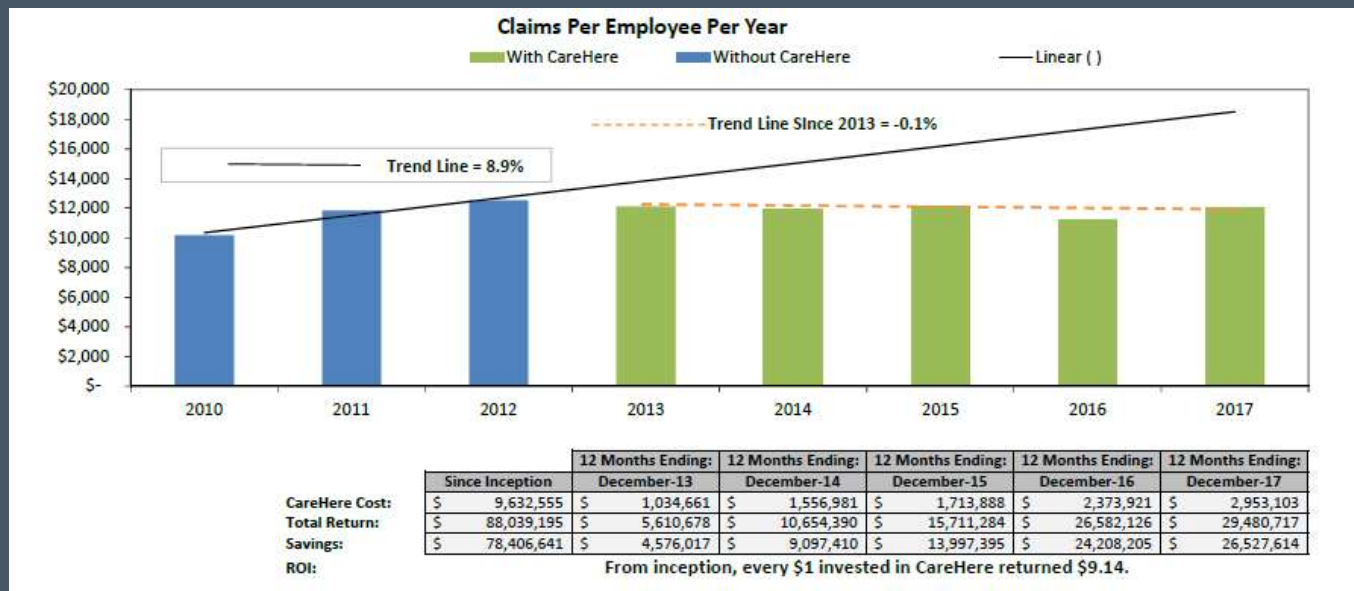
# Client Results

## Kenton County Annual Report Summary



# Client Results

## Mercedes-Benz Annual Report Summary





# Hamilton County Projected ROI & Savings

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
<b>Total Marketplace</b>	\$ 3,404,675	\$ 5,868,368	\$ 8,703,822	\$ 11,840,304	\$ 14,123,254
<b>Total CareHere Cost</b>	\$ 1,932,705	\$ 2,182,797	\$ 2,589,635	\$ 3,032,193	\$ 3,140,848
<b>Net Savings</b>	\$ 1,471,970	\$ 3,685,571	\$ 6,114,186	\$ 8,808,111	\$ 10,982,406
<b>ROI for Every Dollar Invested</b>	\$ 1.76	\$ 2.69	\$ 3.36	\$ 3.90	\$ 4.50

# Performance Guarantee

<u>Weight</u>		<u>Category</u>	<u>Indicator</u>	<u>Measurement</u>	<u>At Risk Amount PEPM</u>
<b>Total Operations 20%</b>	<b>10%</b>	<b>Operations</b>	<b>Patient Satisfaction</b>	<b>At least __% of patients surveyed would rank CareHere as their first stop for any illness</b>	<b>\$__ PEPM</b>
	<b>10%</b>	<b>Operations</b>	<b>Patient Utilization</b>	<b>Annual Utilization Average of Appointments exceeds __%*</b>	<b>\$__ PEPM</b>
<b>Total Administration &amp; Financial 40%</b>	<b>20%</b>	<b>Administration</b>	<b>Reporting</b>	<b>Completeness and On-Time Delivery per Agreement</b>	<b>\$__ PEPM</b>
	<b>20%</b>	<b>Administration</b>	<b>Budget Adherence</b>	<b>No more than __% above total budget projection submitted **</b>	<b>\$__ PEPM</b>
<b>Clinical Outcomes of Members that Visit Clinic 40%</b>	<b>20%</b>	<b>Clinical</b>	<b>HRA Engagement</b>	<b>At least __% of patient who access the clinic complete a HRA</b>	<b>\$__ PEPM</b>
	<b>20%</b>	<b>Clinical</b>	<b>Wellness Engagement</b>	<b>At least 70% of patients, who (a) complete a CareHere HRA, (b) meet with a CareHere Provider to review the results, and (c) are identified as at Risk***, engage in Wellness Programs, if necessary</b>	<b>\$__ PEPM</b>
<b>Totals</b>	<b>100%</b>				<b>\$__ PEPM</b>



INSPIRING HEALTHIER  
FUTURES & CHANGING LIVES

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ON - SITE HEALTH & WELLNESS

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# THE **CareHere!** SOLUTION

## Our Mission Statement

*CareHere partners with employers to inspire their employees and families to achieve well-being and health through innovative, quality, cost-effective healthcare solutions delivered with enthusiasm and compassion.*



## VALUE FOR EMPLOYERS



REDUCE HEALTHCARE CLAIMS COST



IDENTIFY/TREAT CHRONIC ILLNESS



INCREASE PRODUCTIVITY



IMPROVE EMPLOYEE MORALE

## VALUE FOR EMPLOYEES

Our wellness strategy helps our clients improve their employees' overall health and productivity by encouraging behavior change, reducing potentially avoidable costs associated with unmanaged chronic health problems.

- ✓ Free visits, no co-pays or deductibles<sup>1</sup>
- ✓ Free select generic medications dispensed on site<sup>2</sup>
- ✓ Minimal or no wait & no trip to the pharmacy
- ✓ Easy scheduling & convenient location
- ✓ Time with the healthcare provider maximized
- ✓ Personalized care & health coaching
- ✓ Secure and private

<sup>1</sup> Federal law requires HSA patients pay a fair market value cost for non-preventative services.

<sup>2</sup> Subject to various state/local laws and regulations related to compliance with medication dispensing.

## OUR DIFFERENTIATORS



Cost Transparency & Trust



Patient-centered care delivery & provider-driven wellness



Investment in Tech, Data Integration, Reporting & Analytics

**PLEASE FEEL FREE TO CONTACT WITH ANY QUESTIONS:**

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*“CareHere will  
be the foremost  
pioneer of innovative  
healthcare solutions.”*

– Ernie Clevenger | Co-Founder & CEO



*“We do what is best for  
the patient.  
We do what is best for  
the client.”*

– Ben Baker | Co-Founder & COO

Our client base includes employers with **as few as 85 and as many as 37,000 employees** in single and multi-site locations, as well as shared sites amongst employers.

**14+**

Years of experience

Serving Over

**300,000**

patient lives



**225+**

**1,036,087**

Patient visits in 2017

**546,044**

Labs in 2017