



chartspanTM

CHARTSPAN'S BUNDLED OFFERING



CCM

Chronic Care Management

A Medicare patient wellness enrollment program focused on preventative care and avoiding exacerbation of chronic conditions. The program is rooted in the telephonic engagement of patients, at their convenience.

Improved Outcomes
Recurring Revenue
Patient Loyalty



AWV

Annual Wellness Visits

AWVs are a staple of Medicare's preventative patient programs. Annual Wellness Visits are intended to create or update a personalized prevention plan for Medicare patients. AWVs have a substantial impact on MIPS and Quality scores.

Proven Prevention
No Copays
Labor Intensive



MIPS

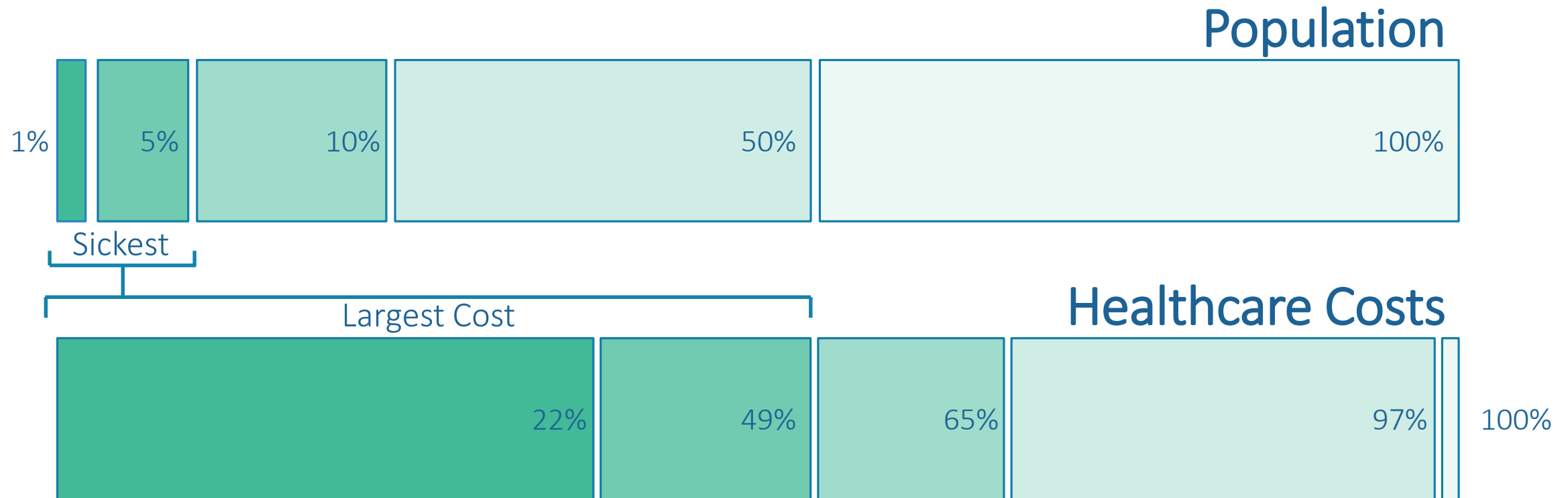
Merit Incentive Payment System

The combination of Meaningful Use, PQRS, Value Based Modifier and Clinical Improvement into a single, compliance program. MIPS can dramatically impact fee-for-service revenues and annual earnings.

Required Compliance
Challenging
Financial Consequences



The Cost Concentration



Healthcare's Big Problem Is Tiny

\$3.45 trillion

Total 2016 healthcare expenditures in the U.S.

\$1.69 trillion

Spent on 6% of U.S. population

\$759 billion

Spent on 1% of U.S. population



Chronic Care Management Services (CPT 99490/G0511)

CCM – THE FOUNDATION FOR VALUE BASED CARE



* Based on the CCM national average

Patient must have

**TWO
CHRONIC
CONDITIONS**



Patient must have

24/7
access to care
management

CHRONIC CARE MANAGEMENT SERVICES

Meds

Medication Review

Goals

Patient Focused Goals

24/7

24/7 Triage Support

Services

Health Services Inventory

History

Patient Health History

Community

Manage Care Community

Adherence

Appointment Adherence

Behavioral

Psychosocial Assessment

Care Plan

Person-centered Care Plans

Records

Records Clearinghouse

Assessment

Functional Assessment

Social Health

Social Barrier Resolutions



Patient Impact

CMS DATA – CCM BENEFICIARY SPENDING



Hospitalizations reduced by
4.7%



ED visits reduced by
2.3%



E&M encounters increased by
8%

The ROI on Chronic Care Coordination



Overall Patient Savings

The average patient enrolled in a Chronic Care Management program reduces their out of pocket healthcare expenses by \$242 per year.



Hospital & ED Savings

One in five patients enrolled in Chronic Care Management avoids an annual hospital and/or emergency room visit, saving an average of \$1,316 per year*

*Source: PLOS Science Journal-Patient Charges for Top Ten Diagnoses in the Emergency Department. February 27, 2013. Authored by Nolan Caldwell, Tanja Srebotnjak, Tiffany Wang, Renee Hsia and Agency for Healthcare Research and Quality - Overview of Emergency Department Visits in the United States. June 2014. Authored by Audrey J. Weiss, Ph.D., Lauren M. Wier, M.P.H., Carol Stocks, Ph.D., R.N., and Janice Blanchard, M.D., Ph.D.



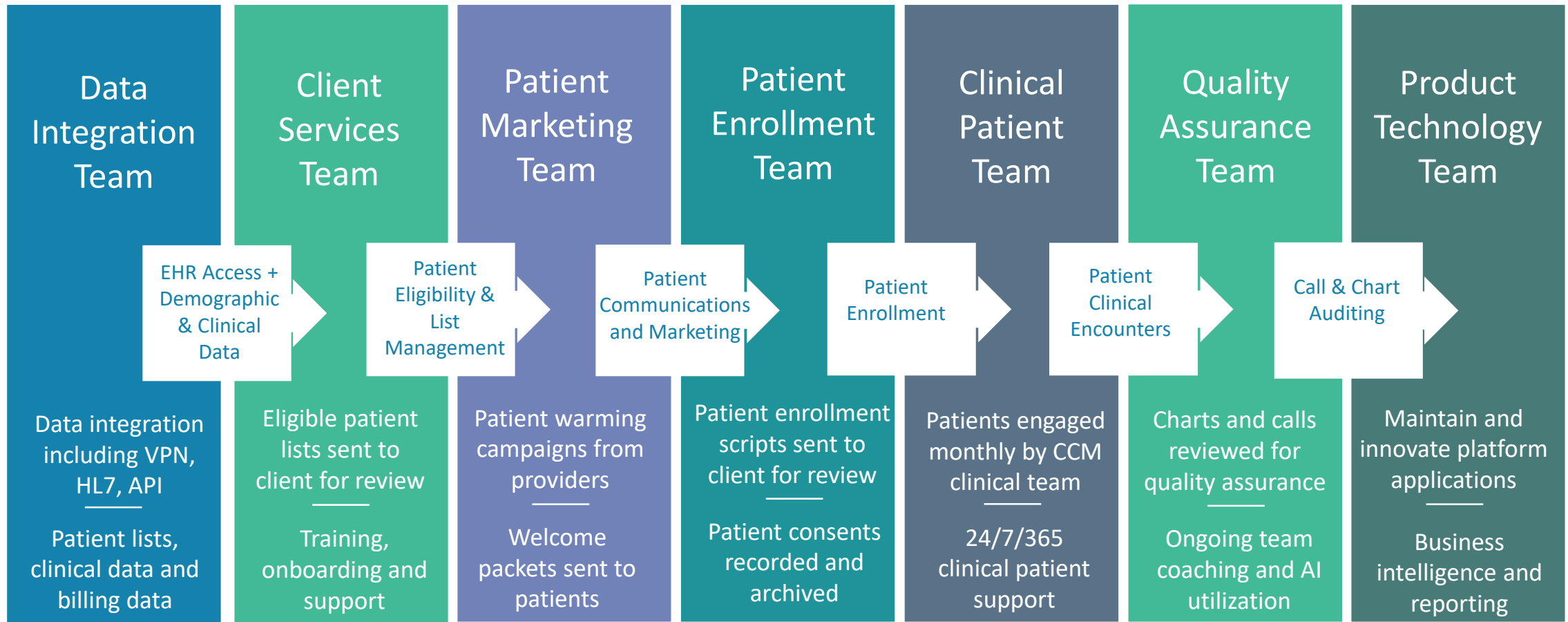
Client Impact

(*See pro forma)



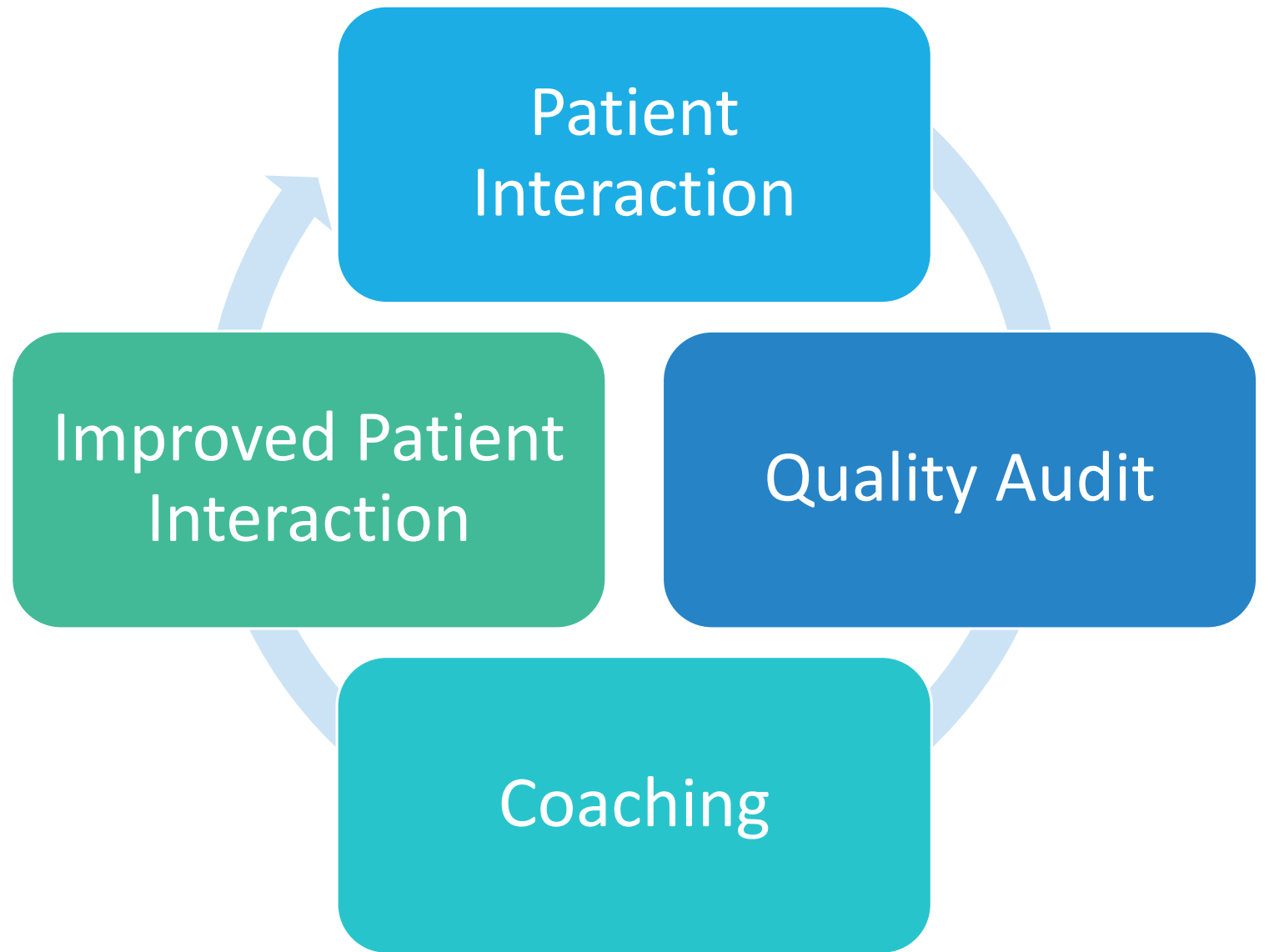
Service Delivery Model

ChartSpan's CCM Platform Workflow



Circle of Success

Taking action on audit results



QUALITY ASSURANCE CATEGORIES

Call Value

- Pre-call planning
- Execute a call that adds value
- Ask patient how they are feeling and follow-up as needed
- Ask about ER/UC visits, medication changes and new allergies
- Display empathy and emotional intelligence
- Utilize scripts, templates, tools and resources
- Use call time effectively

Chart Value

- Add critical, meaningful, patient-centered content
- Add Urgent(s) accurately and completely
- Add Patient Status Update when needed
- Close notes accurately and completely capture the conversation and add value
- Use proper spelling, capitalization, punctuation and grammar
- Perform legitimate work in chart
- Work chart to 20 minutes

Soft Skills

- Demonstrate proper language skills
- Use open-ended questioning technique
- Demonstrate active listening
- Show agility and flexibility

Compliance

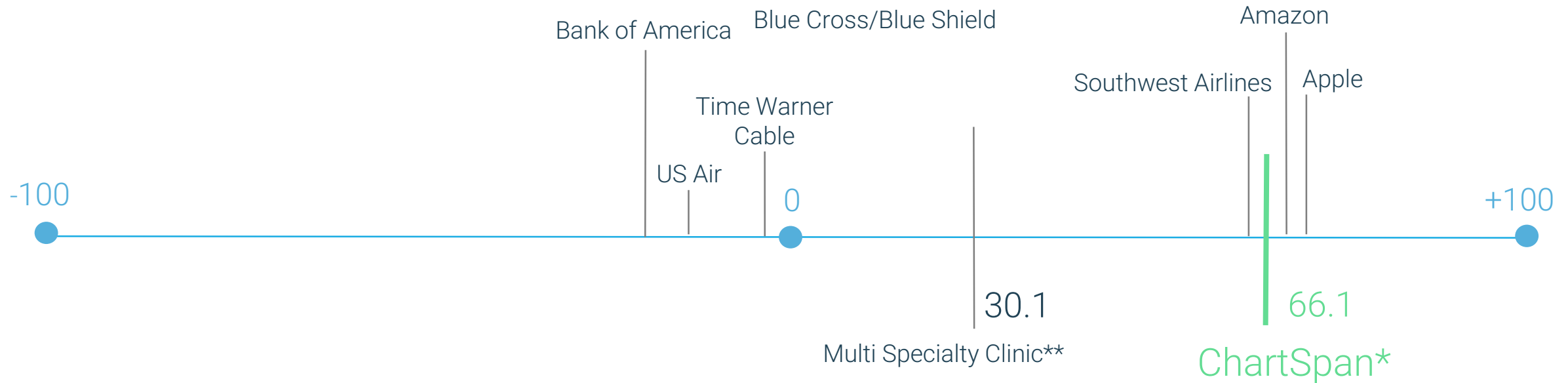
- Provide monitor/record disclosure statement
- Verify patient by full name, DOB and zip code
- Medical advice/opinion remained within scope of practice

Net Promotor Score™ System

The leading, scientifically proven method of receiving and scoring customer satisfaction. Used by global retailers, healthcare providers and 95% of the Fortune 500.

Net Promotor Score™

How does ChartSpan's CCM program compare?



*Based on 31,1870 enrolled patients

**Data Source: Advisory Board' 2015 Primary Care Physician Consumer Loyalty Survey

ABOUT CHARTSPAN



- + Largest care coordination company in U.S.
- + Have enrolled more than 70,000 patients
- + 15,000,000 minutes worth of patient encounters
- + Hand picked by Mayo Clinic
- + Headquarters in Greenville, South Carolina
- + Privately held company





Q&A