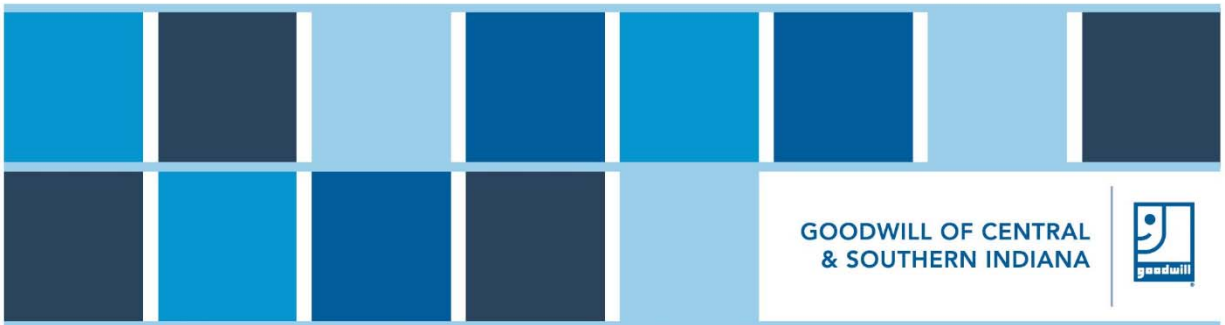




7-year Journey reaps Decline in Medical Spend



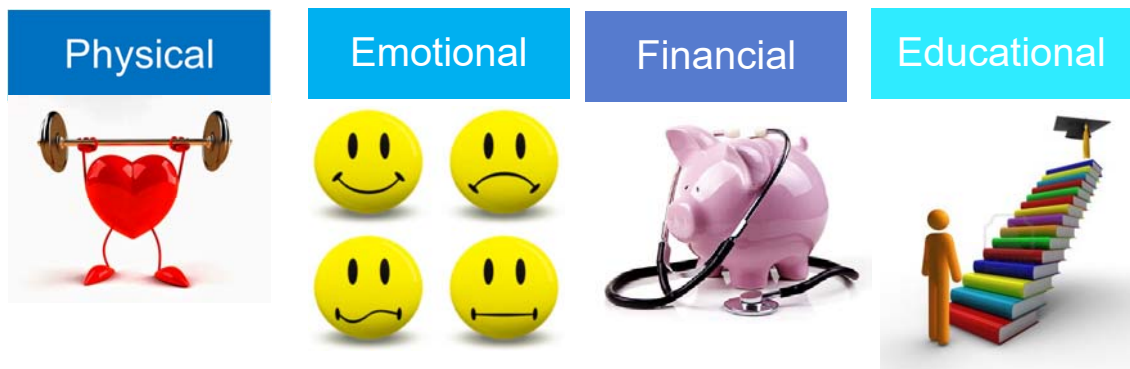
Who is Goodwill?



Mission Statement

Goodwill changes lives every day by empowering people to increase their independence and reach their potential through education, health and employment.

Developing the Story



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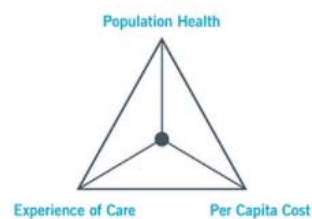
Change in Access to Care

Acute Care System



Planned Care System

The IHI Triple Aim



Use medical savings to fund wellness

- Prevention of ER visits
- Decreased hospitalization
- Early disease detection
- Chronic disease control

Plan design

- Engagement with primary care
- Participation with onsite Health coach
- Improve access



Goodwill Family Care Partnership

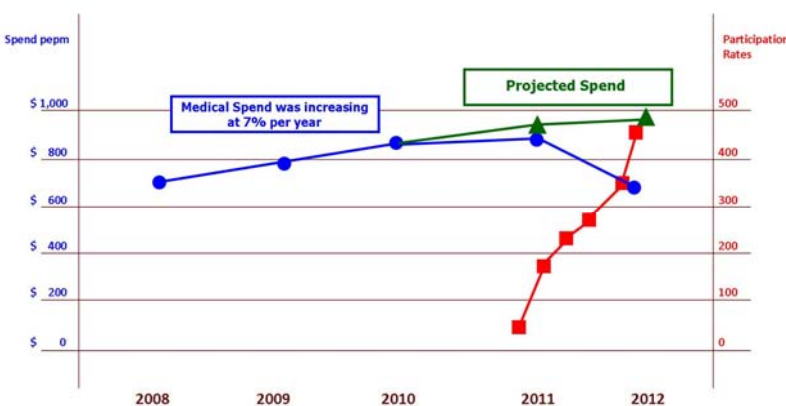
- The “team” is made up of:
 - Health coach/health educator
 - Primary care physician
 - Nurses/dietician
 - Employee!



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First Year Results



- \$650 per employee spend improvement YR1
- Year 2 medical spend running at 20% below last year
- 26.4% reduction in ER utilization
- Total participation with Nurse Health Coaches—48%

(no incentives)

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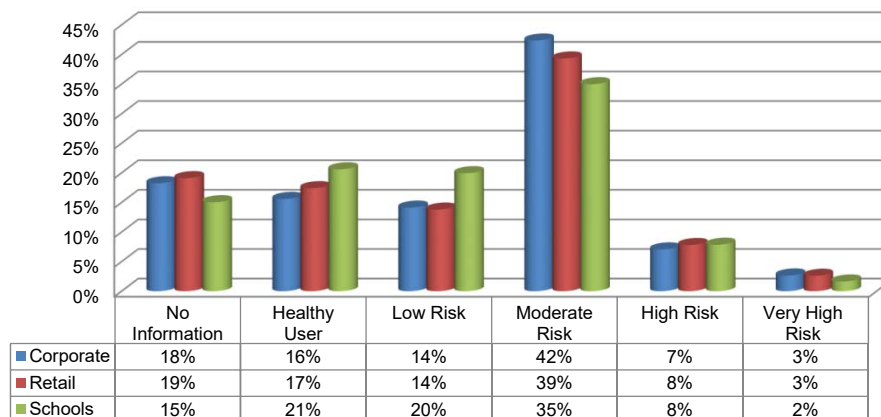
Phase 2

Build Service Offerings – Family Care Partnership

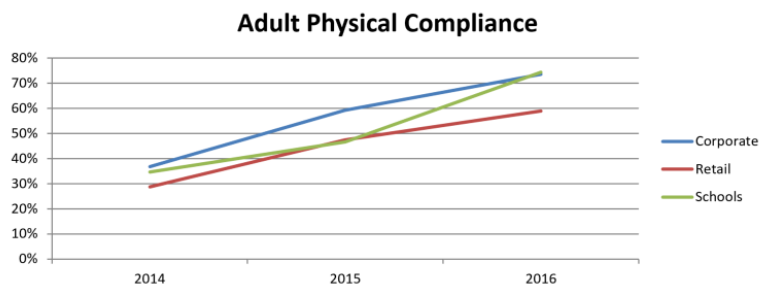
- Structured Data Mining
- Resource reality – staff
- Plan design – vendor development
- Increased Employee Education



Data Provides Direction

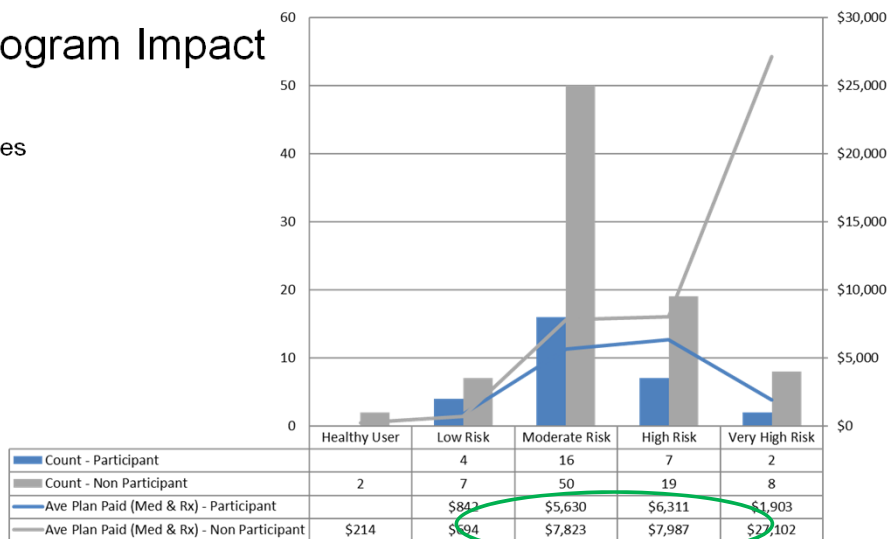


Adult Physical				
	2013	2014	Vital Incite Book of Business	Best in Class in One Year
% Compliance	72%	33%	37%	72%



Diabetes Program Impact

Employees & Spouses



Misses

- School and corporate engagement
- Travel time
- Consistent coaching
- Improved cost efficiency of program
- Manager Buy-in



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Importance of Collaboration

UMR

- Steerage to top tier network
- Clean - Transparent data
- Improve engagement with Case Management

Goodwill

- Incentivize: Physicals, Engagement
- PBM strategies

AHN

- Directed Outreach:
ER, Diabetics, HTN
- Improved Outcomes:
Weight, BP, A1c
- Improved Care Coordination:
Medication Adherence,
Provider follow up

Vital Incite

- Monitor goals
- Audit/ Update Issues
- Provide Outreach lists

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Performance Goals

Goal	2014	2015	2016	Goals 2017
Impact of Programs				
Top Tier Primary Care is more cost efficient than other groups	Yes	No	Yes	Yes
Reduce diabetics with gaps in medication adherence	31%	26%	26%	20%
Decrease A1c by 1% for employees ID with diabetes and A1c > 7	n/a	n/a	50%	80%
Decrease A1c to 5.75 or below for employees with A1c 5.7-7.0% and not ID with diabetes	n/a	n/a	25%	30%
Achieve 5% weight loss for employees with BMI >= 30				30%
Decrease blood pressure below 140/90 for employees with high risk blood pressure	n/a	50%	57%	70%
Reduce ER utilization for persons engaged in Primary Care	12%	10%	8%	8%



Phase 3 – 2017

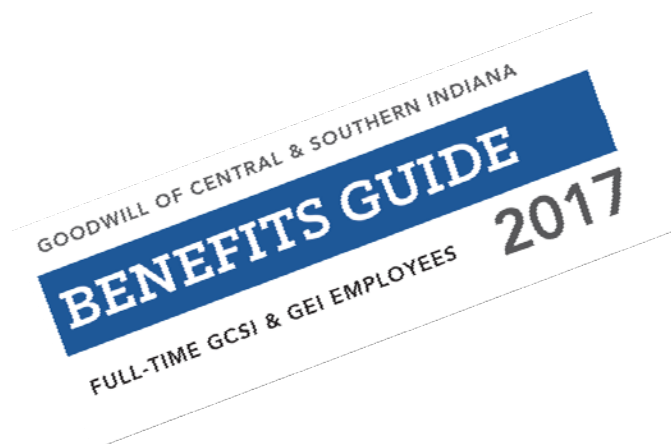
- Focus Groups – All Constituents
- Top Tier Primary Care Expectations
- Improved Coordination of Benefits
- Redefine – Reassign Program Goals



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Employee Benefit Education



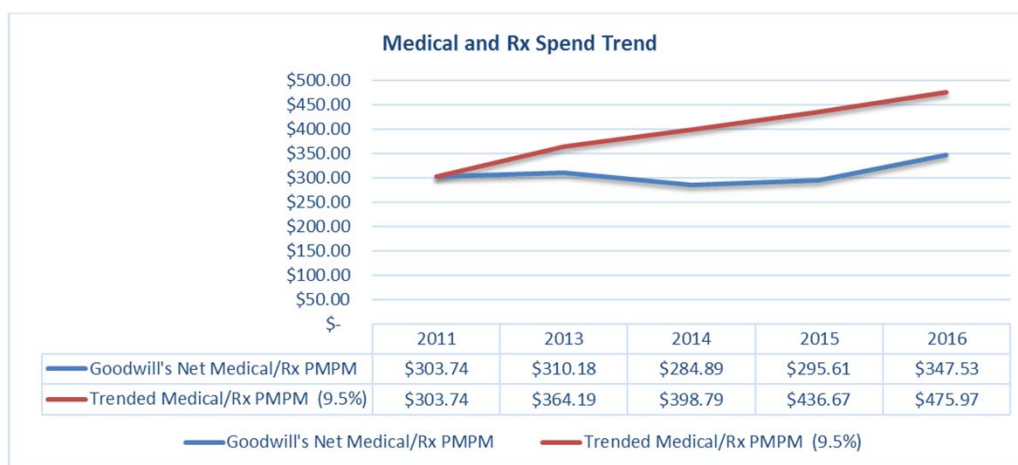
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Open Enrollment Investment

- 15 business days
- All locations

.6% total medical spend

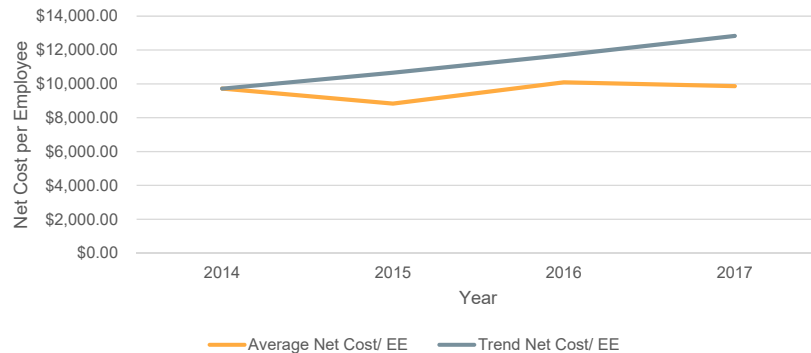
Proven Trend



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Proven Trend

Net EE Cost vs. National Trend

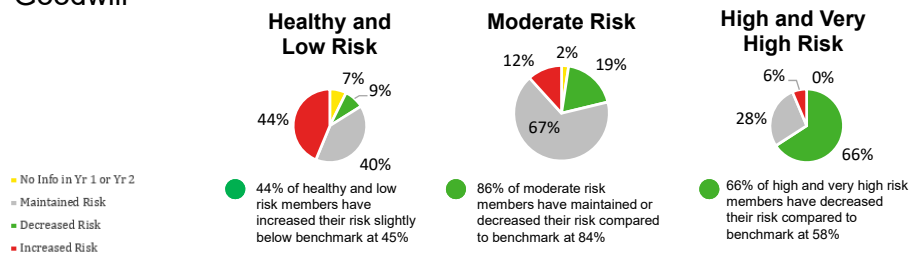


	2014	2015	2016	2017
Average Net Cost/ EE	\$9,719.81	\$8,833.06	\$10,089.75	\$9,863.06
Trend Net Cost/ EE	\$9,719.81	\$10,662.63	\$11,696.91	\$12,831.51
Savings/ EE		\$1,829.57	\$1,607.15	\$2,968.45
Total Dollar Impact		\$1,679,549	\$1,435,187	\$2,941,734

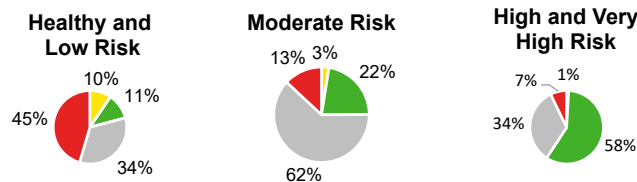


RUB Migration 2016-2017

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Vital Incite Benchmark



Data represents the risk migration of individuals on the plan in 2016 and the current risk period (1/1/2017 - 12/31/2017). Showing only those still on the plan as of December 2017.

Accomplishments

- Reduction in high cost claimants
- Reduction in ER utilization for AHN participants
- Reduction in polypharmacy concerns
- Improve physical compliance

	Top Tier Primary Care Participants				Top Tier Primary Care Non Participants			
	2014	2015	2016	2017	2014	2015	2016	2017
Act Ingredients >=12	10%	9%	9%	11%	7%	6%	7%	7%
ER Visits >=1	19%	16%	14%	14%	15%	16%	19%	15%
ER Visits >=2	4%	3%	2%	3%	5%	5%	6%	4%
No Generalist Seen %	0%	0%	0%	0%	49%	43%	36%	41%
Prospective Risk	1.55	1.37	1.48	1.54	1.05	1.07	1.25	1.25



Phase 4 – 2018 Forward

- Connect more people to coaching
 - gift cards
 - online scheduling – corporate
- Top Tier Primary Care Expectations
- Top Tier Primary Care – All Areas
- Redefine – Reassign Program Goals
- Stronger resources to generate outcomes

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