

canopy HEALTH

The Canopy Health Member Experience

Part One

PRESENTED BY

Dr. Meg Durbin

Chief Medical Officer

Robb Munson

Chief Operating Officer

August 27, 2018



Today's Hosts



Denise Vance-Rodrigues
DIRECTOR OF BUSINESS DEVELOPMENT

Denise Vance-Rodrigues has been in the employee benefits consulting business since 1986. During that time, she has developed a reputation for innovation, as her expertise has saved her clients millions of dollars while improving benefit levels for employees. Ms. Vance-Rodrigues, who previously worked as Director of Broker Relations and Outreach at Sutter Health, is also a Group Benefits Specialist (GBA) and a board member of the Golden Gate Association of Health Underwriters.



Dr. Meg Durbin
CHIEF MEDICAL OFFICER

Dr. Meg Durbin is a recognized internal medicine physician and pediatrician. She is also the former Peninsula Coastal Region Vice President for Care Coordination at Sutter Health and is passionate about improving team-based and coordinated health care, improving links across care settings and disciplines, and improving systems of care.



Robb Munson
CHIEF OPERATING OFFICER

Robb Munson was formerly a long-term executive at Kaiser Permanente. He managed national shared-service departments across Kaiser's health plan. These departments focused on claims administration, member grievances, member service contact centers, member enrollment and billing, and human resources. Munson built the health plan contact center infrastructure at Kaiser back in the 90s, creating the first shared service at Kaiser. He has extensive experience with compliance, performance metrics and people development. Prior to Kaiser, he ran an IT department for a large engineering firm in Southern California.



Service Area & Network



We've Got the Bay Area Covered

Our Medical Groups allow referrals to each other's specialists, creating a single integrated network. All our doctors, hospitals, and care centers are at your service – no matter where you live, work, or play:

- Hill Physicians Medical Group
– East Bay & San Francisco
- John Muir Health Physician Network
- Meritage Medical Network
- Santa Clara County IPA (SCCIPA)

Canopy Health Hospitals & Medical Centers:

1. Alameda Hospital
2. Dignity Health Sequoia Hospital
3. Good Samaritan Hospital
4. Highland Hospital
5. John Muir Medical Center, Concord
6. John Muir Medical Center, Walnut Creek
7. Marin General Hospital
8. Regional Medical Center San Jose
9. Saint Francis Memorial Hospital
10. San Leandro Hospital
11. San Ramon Regional Medical Center
12. Sonoma Valley Hospital
13. St. Mary's Medical Center
14. UCSF Benioff Children's Hospital Oakland
15. UCSF Benioff Children's Hospital at Mission Bay
16. UCSF Medical Center at Mission Bay
17. UCSF Medical Center at Parnassus
18. Washington Hospital Healthcare System



Carrier Partners



Health Plans That Fit

Members access Canopy Health by choosing one of three plans:

- Health Net SmartCare
- UnitedHealthcare Signature Value Advantage
- Western Health Advantage

Members choose a PCP from one of four medical groups:

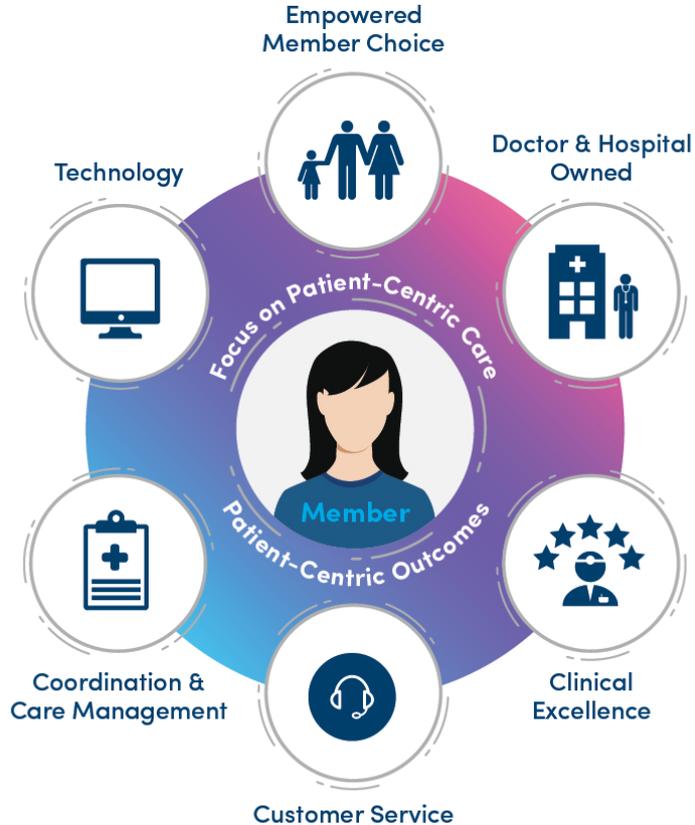
- Hill Physicians Medical Group - East Bay & San Francisco
- John Muir Health Physician Network
- Meritage Medical Network
- Santa Clara County IPA (SCCIPA)



The Canopy Health Member Journey



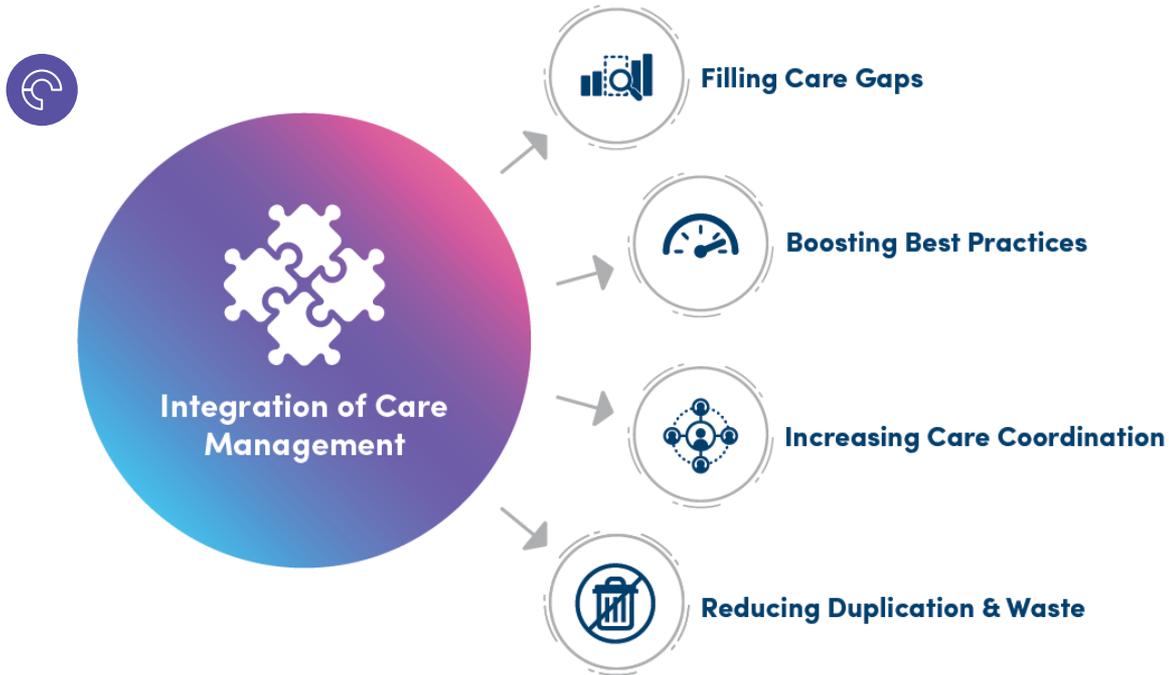
A Commitment to Member Support at Every Step



Shared Data for Better Care



Coordination & Care Management



Coordinated Care



Better Coordination Leads to Higher Quality Care

We are optimizing care by:

- Sharing data
- Improving communications among providers
- Structuring care between hospitals and skilled nursing facilities
- Integrating care as patients move across different settings
- Ensuring accuracy and efficacy of prescription drugs



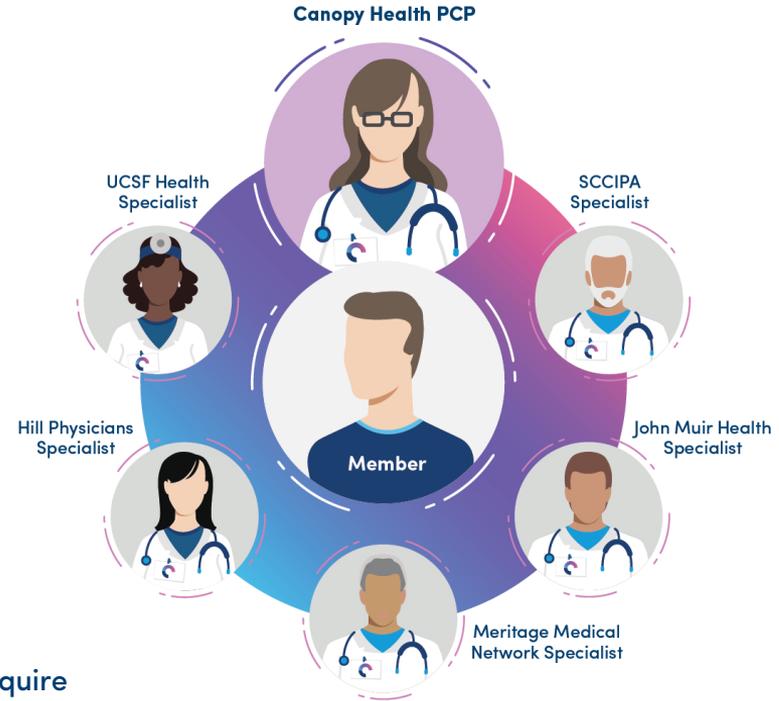
Alliance Partner Collaboration



The Alliance Referral Program Fills the Gaps in Care

Canopy Health primary care physicians can refer to any specialist, regardless of medical group:

- Members work with physicians exploring treatment options
- Members request (or their physician recommends) a specialist in the Canopy Health network
- Referral requests are processed quickly and efficiently
- Common services offered by the approved specialists do not require additional authorizations
- Facilitating immunizations at retail pharmacies
- Members may receive ancillary services (routine imaging, laboratory, and outpatient rehab therapies) anywhere in network



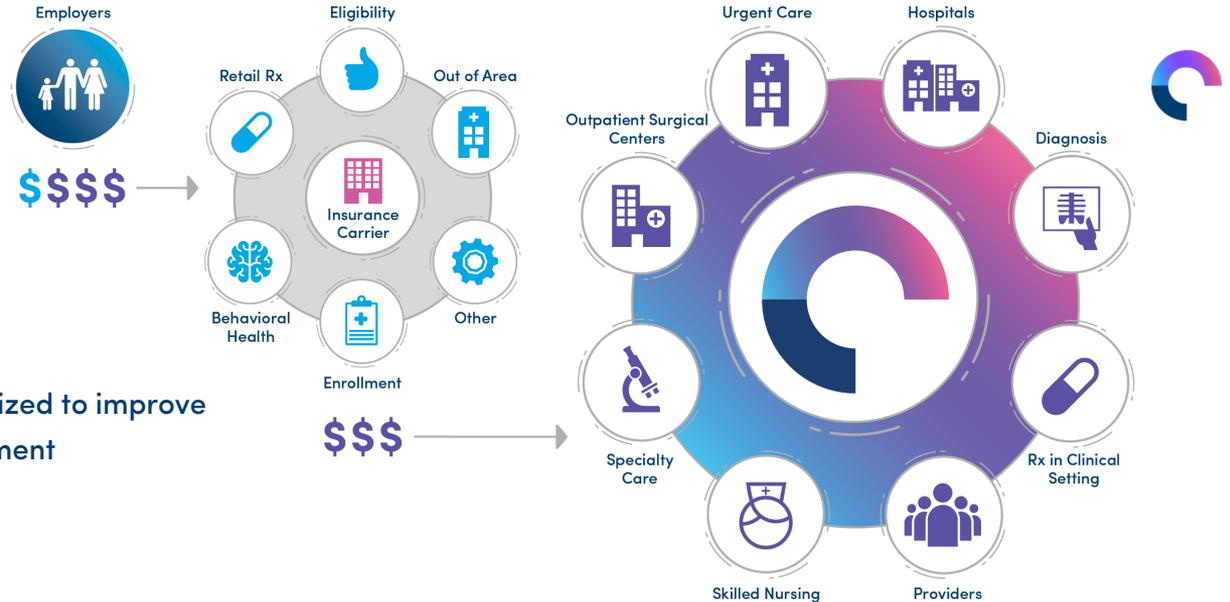
How Canopy Health Works



Our Risk & Payment Structure

Improved risk management through:

- Network providers and hospitals assume the financial risk
- Physicians and hospitals are incentivized to improve care and prevent unnecessary treatment
- Optimal health is delivered through:
 - Improved care coordination
 - Preventive care



Customer Service



Empowering Individuals Through a Member-Centric Focus

With our interconnected network, the Canopy Health Contact Center can move quickly and efficiently behind the scenes for a highly personalized member experience by:

- Providing support when the member has issues
- Providing support when the provider has issues
- Managing our own claims
- Resolving issues with parent health plans



Highlights



Takeaways

- Canopy Health expansion into the South Bay
- Overview of our model of the commitment to the member
 - Behind-the scenes member features, including:
 - Health management analytics and integration
 - Shared data for better care
 - Coordination of care
 - Alliance referral program
 - Member choice

Member Experience – Part Two

Coming November 5th



Advanced Future Features Will Make Canopy Health More Transparent and Accessible

- Video Visits
- Cost Estimator
- Deductible and OOP Accumulator
- e-Referrals



Q&A



**Thank you for joining us.
Please let us know if you have any questions.**



Thank You

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Executive Team

Joel Criste

Chief Executive Officer

Dr. Meg Durbin

Chief Medical Officer

Michael Sheils

Chief Financial Officer

Robb Munson

Chief Operating Officer



Refreshingly Clear, Human Care