

SurgeryPlus for *Grand Prairie* — T E X A S — D r e a m B i g ★ P l a y H a r d

A supplemental benefit for non-emergent surgeries that provides top-quality care, a better experience and lower costs

 **SurgeryPlus**

By  **EmployerDirect** Healthcare

Our Differentiators

Surgeons of EXCELLENCE

Rigorous Screening &
Reduced Complications

Employee SATISFACTION

Better User Experience
We Handle It All

Hard-Dollar ROI SAVINGS

Pre-Negotiated Bundled Rates
Reduced Employer & Employee Costs

SurgeryPlus

Who We Are

- **Supplemental benefit** for non-emergent surgeries
- **Elite, national high-performance network** of Surgeons of Excellence, offering top-quality care through 100% board certified providers
- Benefit **increases employee satisfaction** through a **full-concierge service** that drives better experience and puts members first and handles it all
- **Pre-negotiated**, bundled rates that lower costs, provide transparency and eliminate hidden fees and financial burden
- Reduces financial burden through **waived deductibles and coinsurance and lower complications**



Dispersed High-Performance Network

Key to Utilization

Access to Surgeons of Excellence in key major metropolitan areas

- Coverage in the majority of MSAs
 - *82% of the nation's population is within limited distance of a top 50 MSA*
- Greater utilization potential vs. traditional center of excellence model
- Network of 2,800+ Providers nationally and growing

Utilization starts with convenience — members don't want to travel for routine procedures

Superior Member Experience

Driven by Our Care Coordinators

Meet your Care Coordinators



Elizabeth W.

Dallas, TX

Prior Experience: Hospitality, 4 years

282 cases managed in 2016



Micole P.

Dallas, TX

Prior Experience: Healthcare, 7 years

516 cases managed in 2016

Customer service performance at a glance

Average time to answer	~9 seconds
Average first time call length	~10 minutes
Average time to consult	23 days
Average time to procedure	32 days
% of first time calls to procedures	24.3%

With SurgeryPlus

- ✓ Concierge service walks members through every step of the process
- ✓ Members find a higher caliber surgeon than they likely would on their own
- ✓ Members know exactly how much is required of them
- ✓ No fear of out-of-network costs or balance billing
- ✓ Travel assistance for member and companion if necessary
- ✓ Cost savings for member and employer
- ✓ No confusing stream of bills post-procedure



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Care Coordinators Handle It All

Full-Concierge Service Creates a Better Member Experience



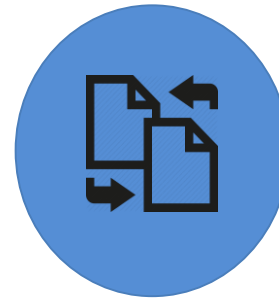
Locate

Find best fitting
Surgeon of Excellence



Schedule

Book timely appointments &
manage logistics



Coordinate

Bundle service Providers &
transfer records



Follow Up

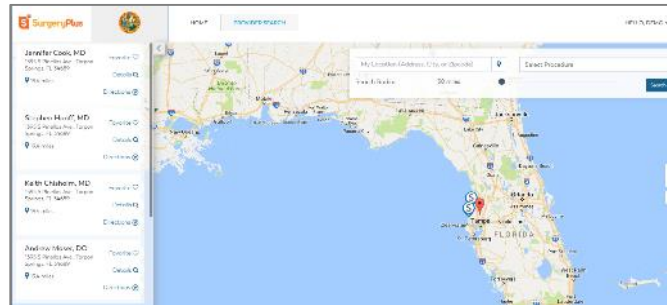
Ensure complete
member satisfaction

Advanced Member Portal

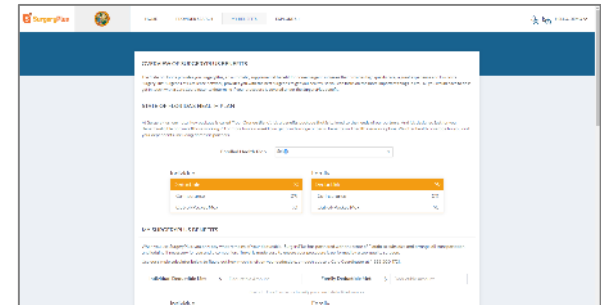
Provides Patient Education and Assistance

Member Portal Features

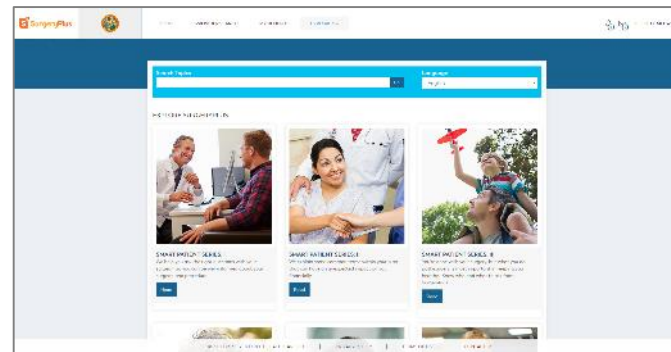
- Provider Search
 - Care Coordinator Communication
 - Call Back Forms
 - Email
 - Secure Message
 - Chat
- Explore SurgeryPlus
 - Benefit Education
 - Surgery Education
 - Provider Highlights
 - Member Feedback
- Benefit Education Page
 - SurgeryPlus Benefits
 - Client Plan Information
 - Deductible Calculator
 - Covered Procedures
- SurgeryPlus Benefit Card
- My SurgeryPlus Case
 - Case Status Tracking
- Deductible Payments
- Questionnaires
- Notifications
- Utilization Reports
- Targeted Messaging
- HIPAA-Compliant and Secure



PROVIDER SEARCH



MY BENEFITS EDUCATION



EXPLORE SURGERYPLUS



SMART PATIENT SERIES



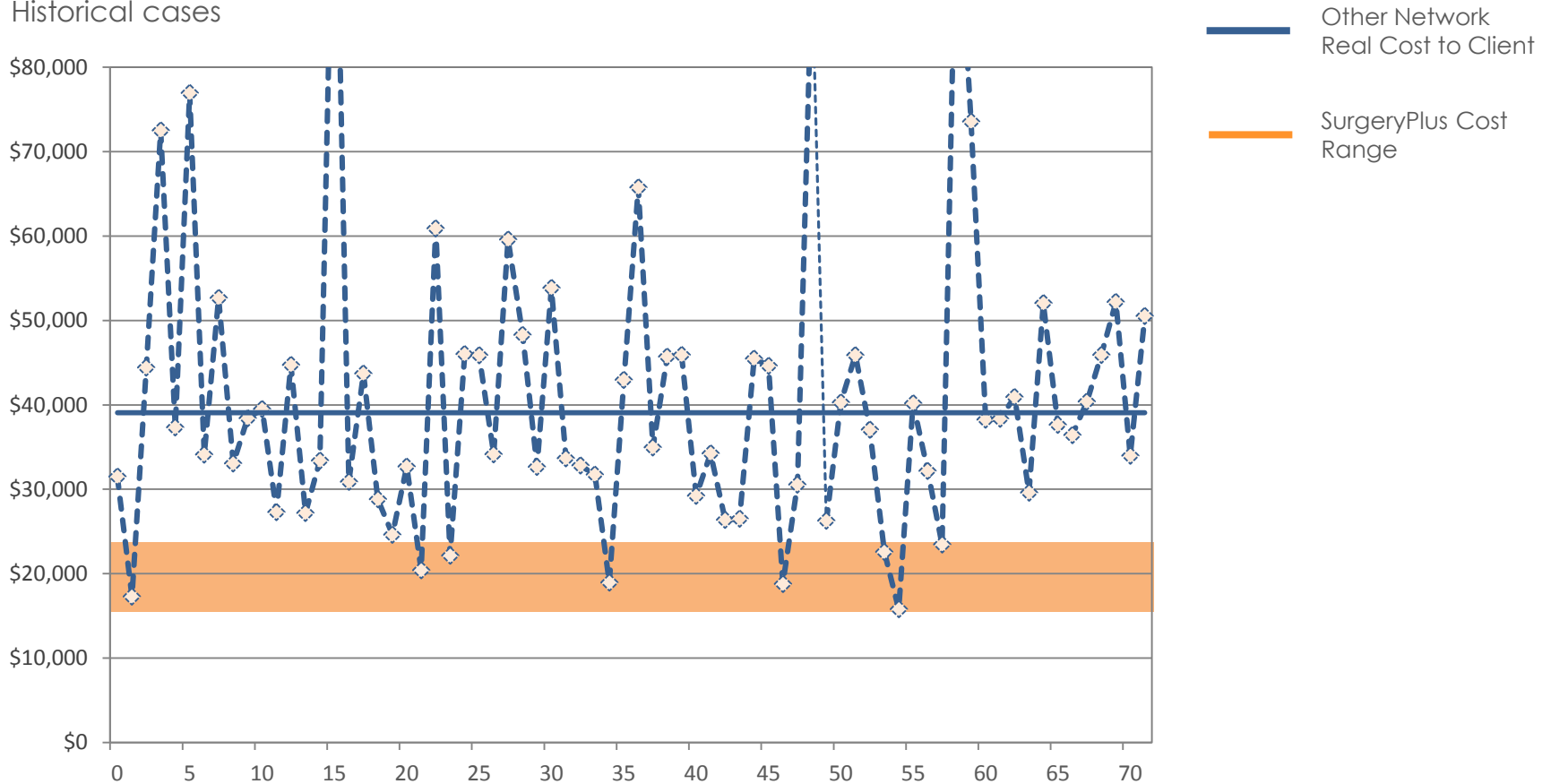
SURGEON HIGHLIGHT

Healthcare Today: Price Volatility

SurgeryPlus' Bundled Rates Provide Consistent and Lower Costs

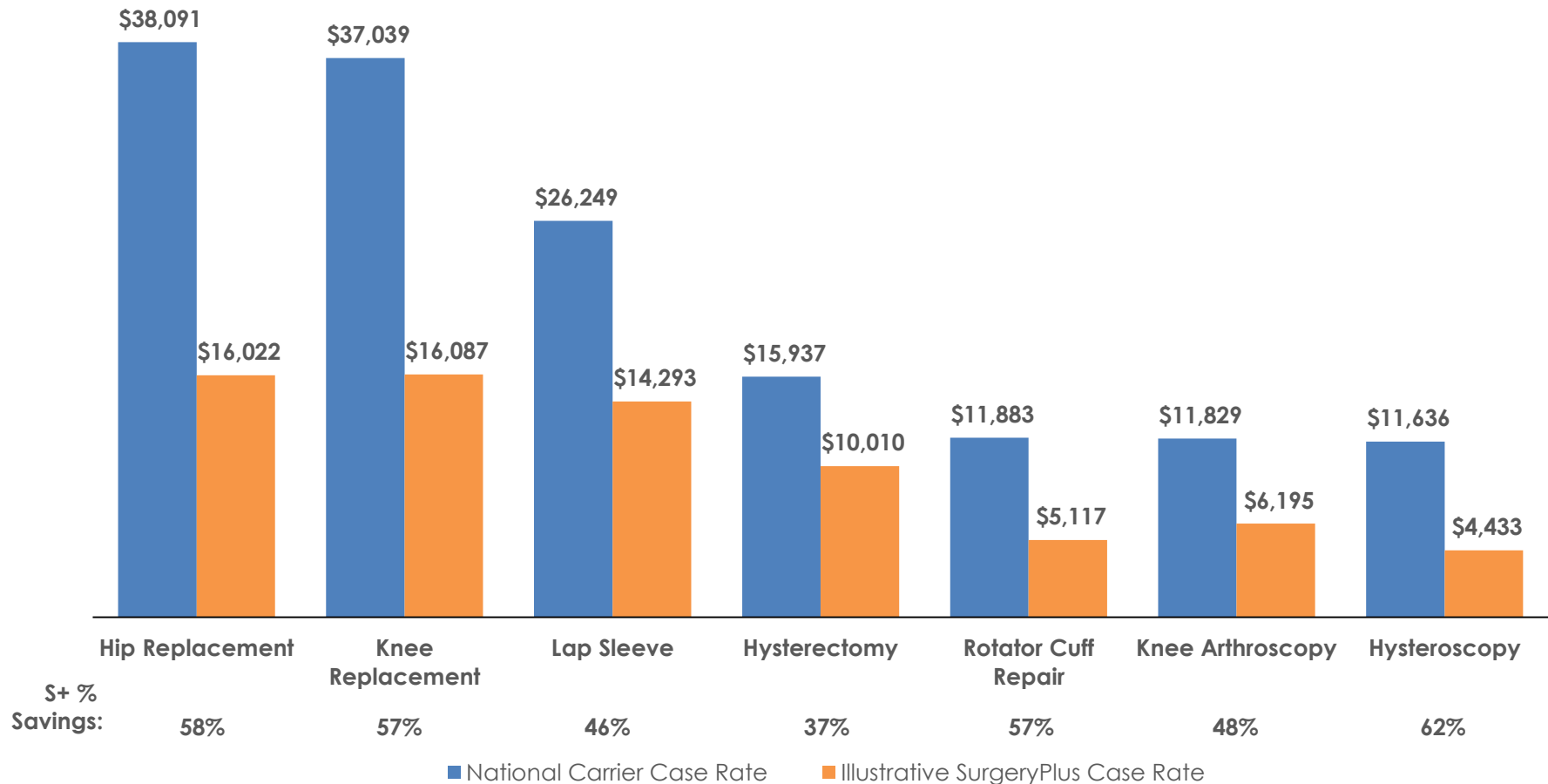
Actual Client Case Study: Knee Replacement (27447)

Historical cases



Illustrative SurgeryPlus Savings Examples

Common SurgeryPlus Procedures vs. Carrier Rates



Notes: National carrier case rates based on SurgeryPlus claims database as of April 10, 2017.
Illustrative SurgeryPlus case rate based on best existing contracts in Houston, Texas. Outpatient case rates shown where available and applicable.
Procedure pricing can vary substantially based on specific codes billed and physician / facility used.



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Ease of Implementation

SurgeryPlus Handles the Majority

Implementation Process

What to expect

Flexible rollout

- Implementation within 60-90 days

Designated Account Executive

- Manages implementation process

Not dependent on normal benefits cycle

- Can be implemented at any time of the year

Stage	Key implementation issues		Responsibility
Gather	Information	→ Basic plan information gathering	All
	Decisions	→ Incentives & eligible procedures	All
	Contracting	→ Contract & BAA	All
Setup	Member Contact	→ Phone & website	S ⁺
	Plan Integration	→ Eligibility file, deductible accumulator, case referral	S ⁺
	Patient Management	→ System setup & custom processes	S ⁺
	Finance	→ Client billing & member payment	S ⁺
	Network Development	→ Specific network growth needs	S ⁺
Engage	Member Communications	→ Custom strategy & pieces to drive utilization	S ⁺
	3rd Party Integrations	→ In/out-bound integrations with other partners	S ⁺
	Reporting	→ Actionable insights to understand & move forward	S ⁺