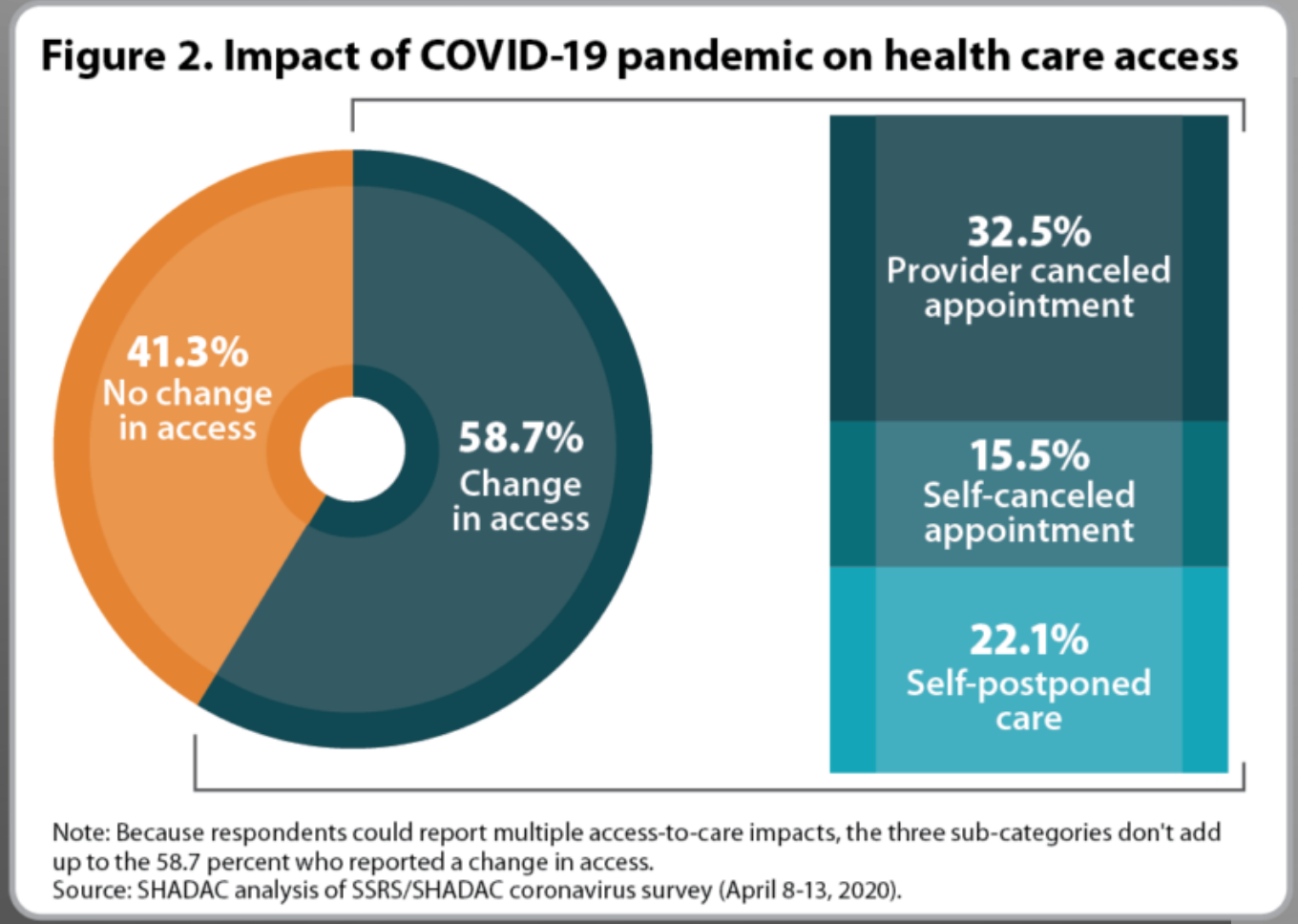
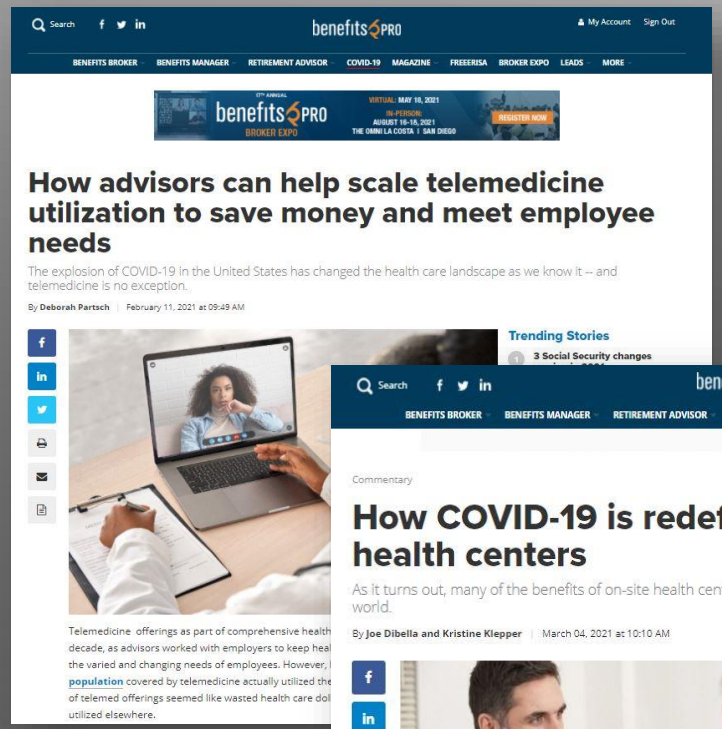
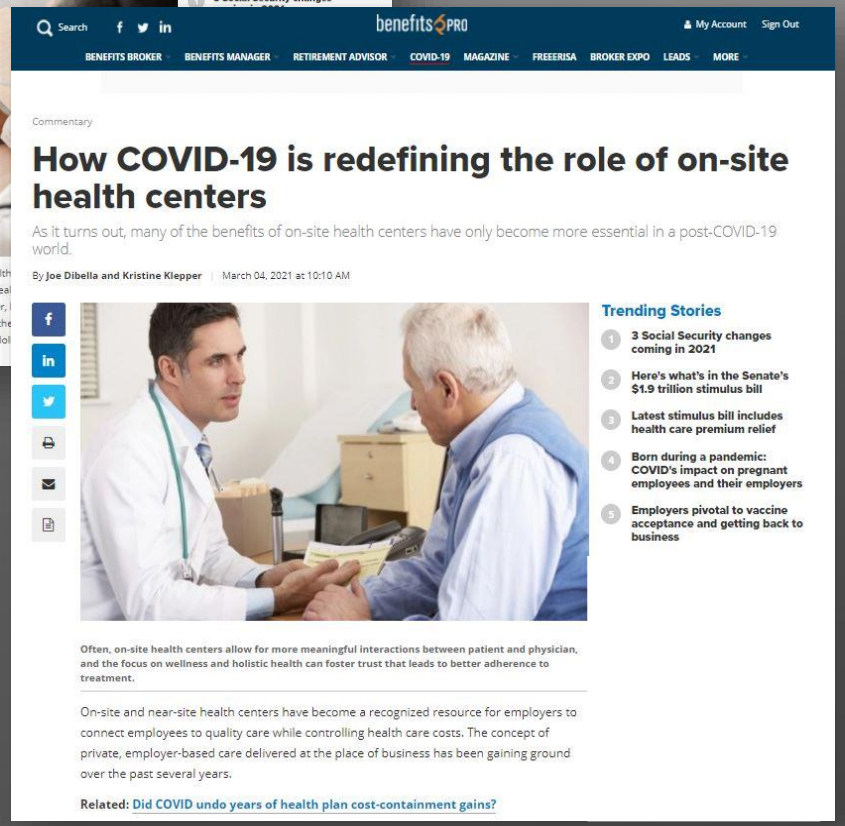
MORE ACCESS
BETTER CARE
LOWER COST

Impact of COVID-19 Pandemic on Healthcare Access




benefitspro
BENEFITS BROKER
BENEFITS MANAGER
RETIREMENT ADVISOR
COVID-19
MAGAZINE
FREEERISA
BROKER EXPO
LEADS
MORE
How advisors can help scale telemedicine utilization to save money and meet employee needs
The explosion of COVID-19 in the United States has changed the health care landscape as we know it -- and telemedicine is no exception.
By Deborah Partsch | February 11, 2021 at 09:49 AM
Trending Stories


benefitspro
BENEFITS BROKER
BENEFITS MANAGER
RETIREMENT ADVISOR
COVID-19
MAGAZINE
FREEERISA
BROKER EXPO
LEADS
MORE
Commentary
How COVID-19 is redefining the role of on-site health centers
As it turns out, many of the benefits of on-site health centers have only become more essential in a post-COVID-19 world.
By Joe Dibella and Kristine Klepper | March 04, 2021 at 10:10 AM
Trending Stories
1 3 Social Security changes coming in 2021
2 Here's what's in the Senate's $1.9 trillion stimulus bill
3 Latest stimulus bill includes health care premium relief
4 Born during a pandemic: COVID's impact on pregnant employees and their employers
5 Employers pivotal to vaccine acceptance and getting back to business
Often, on-site health centers allow for more meaningful interactions between patient and physician, and the focus on wellness and holistic health can foster trust that leads to better adherence to treatment.
On-site and near-site health centers have become a recognized resource for employers to connect employees to quality care while controlling health care costs. The concept of private, employer-based care delivered at the place of business has been gaining ground over the past several years.
Related: Did COVID undo years of health plan cost-containment gains?

WiN
WiN
WiN
WiN

IT'S ALL ABOUT
MORE ACCESS
ELIMINATE THE EXCUSES
CHANGE THE STORY
IMPROVE THE QUALITY

Today's Journey

- ✓ Webinar is being **RECORDED**
- ✓ Questions:
  - **Q&A section**
- ✓ Value Creation – CALL TO ACTION
  - Wait to the end… it will be **WORTH IT**
- ✓ **SAVE THE DATE**
  - 4/22 = Employer Facing Webinar
- ✓ **HRCI/SHRM Certification**
  - After completing the webinar, fill out the form on https://thb.health/academy/

TRANSPARENT HEALTH BENEFITS

19-year employee benefits professional

12 years at large consulting house

$3.5M+ personal production

Chief Growth Officer for **$350M+** practice

Self-funding and health management **expert**

Creator of THB and disruptor of the status quo

LESTER J MORALES

Founder & CEO, Next Impact

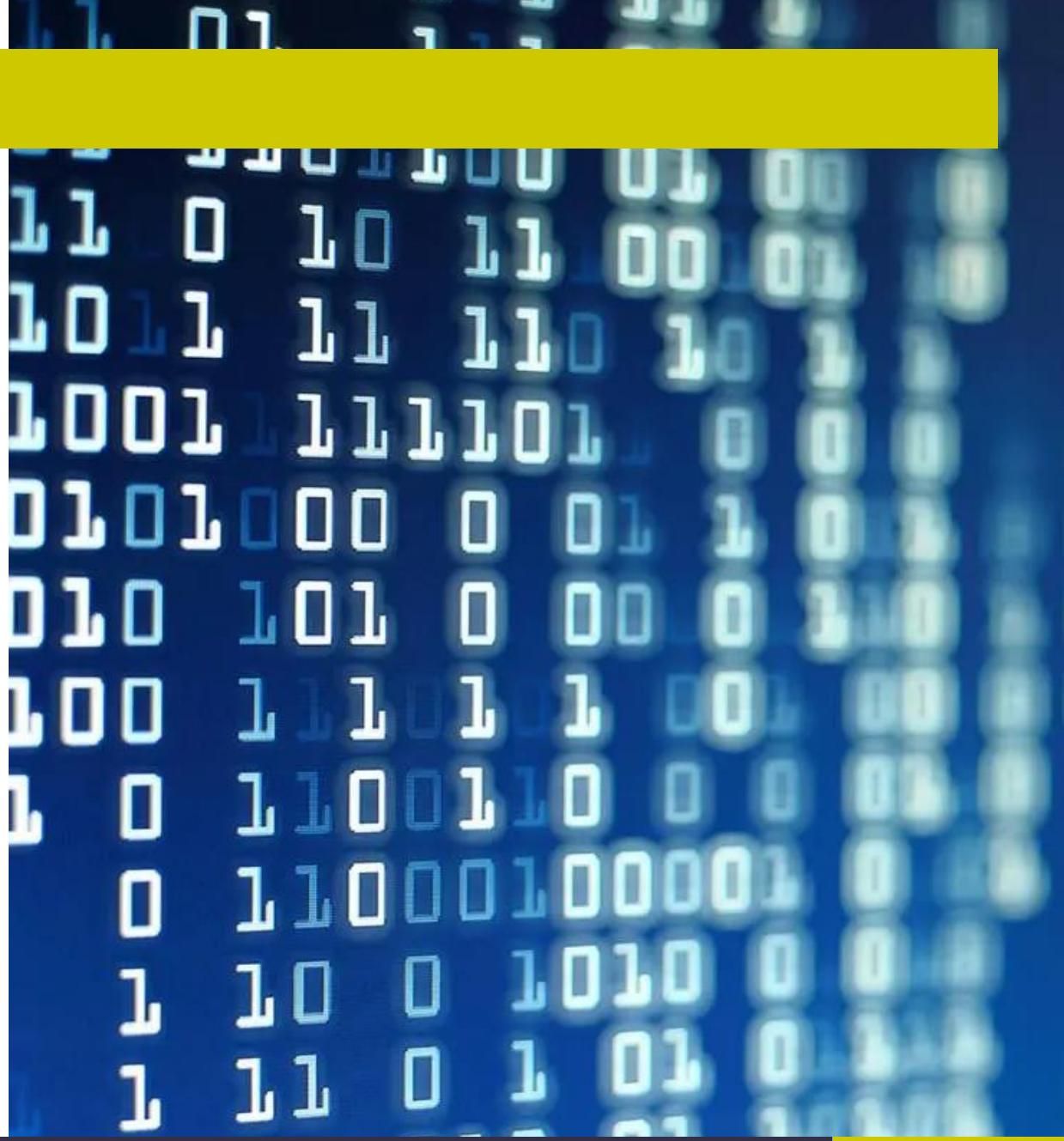
Creator of Transparent Health Benefits

lester.morales@nextimpactllc.com

(813) 784-1519

OUR TOPIC

- ✓ VIRTUAL EXPANSION
- ✓ DIRECT PRIMARY CARE
- ✓ ONSITE/ NEAR SITE CENTERS



OUR SPEAKERS

David Slepak

Executive Vice President

Akos

Dr. James Pinckney II

Founder & CEO

Diamond Direct Care

Dr. Nick Heinen

President/Co-Founder

Vestra Health

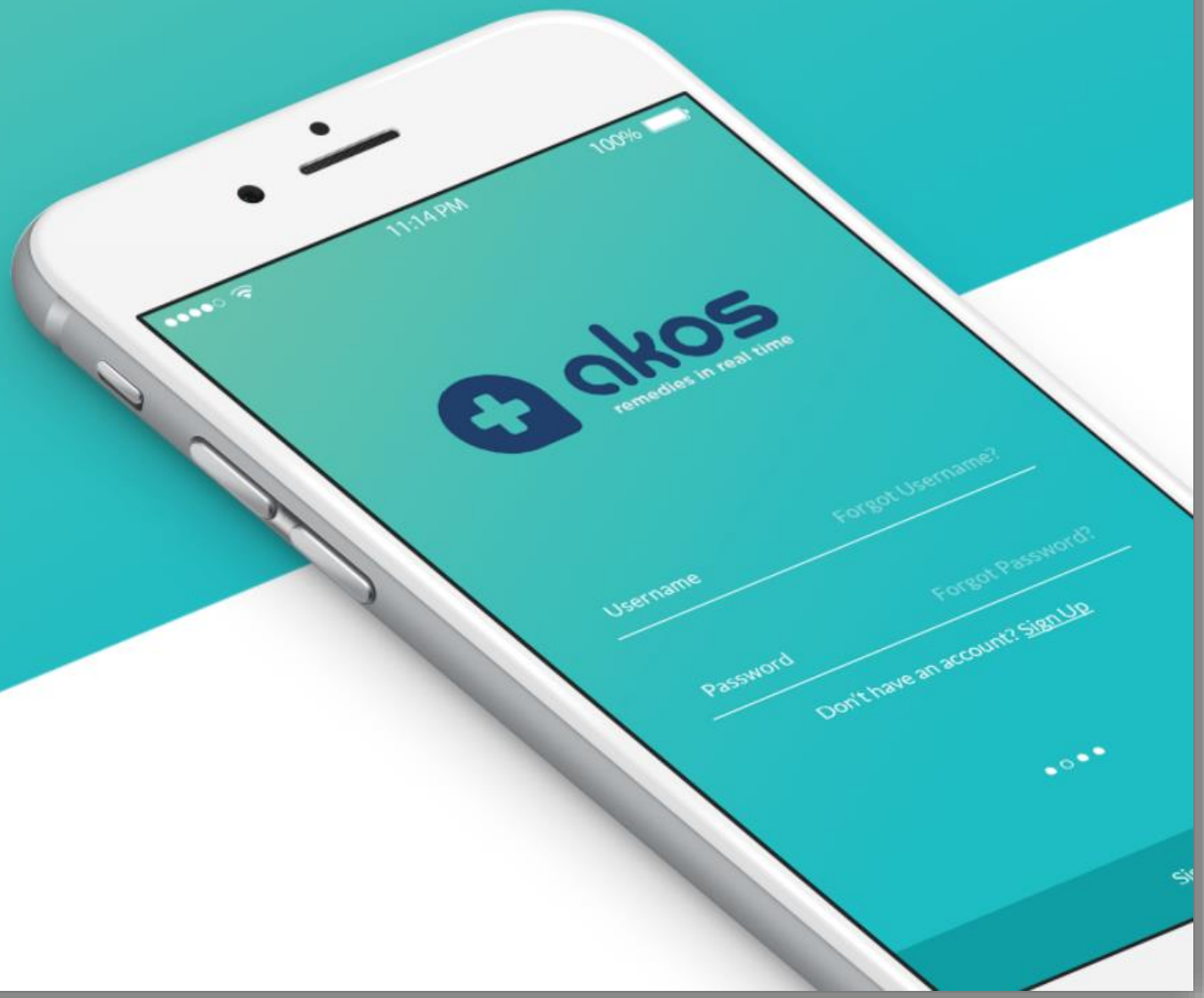
VIRTUAL EXPANSION

akos

remedies in real time

Modern medicine meets modern convenience

No commutes. No waiting rooms. Akos uses telemedicine so you can consult with a healthcare professional without the hassles of a physical visit.



Our Objective

To Deliver: Right Care, at the right Time, at the appropriate Location & Fair Price

Aligned with User & Purchaser

Conflicted Business Model

Barriers to Care

- Time
- Money
- Transportation

- $0 (Cost)
- Easy /Convenient
- Relationship
- Anytime
- Anywhere

Remove the Barriers

akos
remedies in real time

- 1:1 with PCP
- Care Navigation / Referrals
- Chronic Disease Management
- Health Coaching
- 24/7 Virtual Urgent Care

Entry Points Into the Healthcare System

- **Imaging**
- **Labs**
- **Specialist**
- **Emergency Room**
- **Urgent Care**
- **Specialist**
- **Hospital Stay**

Health Care

Health Insurance

Akos Integrated Virtual Care Model

Employer Benefits Programs

- Customized and scalable
- Benefits wallet and Rx pricing
- Insurance eligibility checks
- Pricing models to accommodate unique needs
- Dedicated and comprehensive workers' compensation solution
- Direct Primary Care (DPC) capable

Connected Care Platform

- Health data consolidated in one unified record for care team
- Reporting and analytics to identify patients for proactive engagement
- Cloud-based, device agnostic communication and messaging
- Dedicated care navigator
- Data portability to share with provider

Care Delivery Ecosystem

Virtual Visit

- 24/7/365 availability
- On-demand virtual consultations
- Device agnostic
- Intuitive HIPAA-compliant platform
- Nationwide provider network

Medical Kiosk

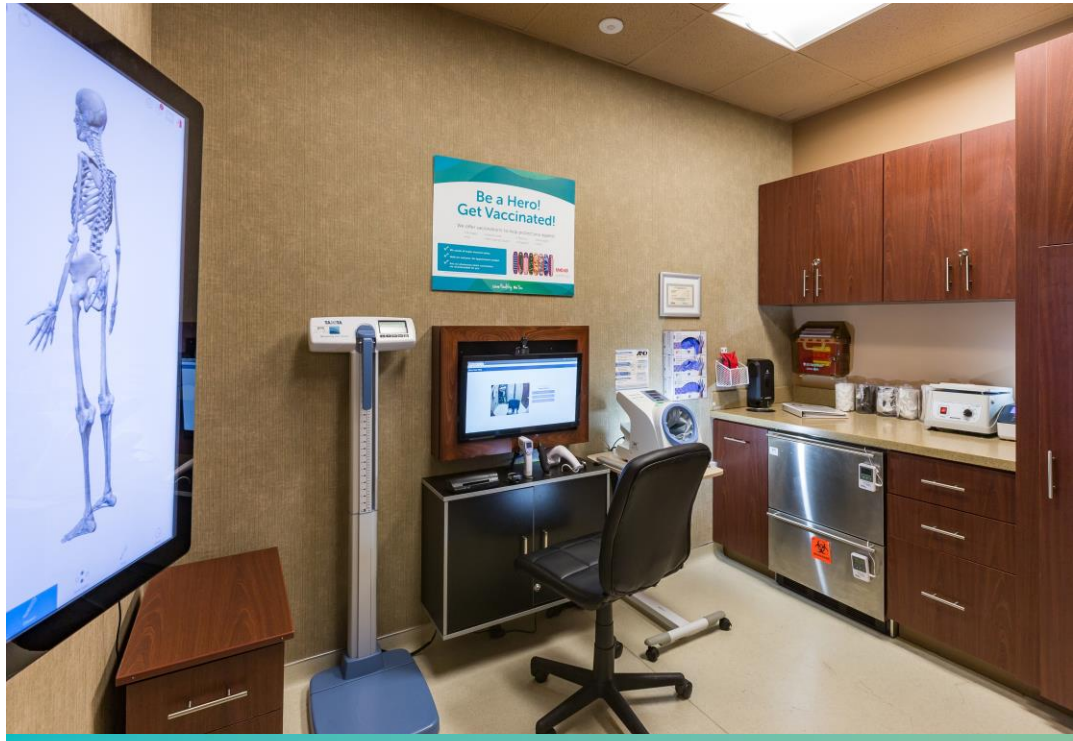
- AI/AR telehealth-enabled medical station
- Onsite MA/Phlebotomist
- FDA-approved peripherals
- Onsite labs/diagnostics
- Scalable for kiosk at employer facility

In-Person Provider Consult

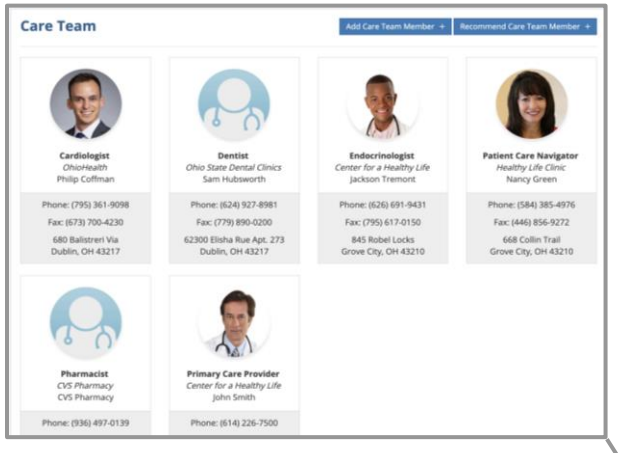
- Referral for in-person consult if needed
- Multispecialty network
- Preferred direct contracting

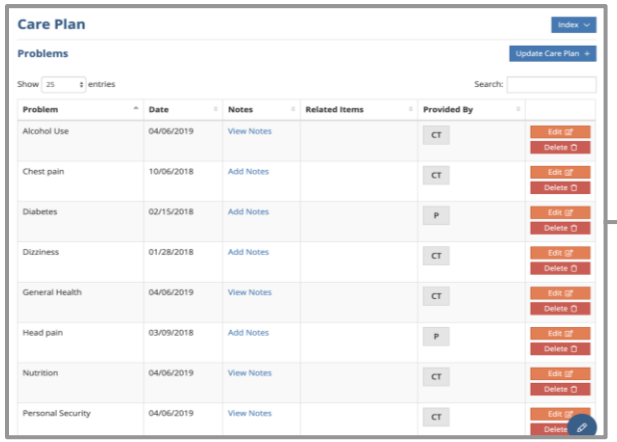
Akos On-Site Med Clinic Extend Care for Vitals and Labs

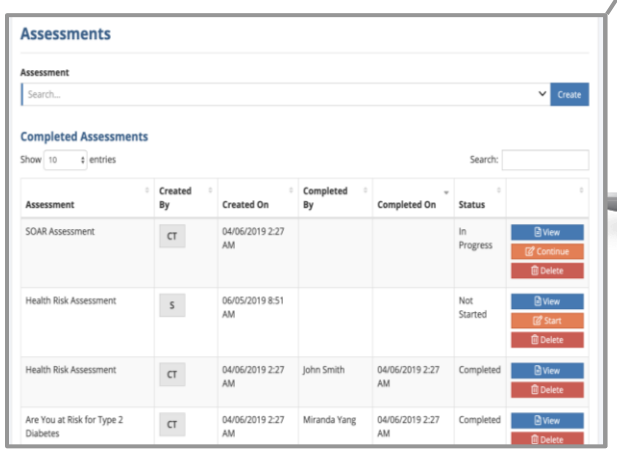
- AI/AR-enabled medical station
- Patient continues self-examination with diagnostic tools to collect vital signs and other parameters
- AI software collects symptoms, identifies diagnostic possibilities and formulates treatment plan
- Remote provider assesses evaluation and confirms diagnosis and treatment plan
- Onsite phlebotomist performs common lab tests and diagnostics as needed
- Viable option for onsite or near-site kiosk
  - HIPAA-compliant space with internet access required
  - Current staff with minimal medical experience can operate



Comprehensive Care Management Portal

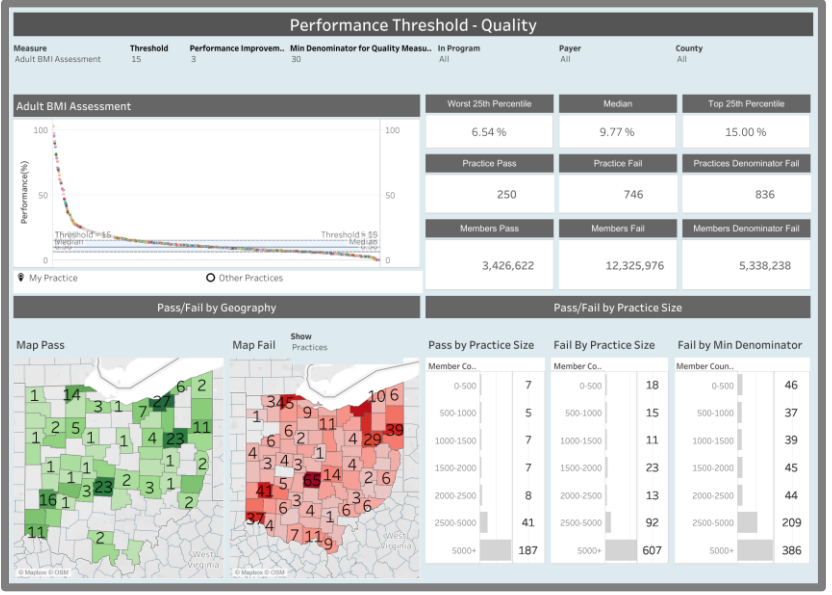






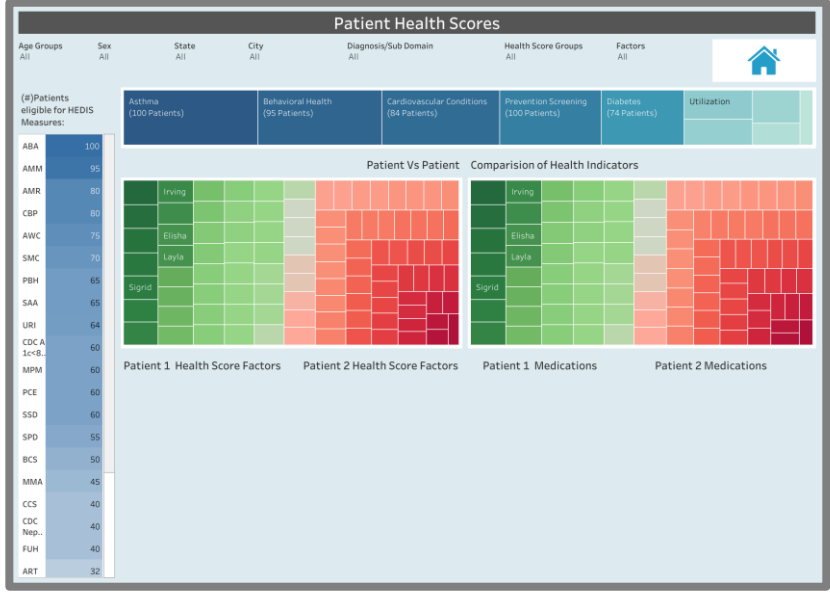
- Effectively guide patients on care journey
- Evaluate need for additional team members
- Understand patient needs and risks with a unified view of patient health plan
- Assessments help employers, providers and payors evaluate needs and risks
- Health data consolidated in one unified record for care team

Reporting & Analytics



Payor Dashboard

Assesses provider performance against quality and P4P metrics

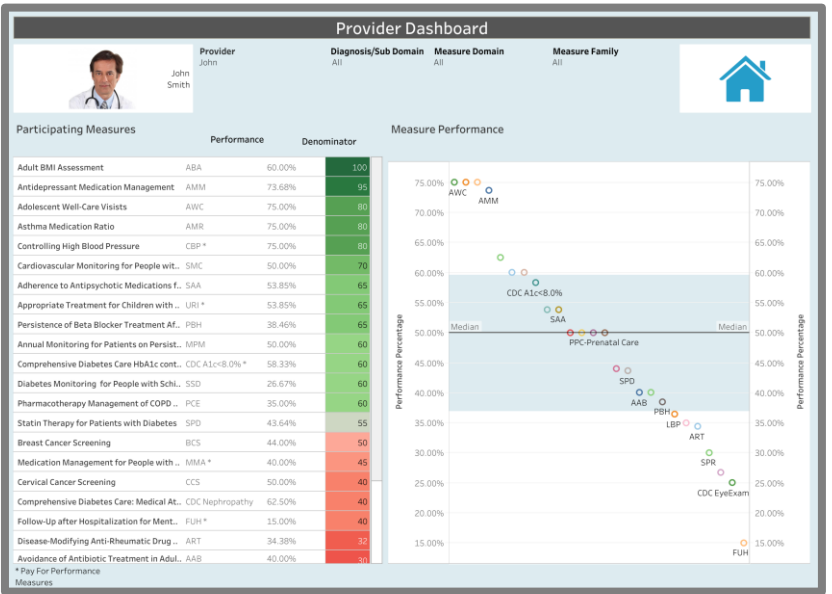


Researcher Dashboard

Side-by-side comparisons of care pathways and plans

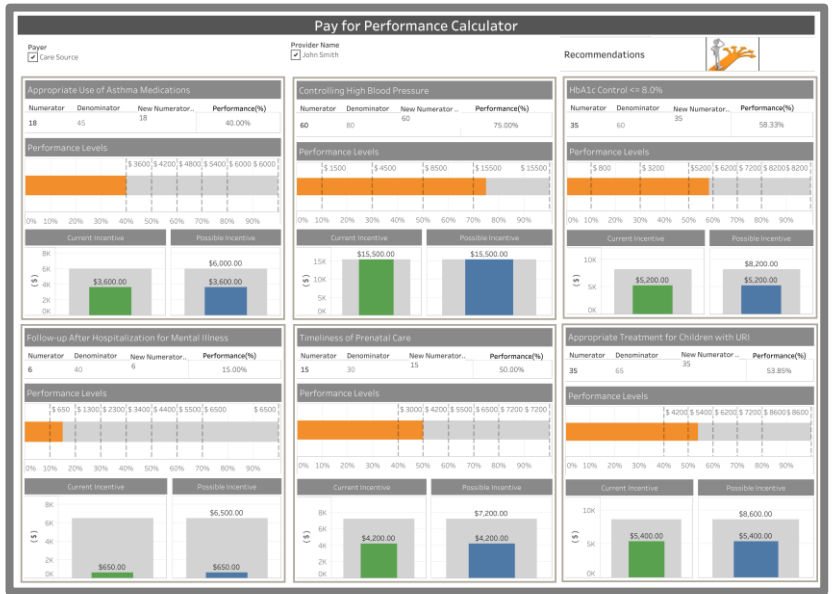
Provider Quality Dashboard

Monitors provider performance against defined metrics



Provider P4P Calculator

Assesses quality metrics on level of effort



Hospital Readmission Dashboard

Identifies trends to reduce readmissions

Affordable On-Site Care

Example 500 EE Group

		Monthly Total Cost
Equipment	$20,000 (over 2 yrs)	$833.33
Medical Assistant	$37,500 yr	$3125.00
Akos VPC Plus	$48 PEPM	$24,000

- Virtual DPC
- Care Navigation
- Chronic Disease Management
- On-Site Access
- Population Health

$56 PEPM

+/- $54.25 PEPM

Simple Math:
75% participation (376)
50% EE / 50% F
$450 EE
$1600 F
Total Spend $4.6M
@ 7.5% = $4.50
@10% = $312
$117,000 savings

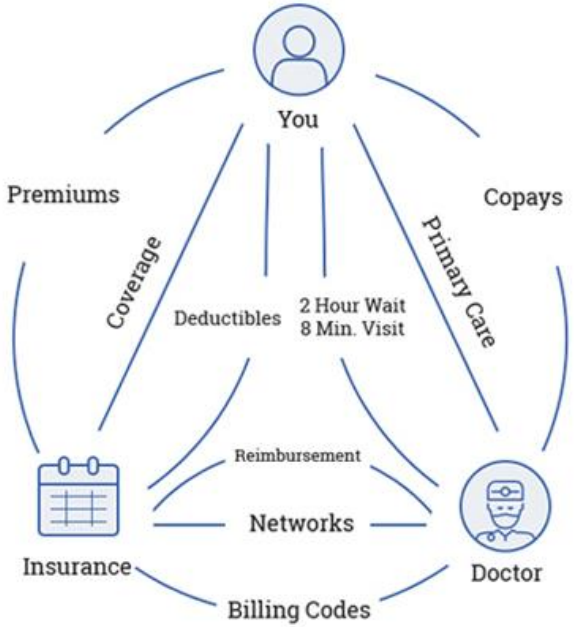
DIRECT PRIMARY CARE

diamond®
Direct Care

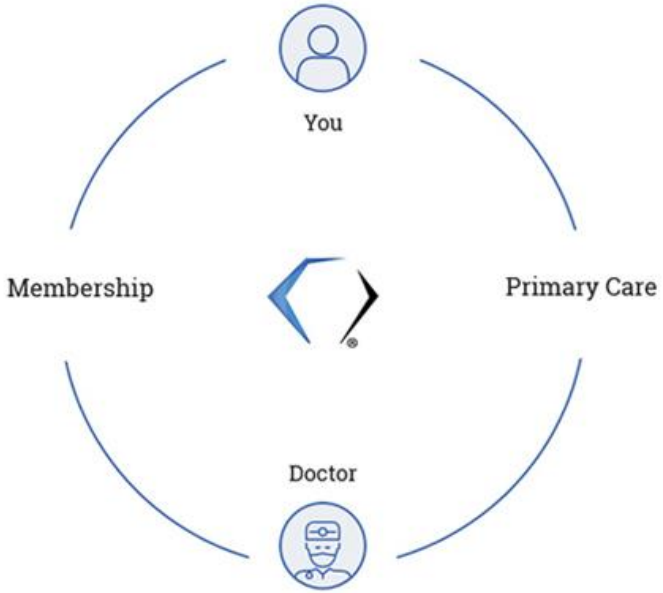
DIRECT PRIMARY CARE

- ✓ Founded in 2012
- ✓ Membership Medicine I Direct Primary Care
- ✓ Serving DFW Metroplex for 7 years
- ✓ Deliver Exemplary Care to 3,000 Lives I 27 Small Businesses
- ✓ 4 Diamond Physicians Locations I 7 Physicians
- ✓ 14 Diamond Direct Care Locations I 17 Medical Providers

DIRECT PRIMARY CARE



VS



Old Primary Care

New Primary Care

DIRECT PRIMARY CARE

Don’t be a Pawn in the Insurance Game.

DIRECT ACCESS
Direct Access To Your Doctor Via E-mail And Text

NO WAIT TIME
Virtually Zero Wait Time And Unlimited Visits With Your Provider

ISSUES ADDRESSED
Issues Addressed Immediately

ZERO COPAY
Unlimited Visits At A Cost Of Less Than A Cup Of Coffee A Day With Zero Copay.

UNLIMITED URGENT CARE
Virtually Zero Wait Time And Unlimited Visits With Your Provider

DEEP DISCOUNTED LAB
Deeply discounted prices with local lab, medical imaging partners and pharmacies.

DIAMOND SOLUTIONS IMPLEMENTATION TIMELINE

ONSITE CLINICS

VESTRA
HEALTH & PHARMACY

Transparency at Work

VESTRA
HEALTH & PHARMACY

Why Onsite?

Cost Containment

Medical Claims

Productivity

Pharmacy Spend

Adherence

ER Over-Utilization

Specialist

“Surprise Billing”

Onsite Benefits

Employee Engagement

Compliance with Chronic Medical Conditions

Accessibility & Affordability

Recruitment & Retention

Enhanced Service & Personalized Care

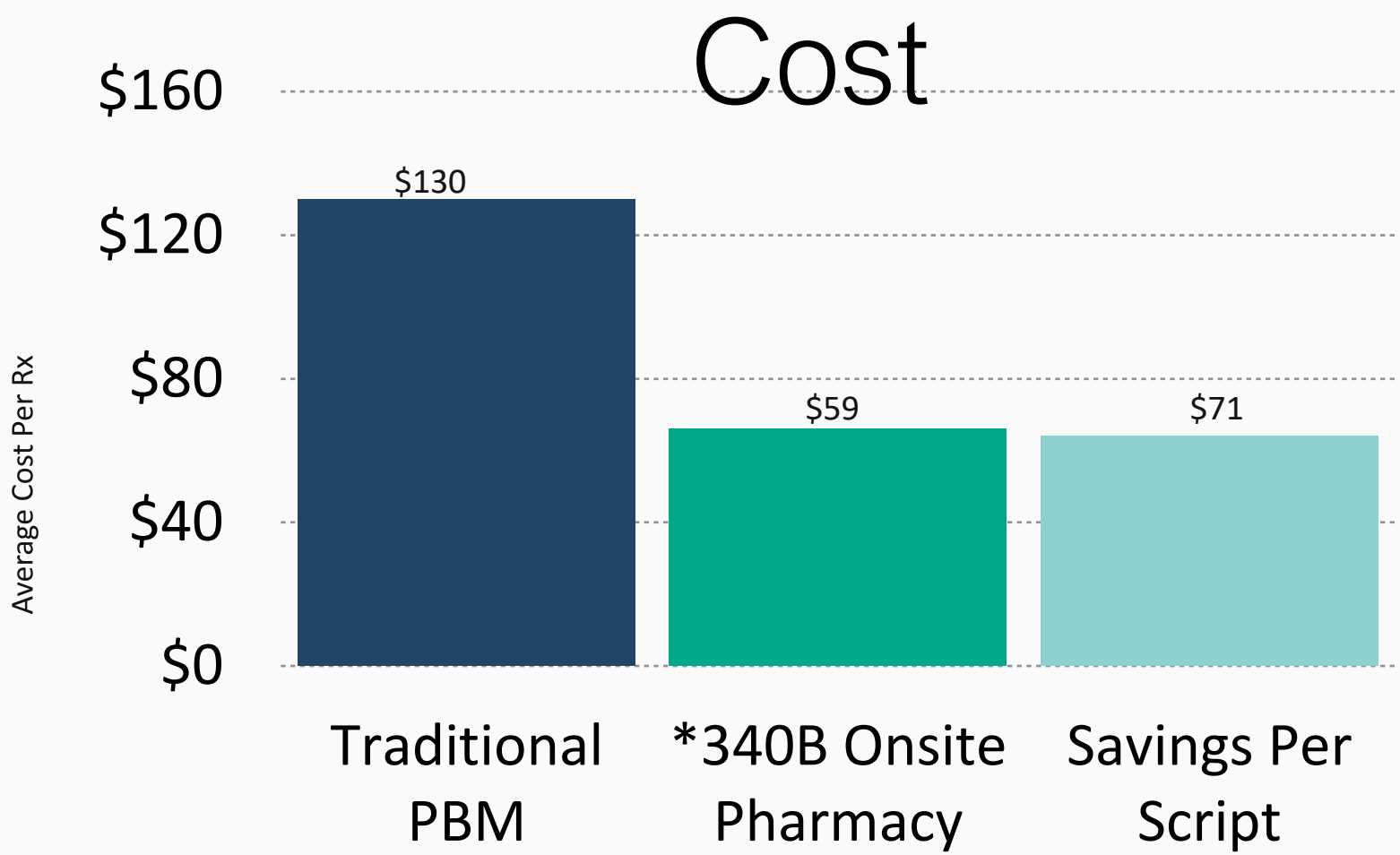
VESTRA HEALTH & PHARMACY

A Look at the Savings

Onsite Pharmacy Savings

Pharmacy

*Cost for onsite includes operation cost and ingredient cost

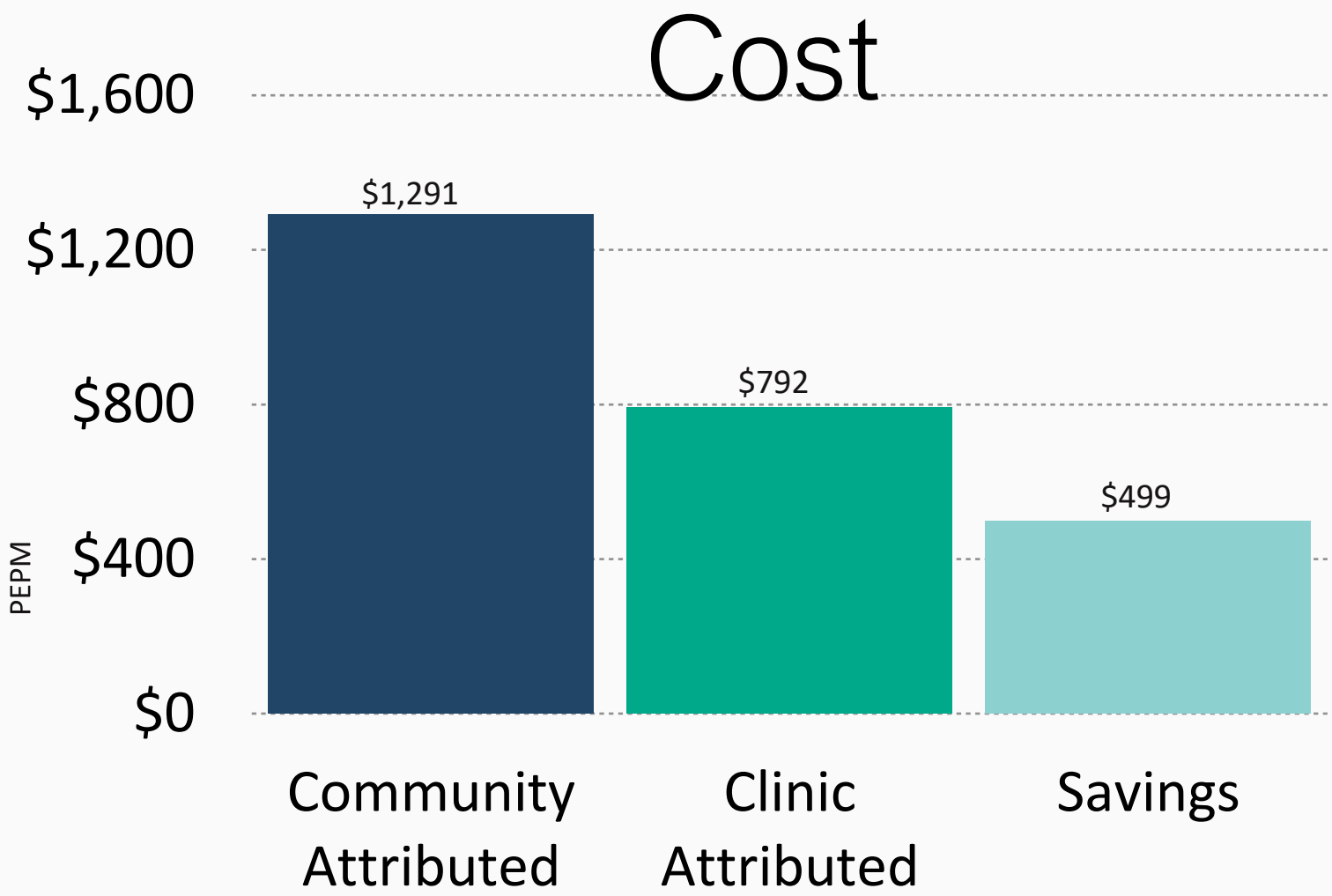


VESTRA HEALTH & PHARMACY

Onsite Clinic Savings

Attributed Savings

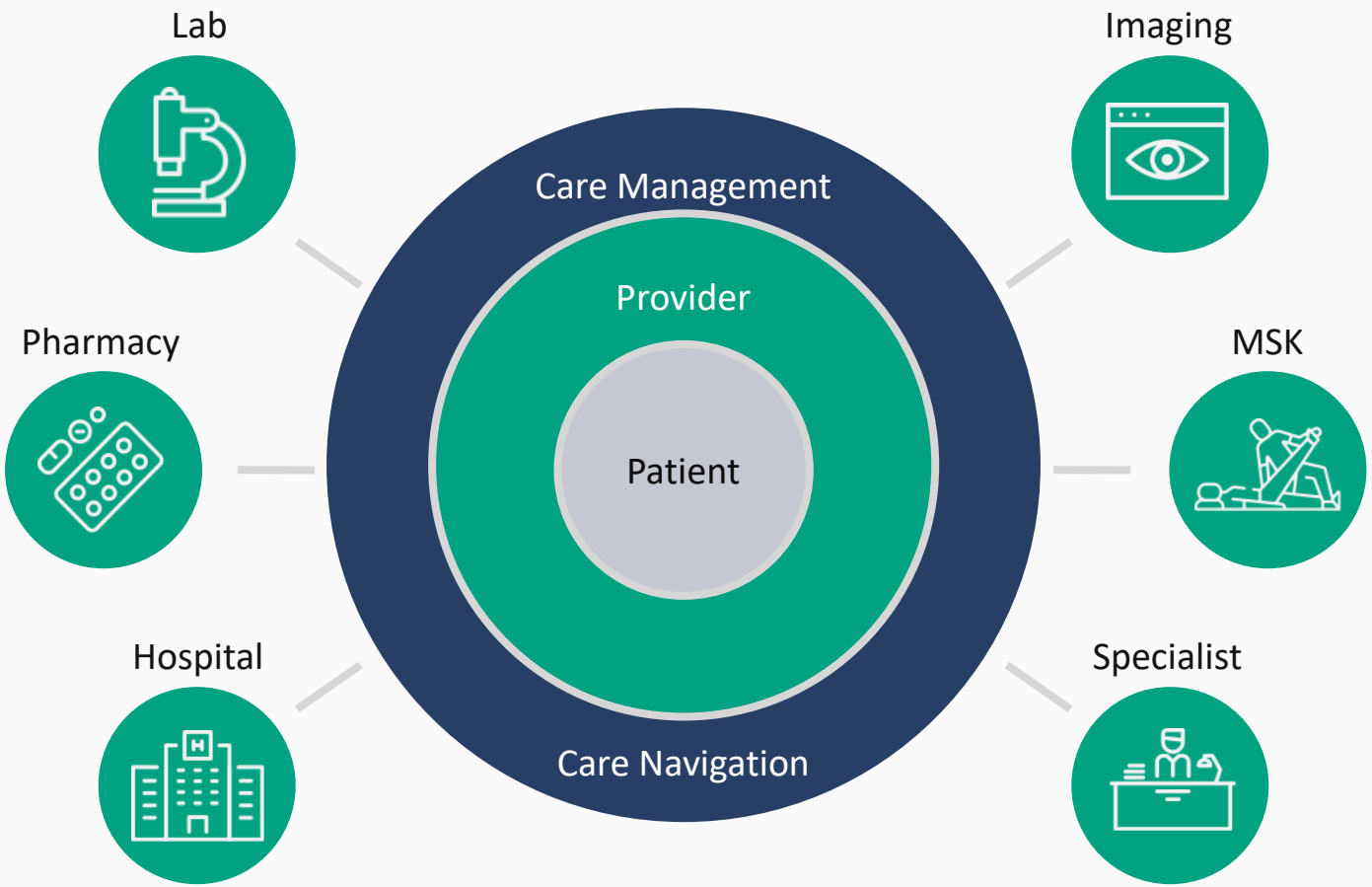
$499 Savings PEPM for Clinic Attributed Patients vs Community



VESTRA HEALTH & PHARMACY

How do we do it?

Onsite Optimization



VESTRA HEALTH & PHARMACY

Traditional vs Transparent Pass-Through PBM

Traditional PBM

Retain Network Spread Pricing

Retain Rebates

No disclosure of revenue streams

Approximately 30 hidden revenue streams

Limited access to RX Claims Data

Rigid Formulary

- Adjusted Bi-Annually

Pass-Through PBM

No Spread Pricing

Pass-through of rebates (less admin fees)

No mark-up on cost of drugs

Full disclosure of revenue streams

Administration fee only

Full access to RX Claims Data

Custom Formulary

- Flexible Adjustment

VESTRA HEALTH & PHARMACY

QUESTIONS?
MY MOM SAYS THE ONLY STUPID QUESTION
IS THE ONE NEVER ASKED

PARTING SHOTS
If you only do 1 thing…

VIRTUAL EXPANSION

David Slepak – Executive Vice President

480-747-1621

david@crewadvisers.com

akos
remedies in real time

DIRECT PRIMARY CARE

Dr. James Pinckney II – Founder & CEO

214-395-3491

drjames@diamondphysicians.com

diamond® Direct Care

ONSITE CLINICS

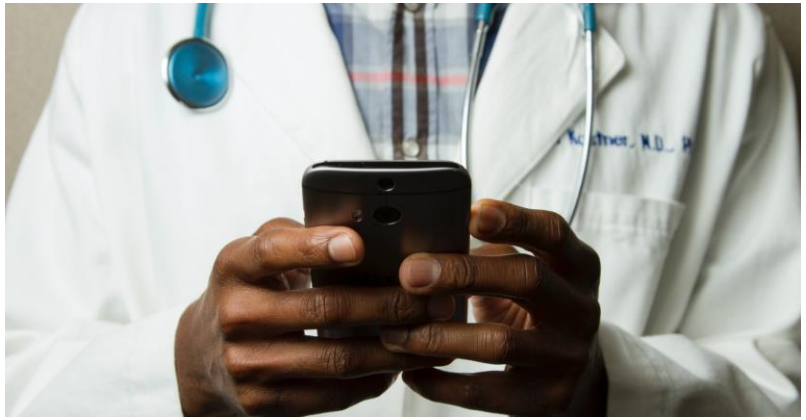
Dr. Nick Heinen - President/Co-Founder

337-738-4180

nick.heinen@vestrahealthcare.com

VESTRA HEALTH & PHARMACY

TRANSPARENT HEALTH BENEFITS



- ✓ **SAVE THE DATE**
  - 4/22 = Next Employer Facing Webinar
  - Prescription Drugs: The single fastest way to get control over your health benefits spend
- ✓ **HRCI/SHRM Certification**
  - After completing the webinar, fill out the form on https://thb.health/academy/

LESTER J MORALES

Founder & CEO, Next Impact

Creator of Transparent Health Benefits

lester.morales@nextimpactllc.com

(813) 784-1519

Thank You

akos
remedies in real time

diamond®
Direct Care

VESTRA
HEALTH & PHARMACY

CHANGE STARTS WITH YOU

thb