
Changing Health Care for the Better





One Team. One Focus.

Healthy workers are happier and more productive. We can help employees maintain their health and employers realize positive results in their workforce.

Baylor Scott & White Quality Alliance (BSWQA) and Scott & White Health Plan (SWHP) have teamed together to form Baylor Scott & White Preferred, an integrated health plan solution offering employers and their employees the opportunity to save on health care premiums.

Baylor Scott & White Preferred is more than just a health plan. It's a unique blend of doctors, hospitals, and an insurance plan all teaming together to better engage members in managing their health. Our work demonstrates that healthier employees can mean increased workforce productivity, reduced absenteeism and lower medical costs.



Scott & White Health Plan began operations in January 1982 and now covers almost 300,000 members, with a service area covering 77 counties in Central, East, North, and West Texas. Considered a top-ranked Texas insurance company with a history of superior customer service, Scott & White Health Plan offers affordable access to high-quality care. Health care may be changing in America, but Scott & White Health Plan's promise to its members never will: to provide the most personalized, comprehensive, highest quality health care, enhanced by medical education and research. That's what has made Scott & White Health Plan a sought-after regional health care solution for employers for over three decades and counting.



BSWQA is an established accountable care organization (ACO) affiliated with Baylor Scott & White Health, the largest not-for-profit health system in Texas. BSWQA is comprised of over 4,800 primary and specialty care physicians, 49 hospitals, post-acute care facilities and other health care stakeholders agreeing to be jointly accountable for improving quality, managing the health of patient populations, and reducing health care costs. Considered fully operational in 2013 and now spanning both North and Central Texas regions, BSWQA has implemented three key strategies (Patient-Centered Medical Home, Care Coordination, and Data Analytics) deemed essential for clinical integration, effective care management, and health care cost reductions.

Collaboration Creates More Value Than Either SWHP or BSWQA Can Deliver Alone.

Scott & White Health Plan

- Claims management
- Member customer service
- Provider network access
- Care coordination
- Disease management
- Pharmacy Benefit Management
- Utilization management
- Benefit design
- Engagement incentives

TOGETHER WE...

Find and engage more patients with health plan technology plus provider records

Help more members have a streamlined experience

Save more with efficient care across the entire spectrum of care

Baylor Scott & White Quality Alliance

- Network of over 4,800 primary and specialty care physicians
- Hospitals/post-acute care facilities
- Strong clinical integration across all points of care
- Clinical protocols & care pathways
- Population health management
- Comprehensive Care Management
- Health Information Technology (HIT) and analytical reporting
- Provider performance reward system

A Healthier Workforce = A More Productive Workforce¹

Research shows that the **health status of your employees** directly influences their work behavior, attendance and on-the-job performance

Improving employee well-being will result in a more productive workforce and give high-performance organizations a competitive advantage in the market

Creating an integrated plan of action can strategically cultivate and leverage onsite resources and wellness programs to generate a healthier workforce, culture and financial bottom line



What's Driving the Cost of Health Care?

According to the Centers for Disease Control and Prevention, health care costs for chronic disease treatment account for more than 75 percent of national health expenditures.² Helping employees avoid or better manage chronic conditions such as diabetes, asthma, high blood pressure, depression, chronic back pain, coronary artery disease and arthritis can positively impact employer health care costs.³

Here's where Baylor Scott & White Preferred can help. When your employees sign up for Baylor Scott & White Preferred, they will get the care, coverage and connection (through technology) they can count on to live a healthier, more productive life.

¹SHRM Foundation Executive Briefing. *Wellness Strategies to Improve Employee Health, Performance and the Bottom Line*. Author David Chenoweth, Ph.D., FAWHP. Retrieved online April 4, 2016. <https://www.shrm.org/about/foundation/products/Documents/Wellness%20Exec%20Briefing-FINAL.pdf>

²Centers for Disease Control and Prevention. *Rising Health Care Costs are Unsustainable*, April 25, 2011.

³Colonial Life White Paper. *Well on the Way: Engaging Employees in Workplace Wellness*. Retrieved online April 4, 2016. <https://coloniallife.com>.

Care, Coverage and Connection Members can Count On.

Baylor Scott & White Preferred brings care, coverage and technology together through an integrated delivery network comprised of health care professionals and an insurance plan. By combining all aspects of health, Baylor Scott & White Preferred delivers care and payment more efficiently, offering employers and employees a higher quality care experience at a lower cost.

Through effective plan design offered by one of the top-ranked health plans in Texas, combined with innovative care delivery driven by an accountable care organization (ACO) proven to generate positive outcomes, employers and employees can gain advantages that include:



Improved benefit design centered on offering a best-in-class care experience at reasonable costs



Convenient access to high-quality primary and specialty care physicians, hospitals and post-acute care facilities



Comprehensive Care Management where RN Care Managers, Health Coordinators, and Licensed Social Workers proactively reach out to members and assist them in navigating the health care system and maintaining compliance with doctor-driven treatment plans



Chronic Disease Management to help those with chronic illness manage their condition, maximize the impact of their doctor's treatment plan, improve quality of life and reduce the need for costly health care



Preventive Health Services focused on wellness, early detection and prevention of chronic disease



Aligned incentives so that doctors are rewarded for improving health care quality and efficiencies resulting in health plan savings



Proven results for improved health care quality, innovative care management and reduced medical plan costs

The Then vs. Now Approach to Care.

Then

- Member is newly diagnosed with diabetes Type 2
- Member is presented with 30 minutes of instruction on managing his diabetes along with a number of printed discharge papers outlining instructions
- Member is asked to follow up with an endocrinologist

- Member does not have a primary care physician and has not been to the doctor in years

- Member sees a specialist as recommended by his/her primary care doctor
- Specialist is not fully aware of member's health history and orders a battery of tests that have already been done

Now: The Baylor Scott & White Preferred Way

- ✓ Member is newly diagnosed with diabetes Type 2
- Member is referred to an endocrinologist and RN Care Manager
- Follow-up appointment is scheduled with the endocrinologist before member leaves the office
- RN Care Manager follows up with member to ensure discharge instructions are understood, medications reconciled, and prescriptions filled

- ✓ Member is required to complete an annual physical exam every year
- Member is directed to HealthAccess, a centralized resource for finding a doctor and navigating the health care system
- A HealthAccess representative helps member find a doctor near his/her work
- An appointment is made for the following week

- ✓ Member sees a specialist as recommended by his/her primary care doctor
- Specialist pulls up the member's health chart in the electronic health record (EHR)
- Specialist reviews member's health history including test results
- Specialist runs appropriate tests and records them in the EHR
- Repeat tests are avoided and an appropriate treatment plan is devised



“ We want to create aligned incentives centered on avoiding hospital admissions, unnecessary surgeries, and medications that don't need to be used anymore. Creating these incentives motivates doctors to design new innovative models of care that will eliminate unnecessary care. ”

Cliff Fullerton, MD

President, Baylor Scott & White Quality Alliance



The integration of care delivery and a health plan creates the opportunity for a more seamless experience for the member, making the member's life easier while simultaneously saving the member money.

Members are matched with a primary care doctor anchored in what the industry calls a Patient-Centered Medical Home. The primary care doctor acts as the quarterback for care, treating the member, but also directing care teams to ensure a comprehensive, coordinated, high-quality member experience is achieved.

Care is coordinated by a centralized team of nurse care managers, health coordinators and licensed social workers who work with members to comply with treatment plans set by their doctor. Members diagnosed with chronic disease are proactively contacted by the appropriate comprehensive care management team member. Members are educated, follow-up visits are scheduled, medications are reconciled, preventive screenings are arranged when due, members are connected with community resources, and more.

Data is shared securely among primary and specialty care doctors, hospitals, labs and post-acute care facilities as well as the insurance plan. This includes claims and clinical data so we know the member's whole health story and can help them avoid unnecessary tests or procedures and billing for them.

Baylor Scott & White Preferred creates a collaborative environment where doctors and health plan administrators work alongside each other. Smarter health decisions are made using technology, sophisticated analytics and data that span their entire member population.



Baylor Scott & White Preferred

Changing Health Care for the Better

Baylor Scott & White Preferred is changing health care for the better, starting with changes to the way doctors are paid. They are rewarded, in part, to keep patients healthy. Doctors can share in savings that come from improving quality and efficiency — allowing them to invest in advanced technology, data analytics and care management programs that ultimately lead to employers experiencing lower medical costs and trends that are less than the national average. That's better health • better care • better value.

Better Health:

- Assists members in managing chronic disease
- Prevents the onset of disease through preventive health screenings
- Reduces absenteeism and increases productivity

Better Care:

- Proactive outreach vs. reactive treatment
- Convenient access to high-quality, compassionate doctors
- Holistic approach to member care – we know your health history

Better Value:

- Unnecessary trips to the emergency room and admissions to the hospital are avoided
- Fewer claims due to fewer health crises

“ The collaboration between care delivery and a health plan allows for more resources to be directed at supplementing health care services so that the doctor can focus on what they have been trained to do: provide the best quality care possible to the patient. ”

Blake Allison

Chief Operating Officer, Baylor Scott & White Quality Alliance

“ The goal is to blend care and coverage in a way that engages the member in their own care, gives them the tools and resources to be an active participant and improves their health in a measurable way. Lower costs are seemingly inevitable with this approach, and employers will share in those savings. ”

Jeff Ingram

President and CEO, Scott & White Health Plan



Helping You Improve Your Bottom Line

The road to better health depends on three things:

- 1** Dedicated care resources to help members control symptoms and navigate the system.
- 2** Doctors rewarded for improving quality and efficiency vs. the number of patients they see.
- 3** Data sharing and connectivity.

Continual Savings

In an accountable care organization, doctors, hospitals and other health care stakeholders agree to be accountable for quality and cost; and are being rewarded for improving quality, managing the health of patient populations, and increasing efficiencies. As such, they are motivated to create a high-quality and affordable care delivery system that allows for:

- Better coordination of care across the entire health system (from office visit to end-of-life care)
- Filling gaps in care and avoiding unnecessary tests or treatments
- Personalized care based on the doctors knowledge of the member's whole health history
- Appropriate allocation of care resources that meet members' health needs
- Identifying members who are at risk for chronic illness and intervening so that it doesn't happen

The goal is to help you achieve year-over-year savings through innovative care delivery providing the right care, at the right time, and at the right cost – Care that is doctor-directed, patient-centered and data-driven.

“ We can look at the data together and determine what the data is telling us regarding the health status of your employees. By doing this we can impact not only the health of your employees, but the cost that you're experiencing as an employer. ”

David Dickson

Vice President of Actuarial and Analytic Services, Scott & White Health Plan

Baylor Scott & White Preferred strives to **reach members where, when, and how they live.** And to improve the quality, convenience, and affordability of their health care. We are **engaging members** and providing enhanced health care benefits and wellness programs that will keep members fit, healthy, and happy.



Team-based care: a team of doctors, nurses and other practitioners in the doctor's office focused on making sure members stay healthy by getting the care they need, when they need it.



Access to Care Nurses: who work with members diagnosed with complex conditions and their physician to stay on track with treatment plans and coach them on achieving health goals and maintaining their well-being.



24/7 Personalized Service: interactive online tools that allow members to print ID cards, pay their premiums, check copays and deductibles, view claims and more.



Mobile Applications: like MyBSWHealth that puts health and wellness in the hands of members. Features include access to medical records, video consultations with doctors, symptom checker, find a doctor, find a location, and care and wellness information.



eMail Your Doctor: two-way email capability with your doctor. Ask questions, refill prescriptions, make an appointment and more.



Centralized patient access service: members speak to a representative when seeking help in finding a doctor in-network, navigating the health care system, scheduling appointments, and requesting a referral.



Pharmacy Benefit Management: integrated clinical pharmacy services with proven ability to collaborate and align with physicians to enhance patient outcomes.

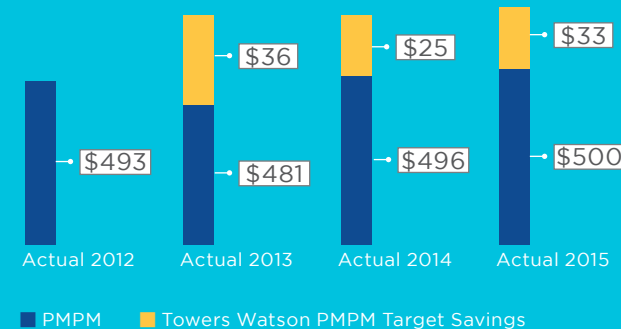


Sound Health; Sound Value.

Baylor Scott & White North Texas (NTX) Employee Health Plan

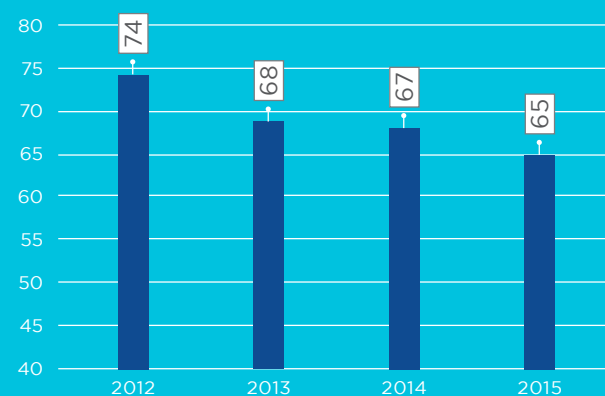
PMPM ALLOWED COSTS

Medical trend continues to outperform the market and remained flat over the first three years.



ADMISSIONS PER 1,000

12% fewer hospital admissions***



To learn more about how Baylor Scott & White Preferred can help you on your path to better outcomes, sustainable benefits and a healthier, happier, more productive workforce, call your broker or Scott & White Health Plan sales agent. Or visit <http://swhp.org/en-us/employers>.

Proven Results That Bring You Value

Just a few examples of the real cost savings we've delivered.**

13%

FEWER
HOSPITAL ADMISSIONS***

19%

INCREASE
IN NETWORK UTILIZATIONS***

79% TO 86%

INCREASE
IN GENERIC PRESCRIBING***

* Based on reported results and expected trends from Baylor Scott & White Employee Health Plan (North Texas Division).

** Results may vary.

*** Based on reported results from Baylor Scott & White North Texas Division Employee Health Plan.



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