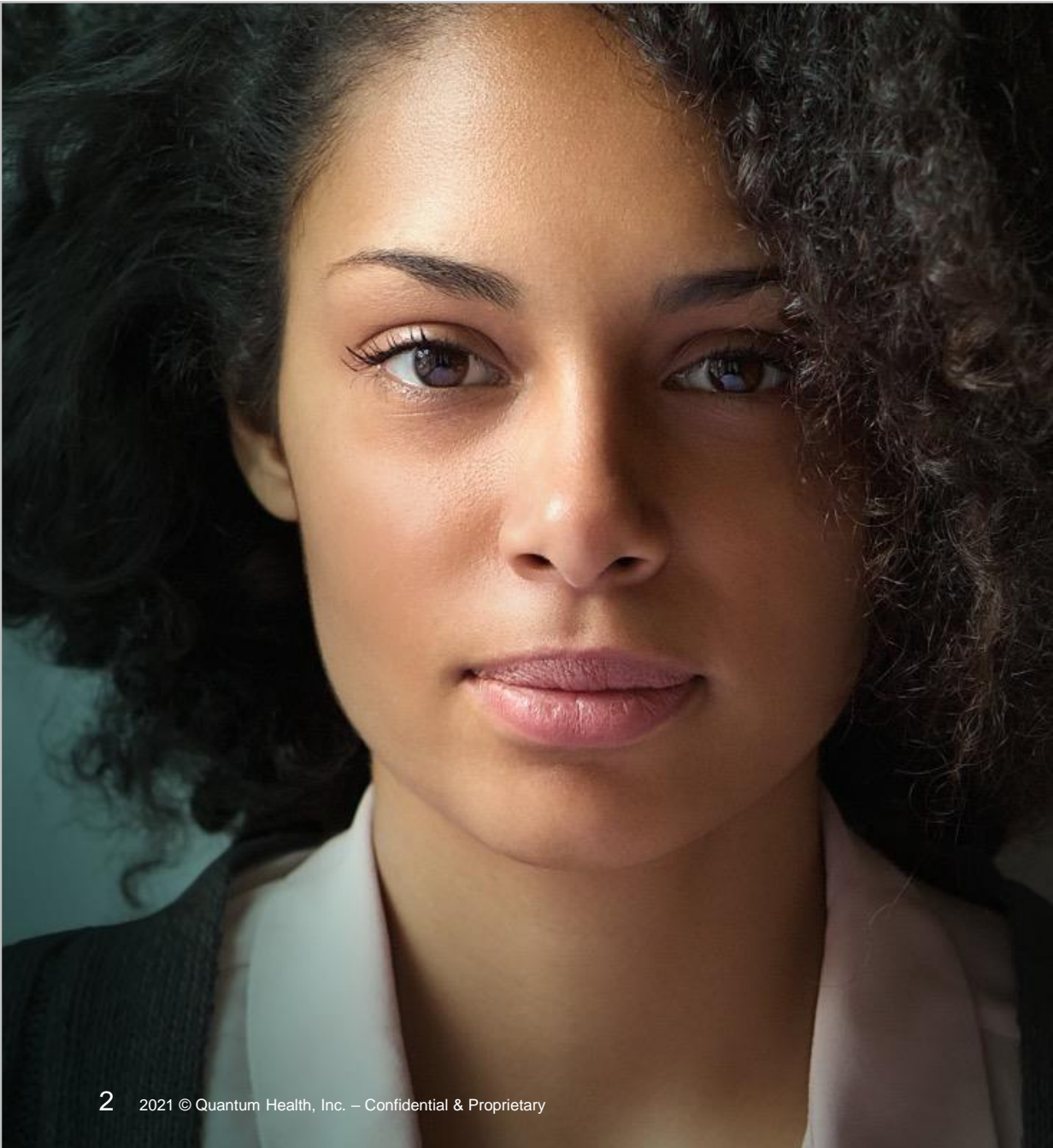




THE HEALTHCARE EXPERIENCE IS COMPLEX

Our solution is simple

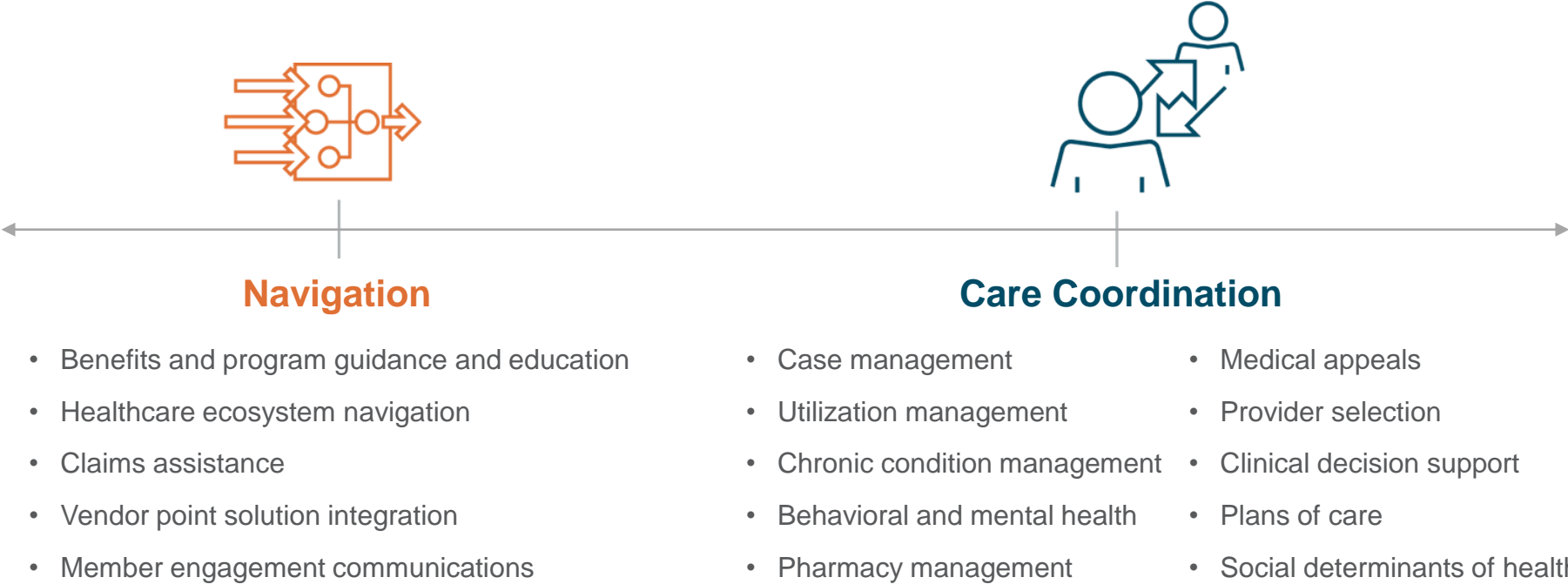
October 26, 2021



We believe no one should have to navigate the cost and complexity of healthcare alone.

Comprehensive Care Coordination

Human-centered, tech-enabled



Support for Every Consumer

We engage members and provide personalized support



EPISODIC

Incidental

Elizabeth

Those dealing with a specific healthcare challenge or decision



Be Healthier

Ron

Those seeking to maintain/improve their health



COMPLEX

On the Journey

Rose

Those who have complex healthcare issues

Deep Clinical Expertise

Comprehensive and flexible clinical program benefits

CLINICAL EXPERTS GUIDE MEMBERS ALONG THE JOURNEY

- Utilization Management
- Case Management
- Chronic Condition Management
- Lifestyle Management
- Transplant and Specialty Clinical Management
- Musculoskeletal Management
- Pharmacy Management
- Behavioral / Mental Health Management
- Oncology Management
- High-Risk Maternity Management

Simplifying the Consumer's Experience

A single healthcare navigation platform

Member
Group #: 15803
Member: John Doe
Member ID: 123456789
PLAN: HSA Option 2
Dependent:
Spouse Name
Child Name
Child Name

Medical Plan
Coverage:
Aetna Network
aetna
Plan: Aetna Choice POS II
Please do not collect payment at time of service

Pharmacy Plan
RXBIN: 004336 **CVS caremark**
RXPCN: ADV Member: 877.318.5134
RXGRP: RX20KP Pharmacy: 800.364.6331
Copays/Coinsurance apply after Deductible
Generic (Teva Brand) \$0, Generic \$8
Preferred 15% Coinsurance; Non-Preferred 15% Coinsurance



Connecting resources and curating the experience:

- Member services
- Provider services
- Clinical/care coordination services



CLAIMS ADMINISTRATOR AND NETWORK



PHARMACY BENEFITS MANAGER



POINT SOLUTIONS



COMMUNITY RESOURCES



ALL BENEFITS AND BENEFITS ADMINISTRATIVE PLATFORM

Empowered and Resourceful, MyQHealth Care Coordinators do things like:

- Verify coverage
- Provide health-education resources
- Advocate for your care
- Help manage chronic conditions
- Find in-network providers
- Contact providers to discuss treatment
- Answer claims, billing, and benefit questions
- Create health-improvement plans
- Help reduce unnecessary, out-of-pocket costs

WHATEVER IT TAKES TO MAKE YOUR HEALTHCARE WORK TO YOUR BENEFIT

We also help confirm precertification for services to make sure you're always covered.

- Inpatient and Skilled Nursing Facility Admissions
- Outpatient Surgeries
- MRI/MRA and PET scans
- Oncology Care and Services (chemotherapy and radiation therapy)
- Genetic Testing
- Home Health Care
- Hospice Care
- DME – all rentals and any purchase over \$1500
- Organ, Tissue and Bone Marrow Transplants
- Dialysis
- Partial Hospitalization and Intensive Outpatient for Mental Health/Substance Abuse

Lifestyle Coaching



MyQHealth Health Coaching and Tobacco Cessation

Lifestyle guidance integrated with care coordination

Health Coaching provides behavior change expertise for:

- Healthy eating
- Physical activity
- Weight management
- Sleep issues
- Stress management

Through evidence based coaching methods, you will connect with your coach to:

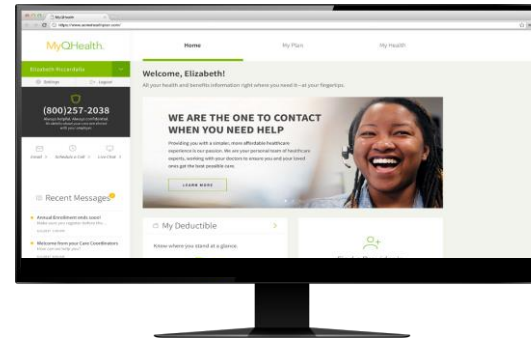
- Discuss your current health, health history and goals
- Develop a personalized Action Plan that fits your needs and lifestyle
- Build confidence as you move through the stages of behavior change to be successful in your health and wellness journey

Tobacco Cessation provides support and guidance in your cessation journey

Over a minimum of five weeks, your dedicated coach will:

- Connect one-on-one during five coaching sessions
- Understand your personal motivators for quitting
- Co-create a personalized quit plan to help you meet your goals
- Provide important resources and materials to help you succeed
- Show you how to receive free medications and nicotine replacement, if appropriate for you, to increase your chances of reducing or quitting

MANAGE YOUR HEALTHCARE ANYWHERE, ANYTIME

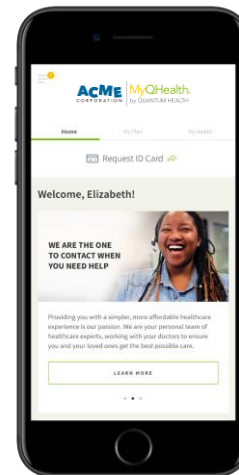


Member Website:
www.mytevahealth.com

Pod/Tollfree number:
(877) 922-6778

Many of the tools you need are available online:

- COVID-19 Resources
- Find in-network providers
- Check claims statuses
- Request ID cards
- Chat with a Care Coordinator
- Get helpful information from the Health Library



Download the
**MyQHealth –
Care Coordinators**

mobile app, available from the
App StoreSM or Google PlayTM

ENGAGEMENT

Compliments

Members often provide feedback about interactions with Care Coordinators, especially after great experiences. Members sometimes give these compliments directly to the Care Coordinator, and other times they ask to speak to a manager to express their appreciation.

"Kari was GREAT! She spent a lot of time with me about my surgery. She was really great, friendly, polite, and is following up with me tomorrow with more information. I just wanted to let someone know how great she was."

"Jasmyn was patient, kind and very helpful. She always returned my calls and stuck with me until the CPAP recall issue was resolved. Thank you so much for all your support."

"Chris was great! I left the call understanding my current plan and with a feeling of relief. He even offered to call my MD office and get something straightened out for me. Thank you, Chris!"

"Hannah Gomer was very pleasant to work with and she answered my questions quickly and completely. Thank you, Hannah."



Going on Now!

Passive Open Enrollment:

October 25 – November 8

Pod Phone:

(877) 922 6778

Member Website:

<https://www.mytevahealth.com>



THANK YOU