



Penn Medicine
HealthWorks

Lancaster City Merchants

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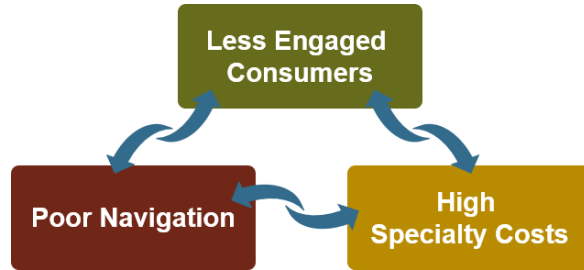
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Eliance Health Solutions



Community Value

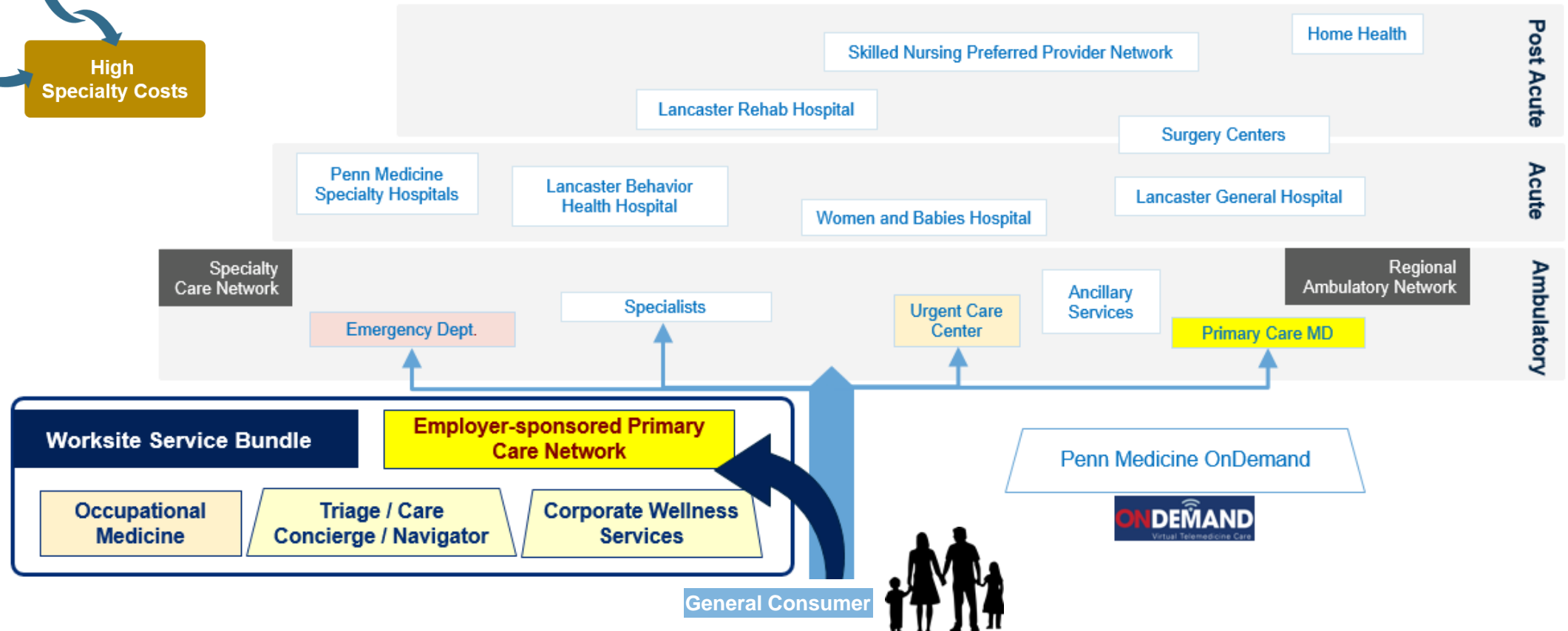
Issues:



Nurture relations with employers, brokers, and insurers to foster continued trust with the Penn Medicine LG Health system.

Collaborate with corporate partners to identify care gaps and improper utilization, then assist to stabilize their health expenses, reduce risk for chronic disease and injury, and improve recruitment and retention.

Develop innovative solutions to engage employees toward proper use of the health care delivery model and to adopt healthier lifestyles.



The Shifting Healthcare Model

Traditional Model

- Negotiate highest rates from payors
- Receive revenue by providing more services
- Offer advanced (and highly reimbursed) services
- Control internal costs to provide care



Population Health Model

- Negotiate payor contracts that incentivize quality, value and lowering total cost of care
- Improve revenue by reducing costs
- Offer navigation to lowest cost of care and offer preventative and early screening
- Reduce total cost of care

How do we make the transition?

- ▶ Partner with physicians to drive quality and reduce costs (ACO/CIN)
- ▶ Partner with employers to reduce total cost of care of employees (HealthWorks)
- ▶ Partner with payors

Penn Medicine HealthWorks



Corporate Wellness/ Concierge

- 140+ contracts
- On-site health screenings, flu shots, and PCP scheduling
- Well-being portal
- Health coaching and education programs
- Full Program management
- Triage / Navigation / Direct Scheduling
- WELCOA award



Employer – Sponsored Practice

with Network access

- Currently three practices with 2,000+ members (four more opening this year)
- Member to Provider ratio is < 650 : 1
- Self insured
 - PPO PMPM:
 - \$70 adult / \$39 child
 - HDHP PMPM :
 - \$49 adult / \$29 child
 - \$49 HSA acute fee (\$42+ with AblePay)
- Four models available



Executive Physical

- Comprehensive one-day assessment
- VIP Service @ Novara and LGH Suite
- History / Physical
- Lab Tests
- EKG / BMI
- Ultrasounds
- Private Lunch with Nutritionist Review
- Cardiac CT
- Functional Mobility
- Massage Therapy
- Cardiologist Review



Occupational Medicine

- Pre-employment physicals
- Return to work exam
- Drug & alcohol tests
- Worksite safety and ergonomics consults
- DOT Physicals
- DOT / Non-DOT Drug and Alcohol Programs
- Worker's Comp Care
- Coordinated PT/OT
- Hazardous material physicals and post exposure treatment
- Audiometric Testing
- Two locations



Holistic Therapies

- Designed to treat the whole person—body, mind and spirit—while addressing specific symptoms associated with various medical conditions.
- **Massage Therapy**
 - \$80 hour session
- **Acupuncture**
 - \$100 - Initial consult plus treatment
 - \$60 hour session

**Acupuncture accepted by select insurances*

Elance Health Solutions
Lancaster General Health

Elance Health Solutions

- Offer an exceptional suite of group health plans, corporate wellness programs and occupational medicine services.
- Self-funded group health plan administration for companies with 20 or more employees
- Clinically integrated and aligned network



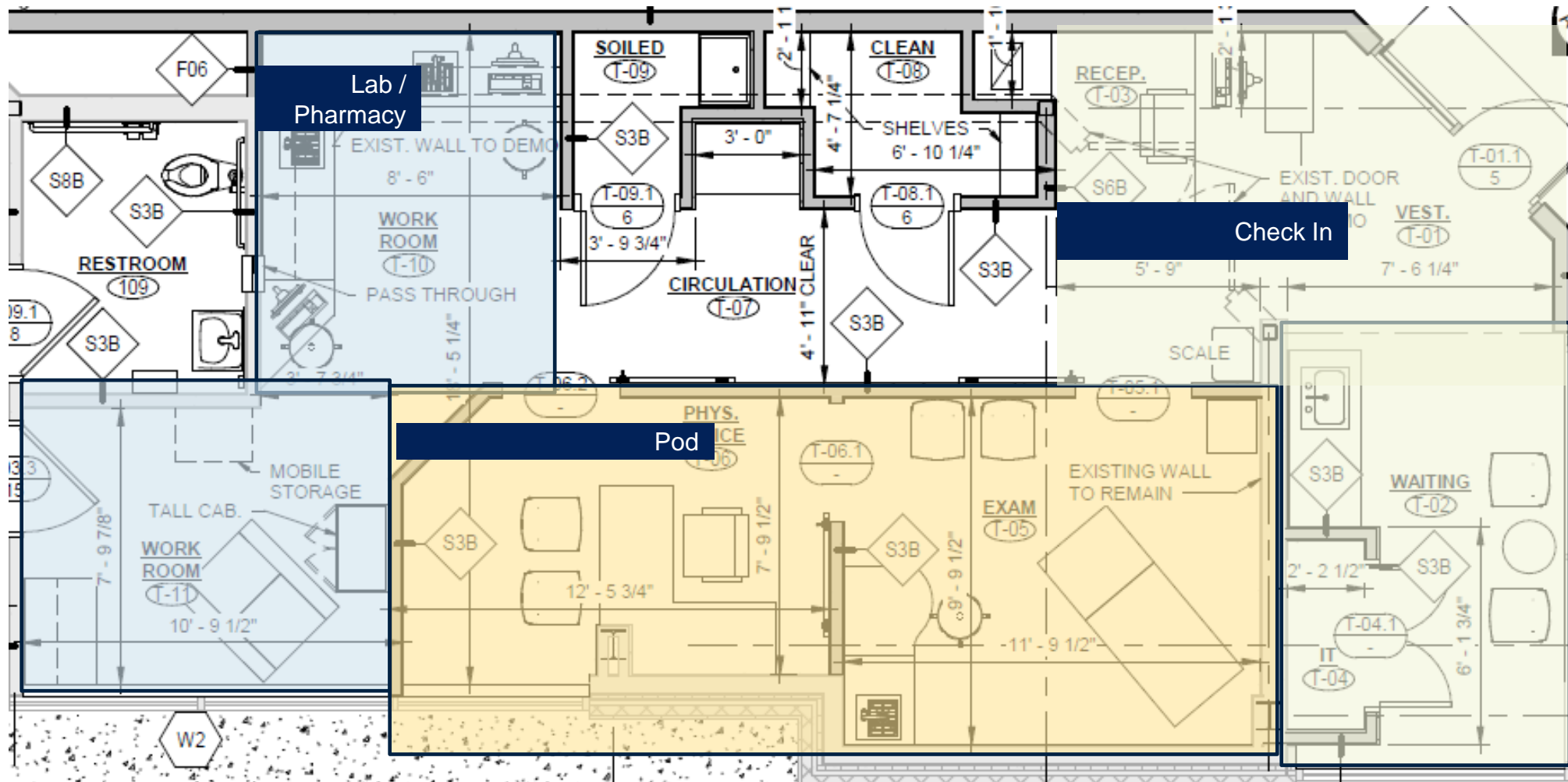
Penn Medicine HealthWorks On Site Clinic Model

GOAL:

- ▶ Simplifying healthcare experiences for our community employers by focusing on innovative, relationship-based care

UPDATE:

- ▶ Opened Rock Medical (Lititz) in March 2017, Queen St (Lancaster) in Sept 2019, and Landis Communities (Lititz) in Sep 2020.
- ▶ Adding Mt Joy (Oct 22), Willow St (Jan 23), Lititz (Jan 23), Ephrata (May 23)
- ▶ Penn Medicine HealthWorks has over 2,200 members from 15 different employers.





Service Model

Featured Services

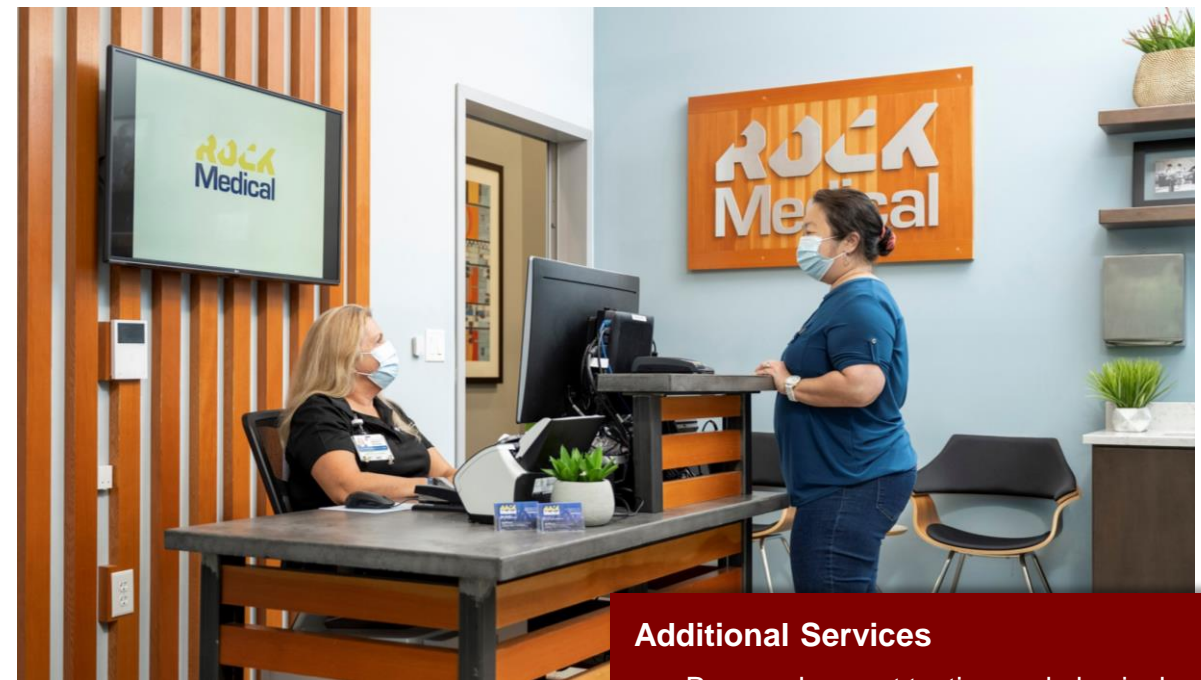
- Intimate panel size (650 members per provider).
- Proprietary HIPAA compliant texting app with provider.
- 40+ hours weekly on-site services.
- Extended, patient-centered provider visits.
- Comprehensive Wellness (HRA, biometrics, education)
- Access to acute care, EKGs, labs, point of care tests.
- On-site medication dispensary.
- Health care navigation and care coordination.
- Access to the network of Penn Medicine HealthWorks sites.
- EPIC medical records -- used by most healthcare systems.
- Designed for members of all ages (employees & dependents).
- Pricing based on insurance plan type and patient age.

PPO (Employer Funded)

- \$70 PMPM Adults
- \$39 PMPM Children

Qualified HDHP (Shared Funding)

- \$49 PMPM Adults
- \$29 PMPM Children
- In-Office Sick Visit: \$49 HSA Fee



Additional Services

- Pre-employment testing and physicals
- POET exams at nearby locations
- Holistic Therapy
- Counseling Services
- Physical Therapy

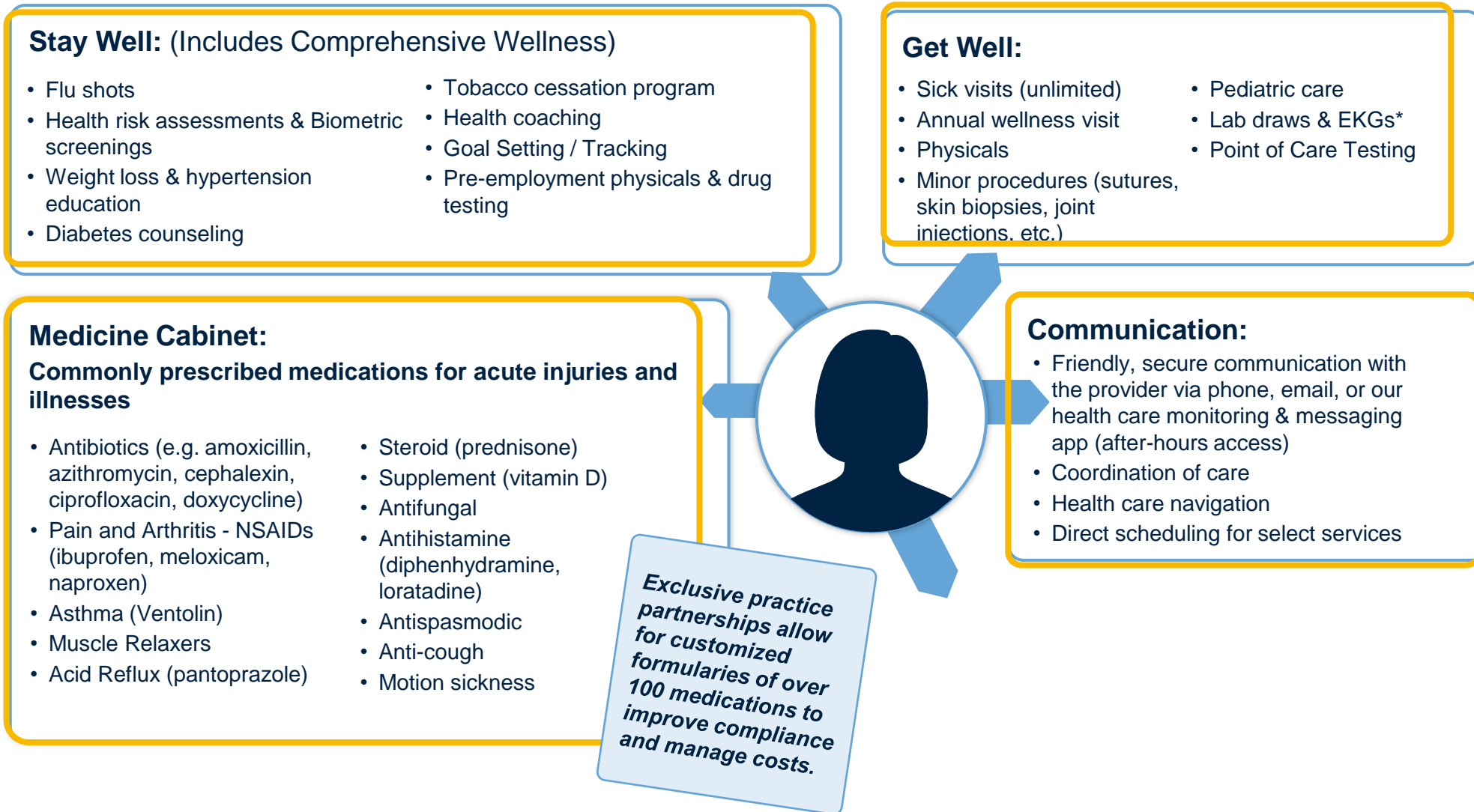
Clinic Overview

<https://www.youtube.com/watch?v=MxTBu4plpY>

Patient journey

<https://www.youtube.com/watch?v=3TF4xXXwtRc>

Service Model



*Excludes hospital facility fees for processing and reading

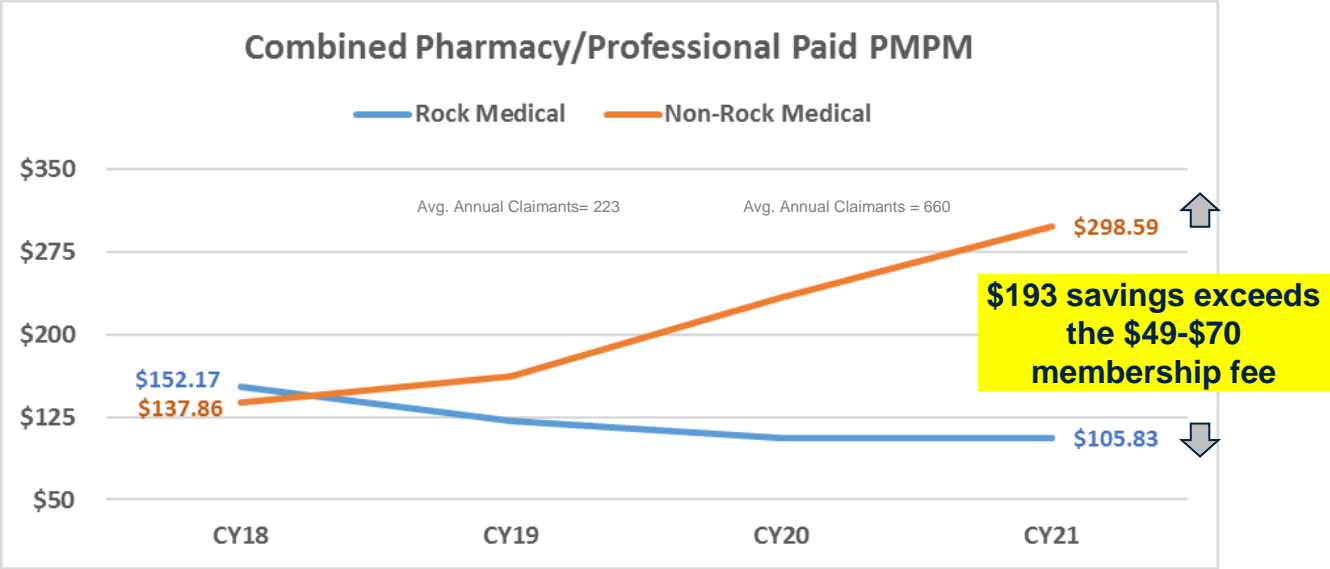
Value Summary

500 Member Panel		
Category	Quantity	Value
Medical Services Provided (visits, procedures, physicals, medication, EKGs, Lab)	1,754 Visits; 667 Meds; 705 Labs/EKGs	\$183,000
Medical Claims Avoided (specialist, urgent care, emergency room, admission)	28 Specialist; 152 Urgent; 8 ER, 3 Admit	\$52,000
Health/Wellness/Navigation (flu shots, screenings, coaching, HRA, education)	All Members	\$96,000
Productivity (lower absenteeism, higher presenteeism, care coordination)	All Members	\$71,000
Other Value Adds (employee retention & satisfaction, lower healthcare premium)	All Members	\$25,000
Total Membership Value		\$427,000
Price Paid for 1 Year (based on range of 50/50% to 90/10% PPO / HDHP Mix)		\$345,000 - \$382,000
Estimated ROI		\$1.12 - \$1.24

*Based on CY20 results (actual or annualized) for our five largest employer groups, representing over 1,300 members at three sites

HealthWorks Employer-Sponsored Practice Value

Geographic Expansion:



LG Cohort

Healthcare Spend per Claimant	CY 2020		CY 2021		% Chg CY20 vs CY21	
	HW	Non-HW	HW	Non-HW	HW	Non-HW
Claimant Count	1,319	13,761	1,570	14,714	19.0%	6.9%
Medical Paid	\$7,970,600	\$47,166,022	\$6,073,090	\$57,961,901	-23.8%	22.9%
IP Facility Paid PMPM	\$184	\$57	\$54	\$67	-70.9%	18.2%
OP Facility Paid PMPM	\$146	\$106	\$128	\$133	-12.1%	24.7%
Professional Paid PMPM	\$149	\$114	\$139	\$139	-6.6%	21.8%
Medical Paid PMPM	\$478	\$278	\$320	\$339	-33.0%	22.2%
Pharmacy Paid PMPM	\$197	\$123	\$144	\$127	-26.9%	3.8%
Total Paid PMPM	\$675	\$400	\$465	\$467	-31.2%	16.6%

- Existing/Under Contract Penn Medicine HealthWorks Site
- Pending Agreements / Prospective Locations for Penn Medicine HealthWorks Site



Eliance Health Solutions is a self-funded health plan backed by Penn Medicine Lancaster General Health. Our health plan offering was created for Lancaster businesses, with the goal of **reducing health plan costs** for employers and improving the health of employees.

Our health plan brings employers, providers and members together for better health and smarter spending.

Benefits of Elance Health Solutions

- Our **local** team can help you navigate your benefits questions
- We offer self-funded group health plans to enhance your employees' health and wellness.
- Voted #1 health insurance through Central Penn Business Journal Reader Rankings
- Clinically integrated provider network with broad coverage
- Integrated membership to Penn Medicine HealthWorks network of employer-sponsored primary care practices



Benefits of a Comprehensive Value Proposition

Direct Claims Savings

- Primary Care
- Pharmacy & Lab
- LG Hospital Facility Fees
- Network Affiliated Specialists

Cost Avoidance

- Comprehensive Wellness*
- Emergency/Urgent Visits
- Specialty Visits
- Specialty Pharmacy

Administrative Fees

- Stop Loss Premiums
- TPA and Broker Fees

Human Resources

- Lower Absenteeism
- Care Coordination
- Employer Satisfaction
- Recruitment / Retention

*Specific to lab diagnostic and medications available within the HealthWorks employer sponsored primary care practice

*Comprehensive Wellness: flu shots, screenings, App, HRA, portal, education)

Service Enhancements in Development

Concierge Counseling Pilot Project

- Employed counselor for **“Rock Wellness”** adjacent to Rock Med.
- 12 visit protocol exclusive for PMHW members
- Panel size limited to 1250 per provider

Occupational Medicine Deployment Strategy

- Decentralization in support of the Direct to Employer clinics
- On-site DOT physical events
- UPHS integration
- Virtual triage – in development

Corporate Wellness

- LG leader health coaching program – Leader cohort (n=10) x three week sessions focused on high burnout index
- Virtual RN care navigator for on site and job site employers

Infusion Therapy

- Collaborate with Penn Home Health to provide onsite infusion therapy services at PMHW

Pharmacy

- Piloting home delivery med service for LG cohort at PMHW on site clinics.

