



AmeriHealth[®]
ADMINISTRATORS

Creating the Future of Health Care Together

Partnership Discussion

Agenda

- AmeriHealth Administrators at a Glance
- Overview of Clinical Solutions
- Overview of Data Analytics
- Digital Engagement
- Additional Products and Services

AmeriHealth Administrators Attendees



REETIKA KUMAR, MD, FACP

Vice President,
Clinical Services



TIM VALENTINE

Director, Sales



MARK MILLER

Broker Executive

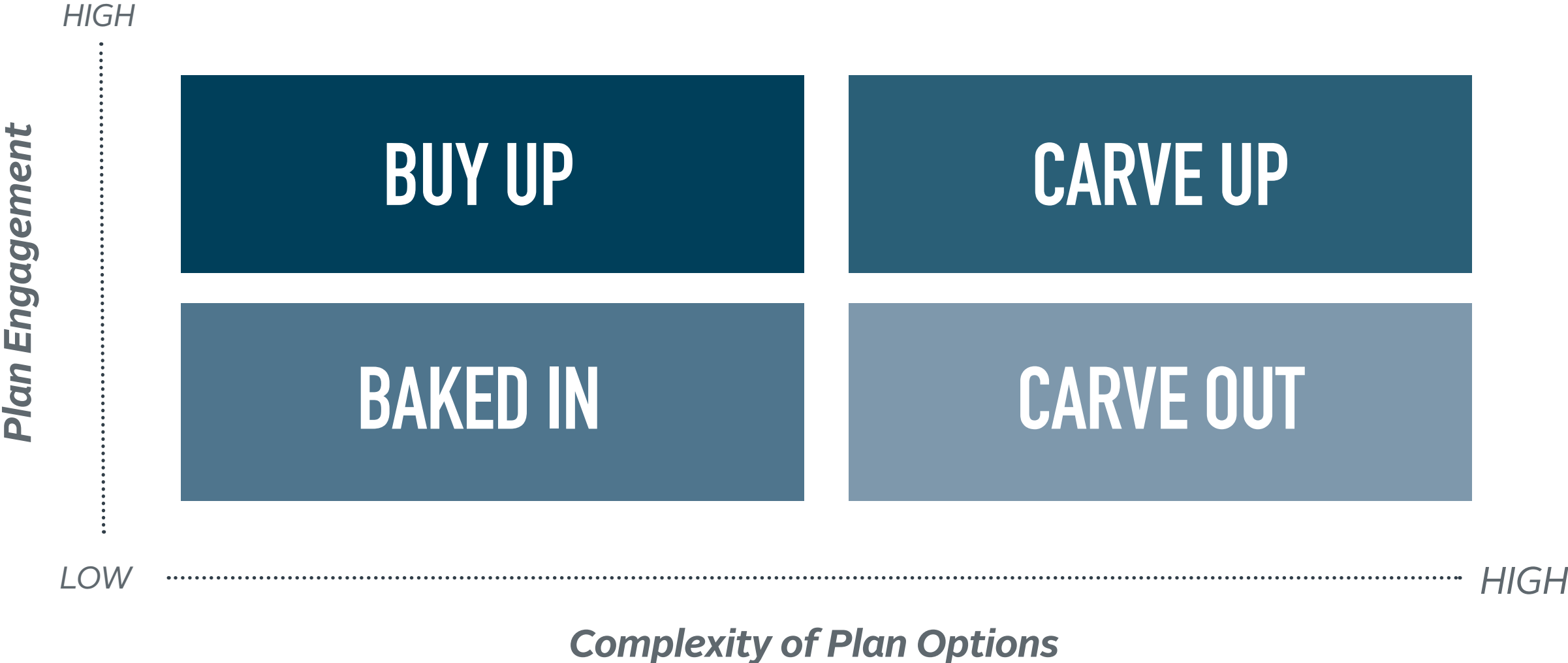


ALEX MANFREDO

Analytics Advisor

Deconstruction of Health Care

The health care market has never been simple. And we've continued to make it more complex and convoluted.



Why AmeriHealth Administrators?



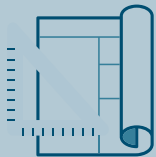
INNOVATION

We redefine the health care system to enable the delivery of quality, accessible, and affordable care.



HEALTH CARE TRANSFORMATION

We develop comprehensive clinical programs that proactively engage members to improve care and control costs.



TAILORED HEALTH PLAN SOLUTIONS

We work together with all stakeholders to address the needs of your population.



MEMBER ENGAGEMENT

We provide personalized support, tools, and educational resources to help plan members

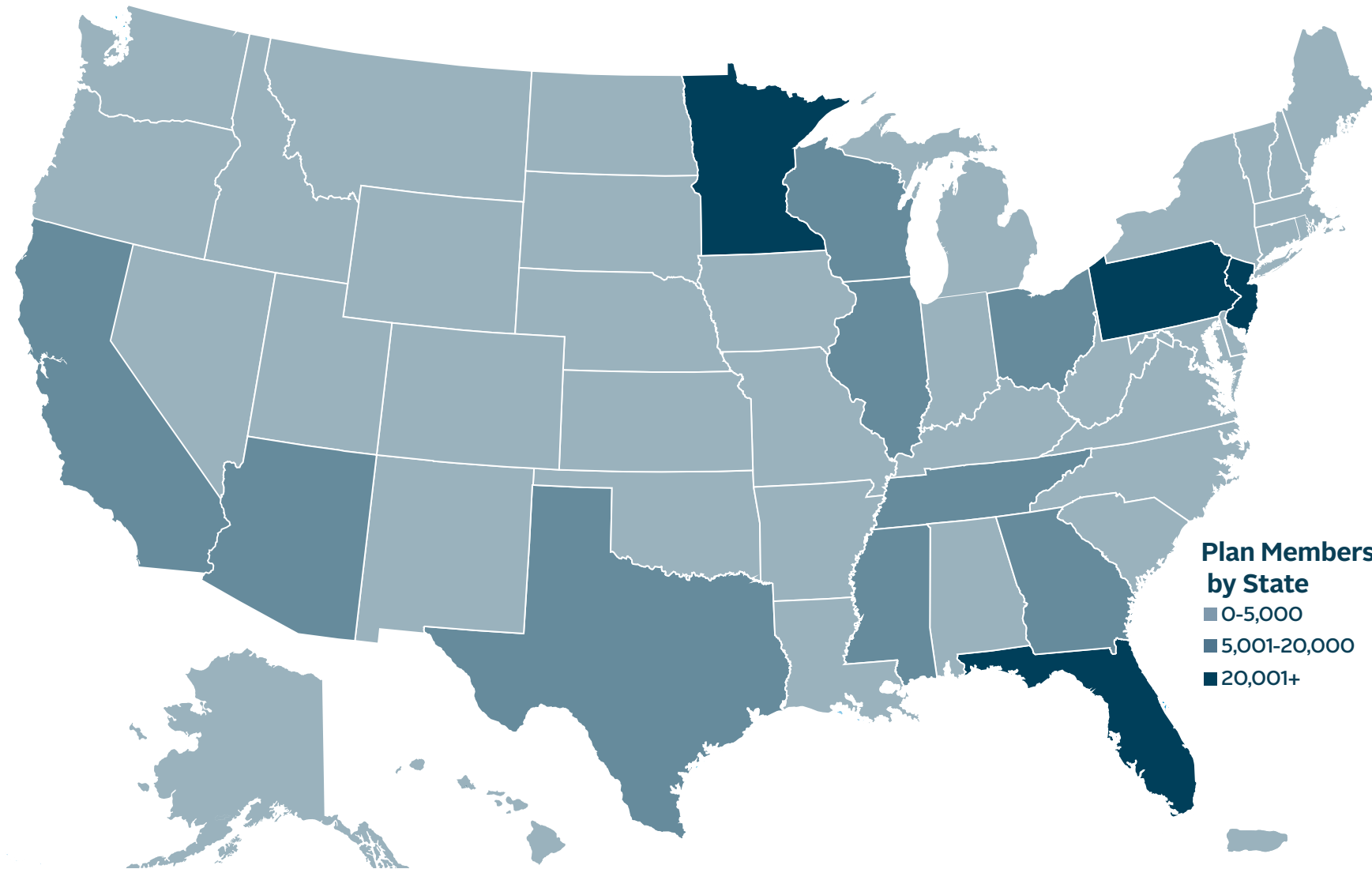


OUR COMMITMENT TO YOU

We raise awareness and empower our clients to take a more active role in the health of their employees.

AmeriHealth Administrators at a Glance

A diversified leader with a national scope



20+ YEARS

enhancing the health and well-being of the people and communities we serve

500+

employees

100+ 630K+

employers

plan members

\$1BILLION

in claims administered annually

Self-Funded Solutions for LVBCH Members

Helping to optimize your population's health while controlling costs



Employer Set-up



Member Portal with standard Well-Being Platform



Claims Fiduciary



Enrollment Processing



Standard Wire Messaging



Telemedicine



Benefit Administration



Provider and Member Customer Service



Subrogation



Claims Administration



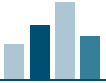
Client Portal



Standard Index Reporting Suite



Administrative and Claims Invoicing



Utilization Management



Standard Compliance and Audit Procedures



Provider Portal



Baby Beginnings



Member Communications



NICU Management

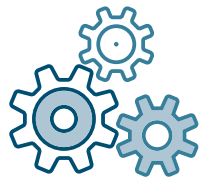
The College Tuition Benefit®

Value-added benefit brought to you by AmeriHealth Administrators



GradFin Lending Advantages

187 Federal programs, flexible loan options, and up to 100% refinancing of outstanding loans.



OPERATIONS OVERVIEW



Robust Vendor Connections

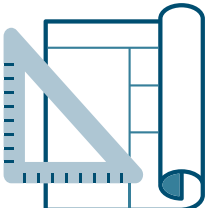
AmeriHealth Administrators services are offered along side LVBCH's preferred vendors and reduced rates are available for Rx.

LVBCH PREFERRED VENDORS



AmeriHealth Administrators Platform Value

Industry-leading capabilities to support self-funded health plans



Flexible Benefits Configuration

- Highly flexible environment with configurable and rapid speed-to-market capabilities
- English-like business rules; easily understandable business logic



Integrated Customer Experience

- Online and easily accessible customer, member, and provider self-service capabilities
- Core platform with integrated customer service and clinical platforms



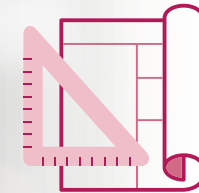
Efficient Claims Processing

- Fully integrated claims adjudication system with customizable processing
- Enhanced claims adjustment and reprocessing capabilities



Enhanced Customer Reporting

- Single, robust enterprise data warehouse
- Comprehensive suite of plan performance and utilization management reports



Tailored
**HEALTH PLAN
SOLUTIONS**

Dedicated Clinical Services Team

Committed to supporting the needs of self-funded clients and plan members



ROBUST CLINICAL PROGRAMS



POSITIVE MEMBER JOURNEYS



COST CONTAINMENT STRATEGIES



COMBINED CLINICAL AND SELF-FUNDING EXPERTISE

4 MEDICAL DIRECTORS

U.S. licensed, board certified with combined 50 years of managed care expertise

2 CLINICAL PHARMACISTS

35 REGISTERED NURSES

24-HOUR ACCESSIBILITY

NCQA ACCREDITED



Comprehensive Clinical Offering

MEDICAL MANAGEMENT INCLUDES:



UTILIZATION MANAGEMENT PROGRAM

Pre-certification, Inpatient concurrent review, Post-acute care review, Discharge planning



MEDICAL SPECIALTY DRUG MANAGEMENT PROGRAM



POST-ACUTE CARE MANAGEMENT PROGRAM

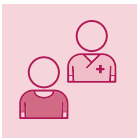


NICU MANAGEMENT PROGRAM



MATERNITY MANAGEMENT PROGRAM

Baby Beginnings



CASE MANAGEMENT PROGRAM

Billed at an hourly rate



BEHAVIORAL HEALTH MANAGEMENT PROGRAM



WELLNESS PROGRAM



CLIENT MANAGEMENT SUPPORT



CLINICAL DATA ANALYTICS



STOP LOSS REPORTING SUMMARIES



TELEMEDICINE

BUY-UP OPTIONS

MATERNITY DEDUCTIBLE INCENTIVE PROGRAM

.....
 INTEGRATED CARE MANAGEMENT PROGRAM

Liaison, Guide, Partner

.....
 WELLNESS VENDOR PARTNERSHIPS

.....
 EVICORE

Enhanced utilization management

.....
 CUSTOM WIRE MESSAGES

AHATPA Wire

Index Reporting

Scalable

- Customized to user reporting needs
- User-driven parameter selection

Flexible

- Web-based access
- Role-based security

Adaptable

- Scheduled report runs
- User-defined reporting packages
- Re-run in 2 clicks

Action Oriented

- “So What” metrics

Actionable insights and information with a modern look and feel

- Utilization
- Risk Profiles
- High Cost Claimants
- Population Health



Turning Insights into Action

ANALYTICS ADVISOR



- Dedicated analytics support
- Focused on customer specific opportunities
- Measurement of performance
- Customized reporting needs

VIEW A TOTAL PICTURE OF EMPLOYEE HEALTH

- Utilization
- High Cost Claimants
- Population Health
- Risk Profiles

IDENTIFY TRENDS & COST DRIVERS

- Non-Emergent ER Visits
- Gaps in Care
- Chronic Condition Prevalence
- Rx / Specialty Drug Spend

FIND THE RIGHT SOLUTION FOR YOU

- Plan Design
- Digital Engagement Campaigns
- Clinical Outreach
- Member Tools & Programs

MEASURE YOUR PERFORMANCE

- Fewer Gaps in Care
- Better Member Outcomes
- Lower Medical & Rx Costs
- Better Financial Forecasting

Telemedicine

Health Plan Design Solutions
brought to you by **MDLIVE**

NATION'S LARGEST VIRTUAL CARE NETWORK

1,300 State-licensed, board-certified physicians	97% Patient satisfaction	<10M Callback time
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MDLIVE HIGHLIGHTS

96% NO FURTHER ACTION (same diagnosis within 7 days)	82% CASE CLOSED (any diagnosis within 7 days)
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AVAILABLE AS A BUY-UP:

- Behavioral Health
- Dermatology



**VIRTUAL CARE. ANYTIME.
ANYWHERE IN THE U.S.**

Myahabenefits.com Member Site

DESIGNED AROUND THE PLAN MEMBER

- Digital onboarding tour helps the plan member get started
- Personalized homepage presents the most relevant information
- Responsive design and simplified language meets the plan member where they are
- Single signon creates a seamless member journey



PERSONALIZED TOOLS & EXPERIENCES

Comprehensive suite of digital tools and exclusive programs

HEALTH



WELL-BEING PLATFORM



TELEMEDICINE



HEALTHY YOU NEWS

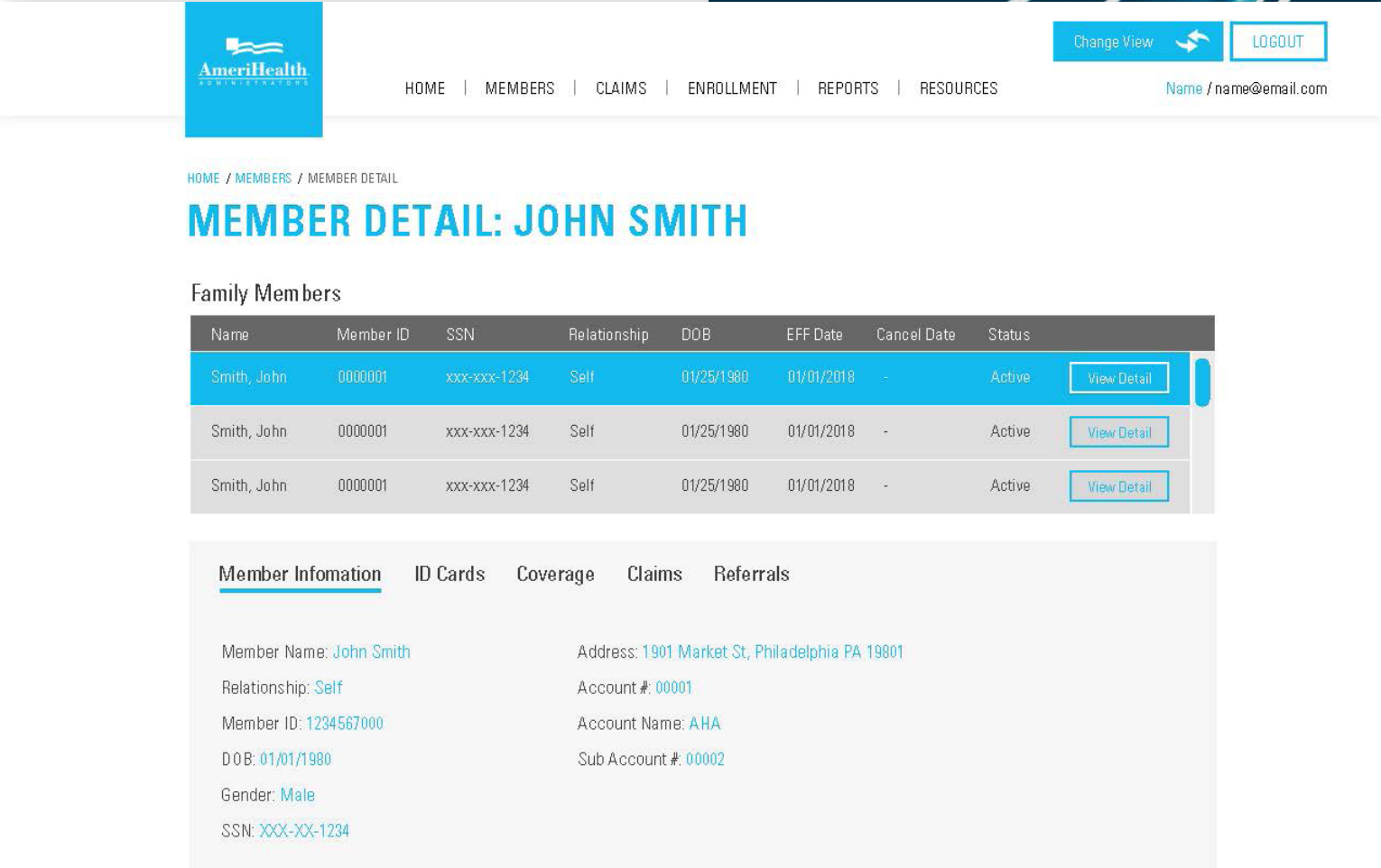
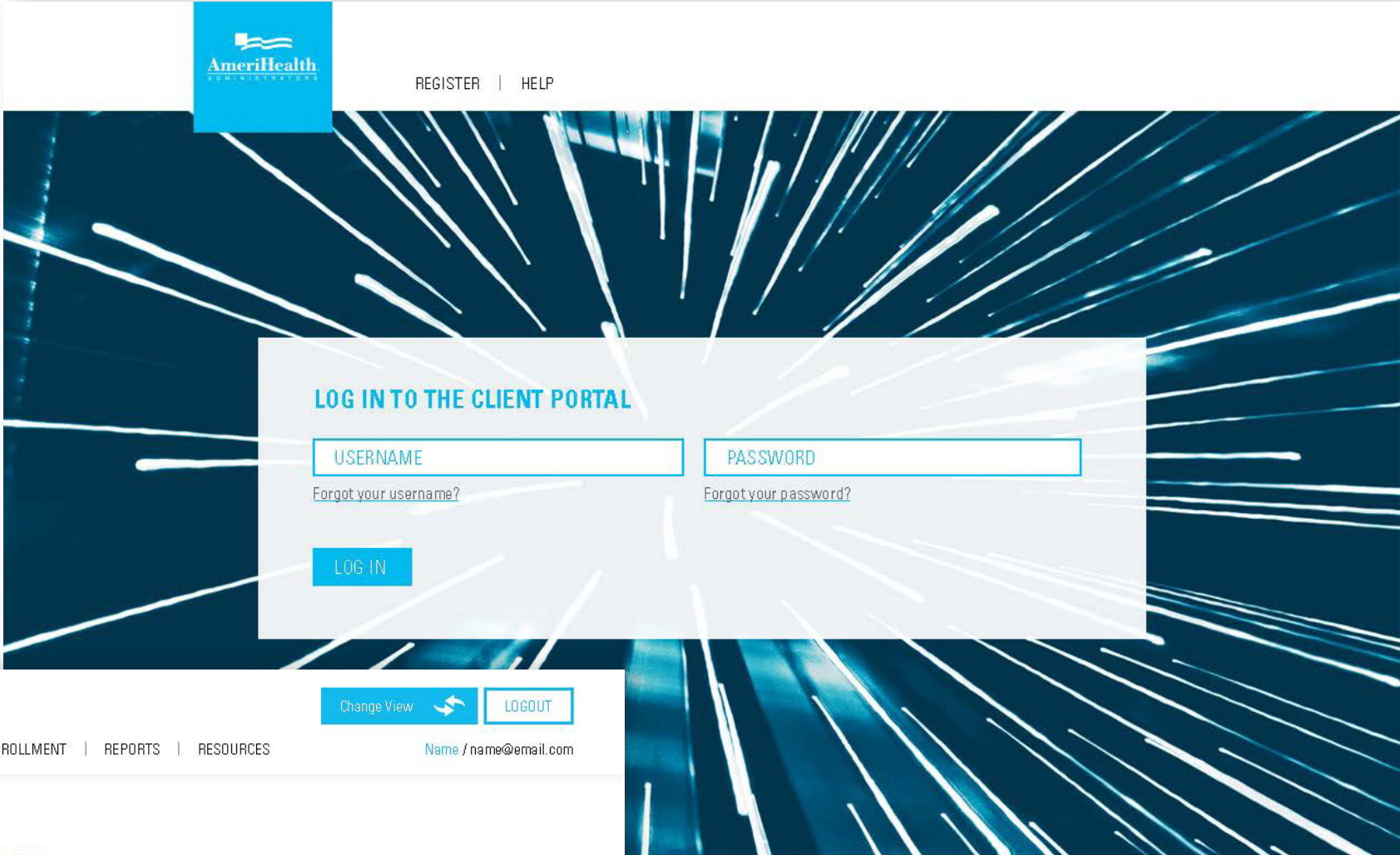


FIND A DOCTOR

Clients.myahaplan.com Client Site

Feature Overview

- User Security Updates
- Single Sign-on Integration with Applications
- View/Print ID Card
- View COB Information
- View Benefit Service Details
- Claim Detail
- View In-Process Claims





**Our
COMMITMENT
TO YOU**

Our Account Management Approach

Providing the highest level of strategic partnership, service, and responsiveness

CLIENT EXECUTIVE

- Manages client relationship, driving alignment toward client goals;
 - Responsible for consultative planning, renewals, and utilization/performance reviews; and
 - Escalation contact for open items and inquiries
 - Primary key client support focused on financials, renewal planning, and plan member education.
-

SALES OPERATIONS SPECIALIST:

- Serves as primary operational and technical support for account administration, reporting, implementation coordination, and plan documents/agreements.
 - Primary key client support focused on renewal planning, open enrollment support, and plan member education.
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CUSTOMER SERVICE ADVOCATES:

- Front line client support for daily inquires related to benefits, claims, eligibility, billing, and Stop Loss.

DEDICATED SUBJECT MATTER EXPERTS



CLINICAL SERVICES

- Clinical expertise
 - Customer solutioning partnership
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ANALYTICS ADVISOR

- Data analysis
- Solutioning
- Clinical coordination



Interested in Learning More?

Please connect with:

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Broker Executive

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