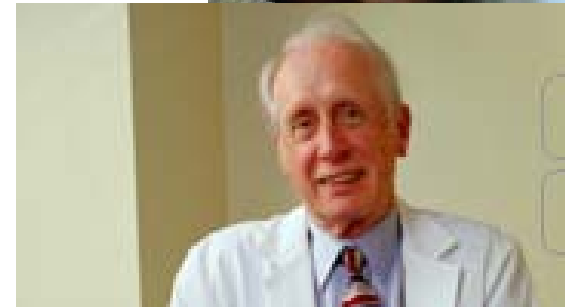


New Opportunities for Disease Management and Care Coordination Programs in Medicaid

June 6, 2006

Dexter W. Shurney, MD, MBA, MPH
Senior Vice President, Chief Medical Officer





Healthways

Nationally recognized Care Enhancement company

- » **Founded in 1981**
- » **Publicly traded (NASDAQ: HWAY)**
- » **First to be Accredited by NCQA, URAC and JCAHO**

Supports the care of over 1,900,000 participants

- **57 Health Plans representing a membership of over 50 million members**
- **300,000 eligible Federal Employee Program (FEP) members**
- **600+ Administrative Services Only (ASO) Employer Groups delivered through our Health Plans**
- **Growing International presence**

Third party review

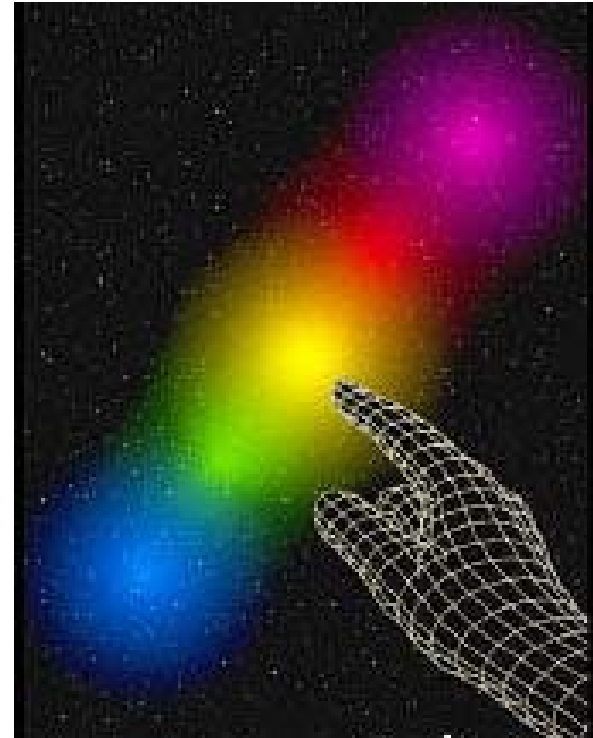
- **Several Health Plan customers certified by the Disease Management Consortium (AI Lewis)**
- **Programs reviewed and approved by Johns Hopkins**
- **Multiple third-party published outcome studies**





Most Experience.....

- **Over 45 million member months of proven experience**
- **Significant experience operating at scale**
- **Implementation Excellence**
- **Understanding of the Medicare Population**
- **Understanding of the Medicaid Population**





Making a Difference.....

**---Noteworthy Outcomes
with Disparate
Populations---**





Challenges

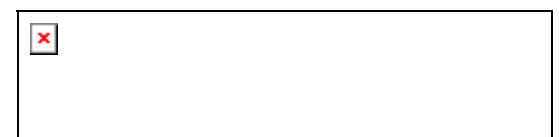
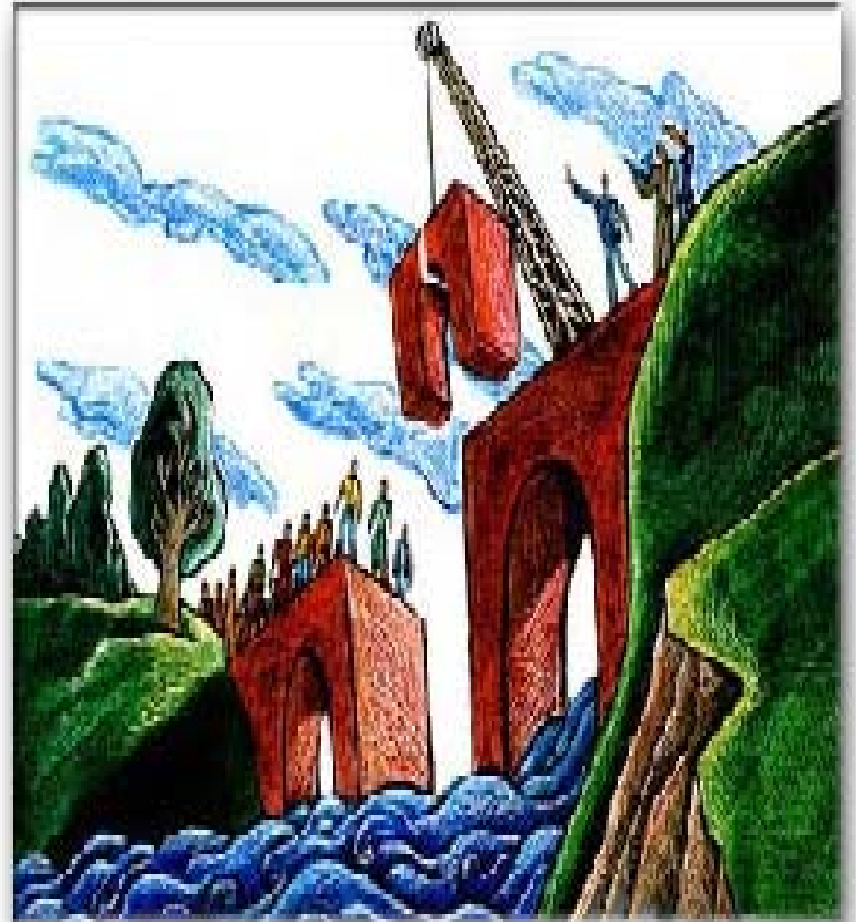
- **Transient / Mobile**
- **Culture**
- **Language**
- **Privacy**
- **Time of Day
Availability**





Challenges

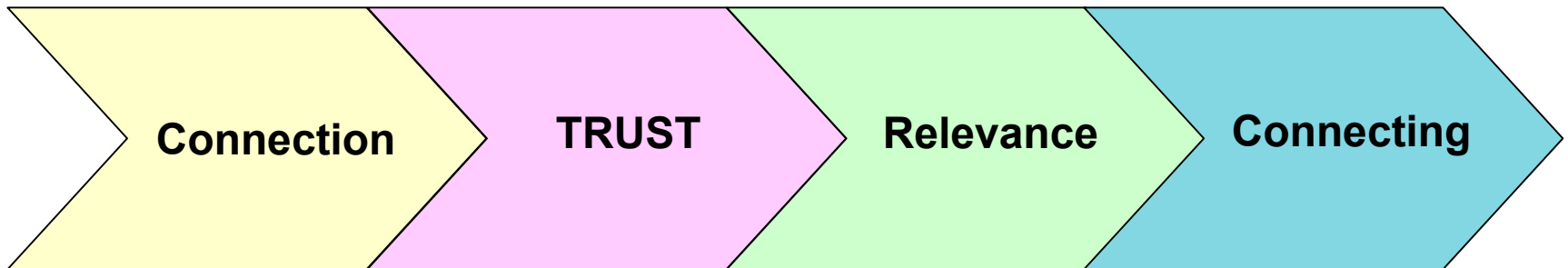
- **Self-esteem**
 - **Living in the Present**
 - **Socio-economic**
- Confounders**





Continuum of Reach...

Having a “connection” is NOT the same as being “connected”

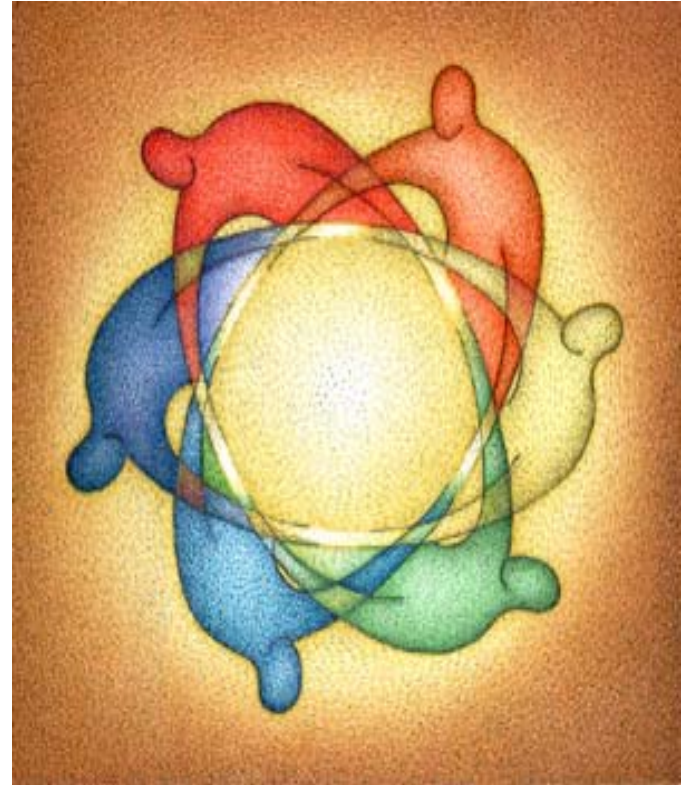




Trust...

“The first and core principle in our value statement is “To trust and be trustworthy””

- **Credibility**
- **Matching...the “right person” with the member**





Relevance...

“Day-in-the-Life”

- **Awareness**
- **Programs**
- **Motivation**
 - » Self-efficacy
 - » Discrepancy





Leveraging Community

Feet-on-the-Street

- **PSMs**
- **Social Workers**
- **Other...**





Summary...

Meeting the Challenge

- **REACH**
- **RELATIONSHIPS**
- **REVELANCE**



A high-angle, top-down photograph of a diverse group of approximately ten people of various ethnicities and ages. They are all smiling broadly and looking directly up at the camera. The background is a plain, light-colored surface. The overall mood is positive and inclusive.

QUESTIONS ?