





## EVERYONE WINS

### When we achieve our Vision

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To be America's leading  
primary care provider,  
transforming care of the  
neediest populations.

**OUR MISSION**  
We **honor Seniors** with affordable **VIP care** that **delivers better health.**

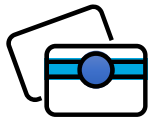
ChenMed has been **transforming healthcare** for the  
neediest populations for more than **30 YEARS**



# What we do



Operate 50+ primary care clinics



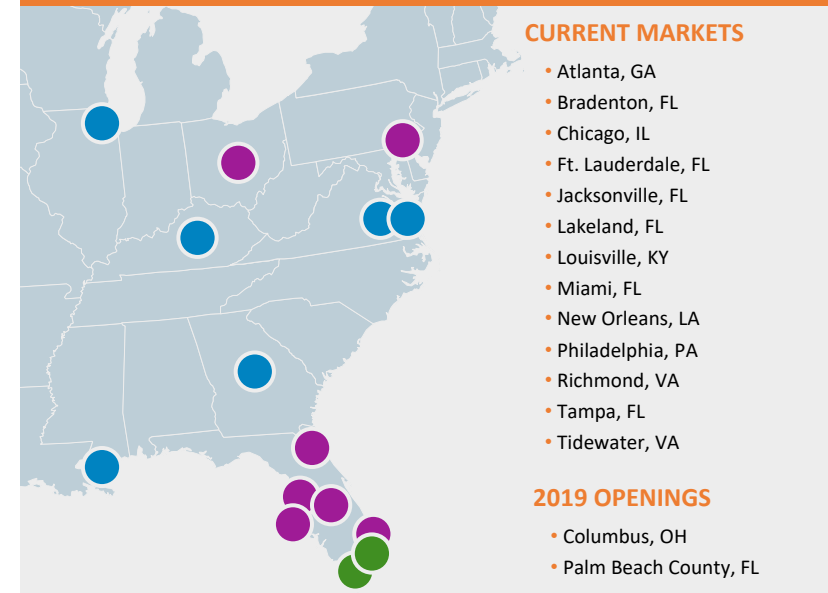
Take global full risk for Medicare Advantage and Dual Eligible members in multiple plans



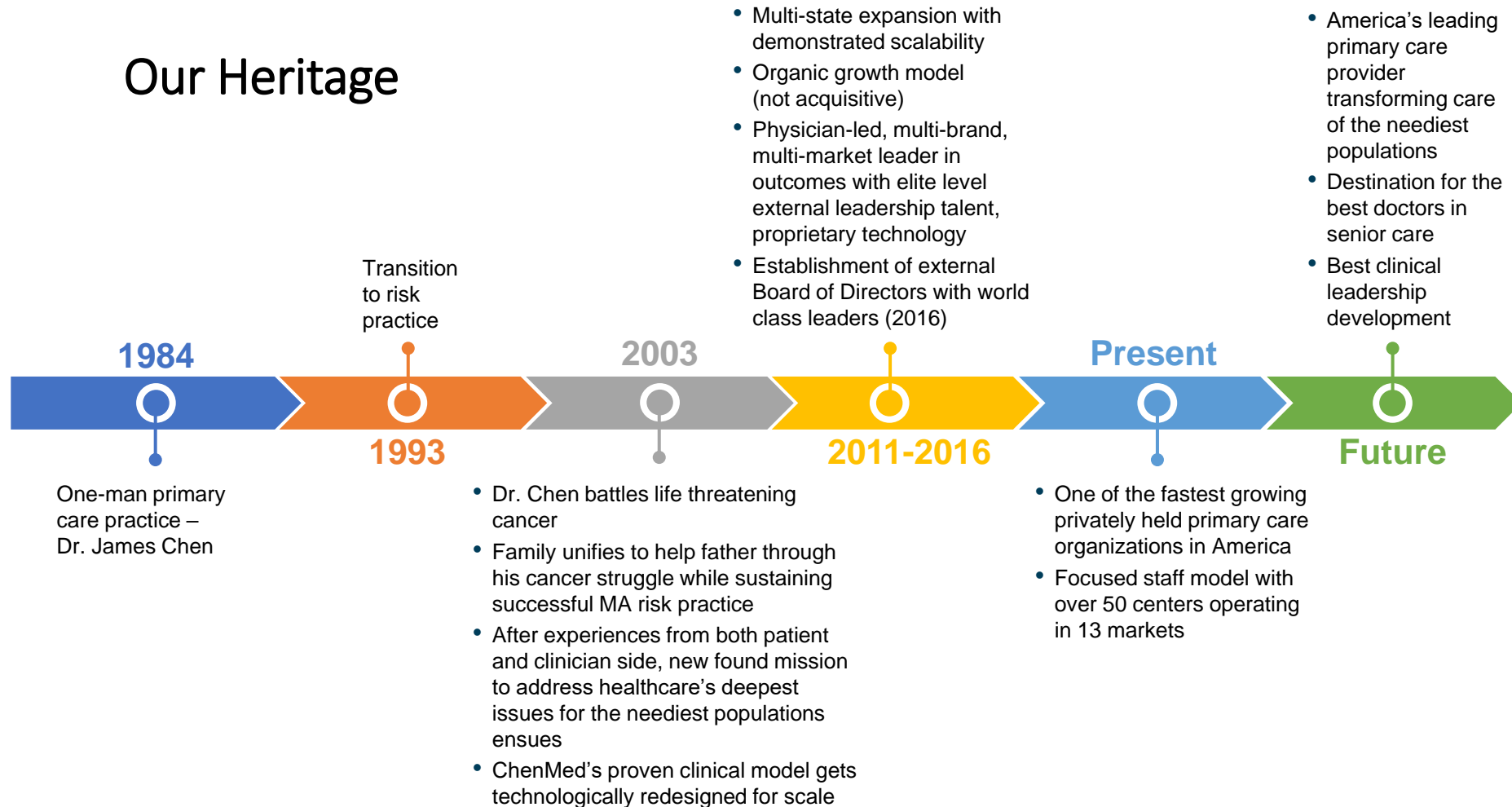
Provide a “concierge” solution, with superior outcomes, to lower-income, polychronic seniors – for no fee



Our medical centers are located in primary care shortage areas.



# Our Heritage



# The ChenMed Model



PCP-led care



Early disease detection & comprehensive disease management



Easy and frequent access



Onsite services



**5x the attention\***  
450 patients per ChenMed PCP

- Comprehensive care in one location with dedicated **specialists, medications, and testing on-site**
- Door-to-doctor **transportation available**
- **Coordination** with **care transitions**
- **Literacy-sensitive** materials
- **Financial Hardship Policy**
- Events and educational gatherings
- **Proprietary EMR** with comprehensive & intuitive user interface

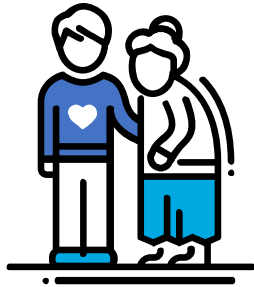


Services designed for our demographic

A medical home for clinical and social support

\* Based on ChenMed panel sizes under 450 patients versus primary care doctors in America who, on average have 2,300 patients.

## Services are designed uniquely for our patients



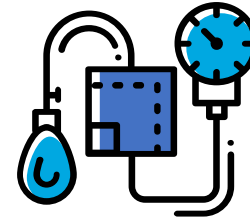
Average  
age 72



Low-to-moderate  
income seniors, 90%  
within 300% of the  
federal poverty limit

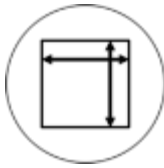


Minority



Average of  
4-5 chronic  
conditions

# Patient Experience



Standard footprint/design:  
accommodate ~2,000 patients



Concierge-style medicine: Highly  
accessible PCPs with small panels  
(~450) seeing patients frequently



Primary care focused; but with  
selected “Tier 1” onsite specialists



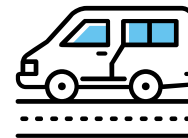
Comprehensive PCP-led care team  
coordination: Care ambassadors,  
care promoters, care coordinators,  
case managers, transitional care  
coordinators, and more



Convenient ancillaries: Onsite  
medication dispensing, lab draw,  
and selected imaging



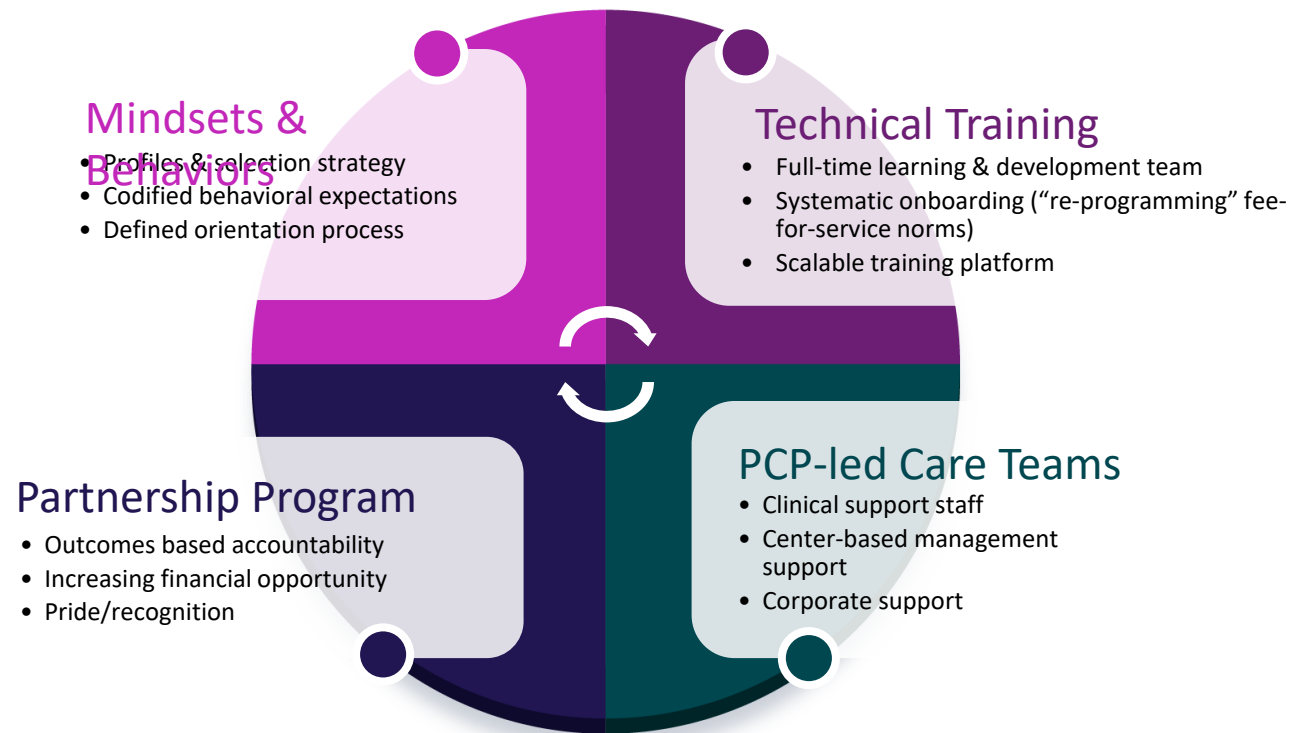
Lifestyle & behavior support: Café,  
cooking programs, senior aerobics,  
TaiChi, acupuncture, chronic  
disease classes



Courtesy door-to-doctor  
transportation

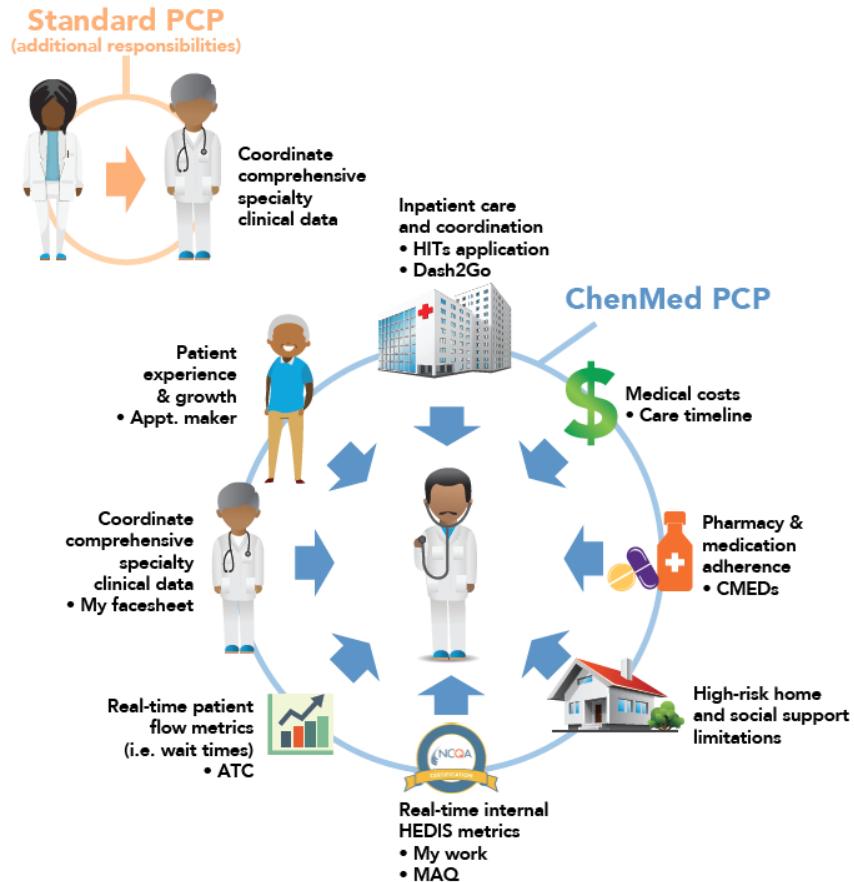


# Clinical Talent



**Formalized 1-year  
“Blackbelt” training  
program for  
physicians to work  
through various  
milestones of  
mindset, skills, and  
results**

# Key Enabler: Proprietary Technology



## Custom-built technology powers value based care model

- Solved for fundamentally opposed nature of fee-for-service (basis on which industry applications built) and value based care (basis on which ChenMed operates)
- ChenMed EMR, care management, practice management, analytic tools, remote access applications, and more
- In-house maintenance and development teams directly serving clinical/business stakeholders to deliver value added features

# High-Touch Care Leads to Better Outcomes



Patient affordability




Better patient health




Physician leadership




Health plan quality, margins, and growth




50% FEWER hospitalizations




33% FEWER ER visits




28% LOWER cost



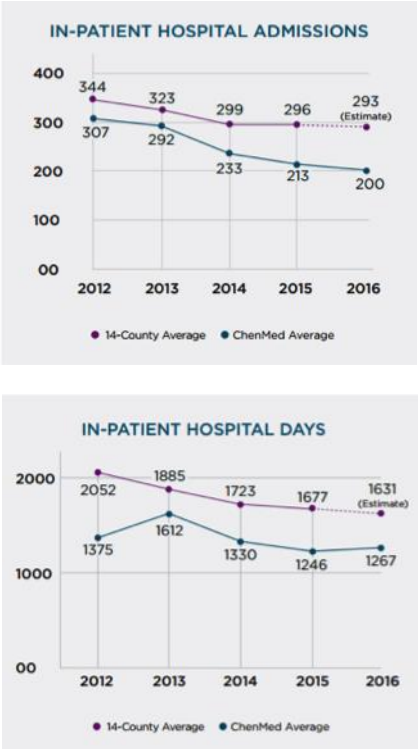
41% INCREASE in preventative medication use



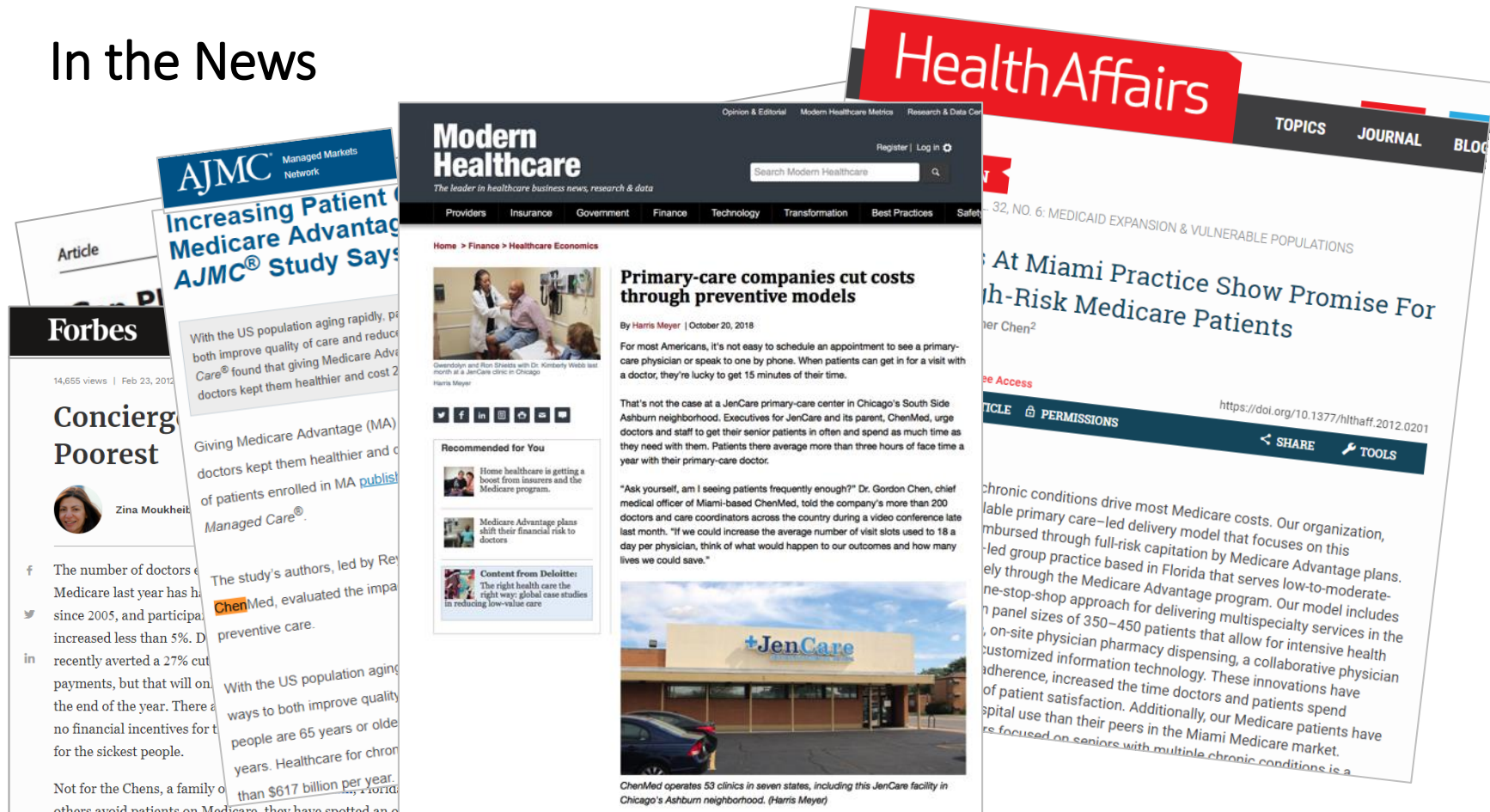
TOP DECILE patient satisfaction score



TOP DECILE clinical quality metrics



# In the News



# Primary Strategic Pillars

## Purpose Driven

- Social justice for the old, poor, and sick
- Focus on long-term and sustainable impact
- Connecting policy, practices, performance management to purpose (vision, mission, values)

## Talent Development

- Intense focus on talent selection
- Strong performance culture
- Onboarding, functional training, and continuous development
- Succession planning and management
- Talent “import/ export market” to/from existing & new locations

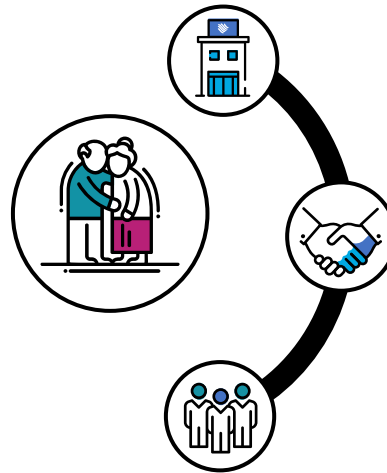
## Focused Business Model

- Defined standards/ expectations (with continuous process improvement)
- Discipline in innovation and expansion
- Capital efficiency innovation
- Continuous application of learning to improve each new launch

## Tech Enabled Scalability

- Rigorous application of existing business and clinical model standards
- Proprietary IT designed specifically to enable risk-bearing, VIP primary care
  - ✓ Practice mgmt.
  - ✓ EHR
  - ✓ Acute & post acute mgmt.
- Data integration and predictive analytics

# Dedicated of Philadelphia



## GOALS

Provide high-quality, affordable primary care for at-need communities in Philadelphia.

Better align patient care across the continuum from offices to facilities and beyond.



# Philadelphia Locations

## Mayfair

6431 Sackett Street

## North Philadelphia

2101 West Lehigh Ave., Suite A

## Olney

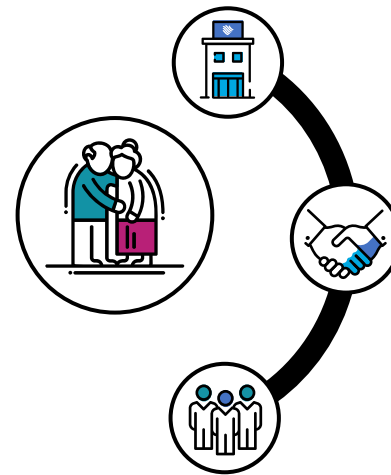
5675 N. Front Street, Suite 141

## West Philadelphia

1575 N. 52nd Street, Suite S-3



# Partnership with OhioHealth




## GOALS

Provide high-quality, affordable primary care for at-need communities in Columbus

Better align patient care across the continuum from offices to facilities and beyond.



## Patient Segmentation Delivers Better Outcomes and Profit

Hospital Owned Clinics	ChenMed Senior Clinics
<ul style="list-style-type: none"><li>• Focus on Medicaid, Commercial, FFS Medicare</li><li>• Lower complexity, urgent care, wellness</li><li>• FFS revenue model</li></ul> 	<ul style="list-style-type: none"><li>• Focus on complex seniors</li><li>• Concierge care with a 450:1 ratio</li><li>• Medicare Advantage &amp; Dual Eligible patients</li></ul> 