











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

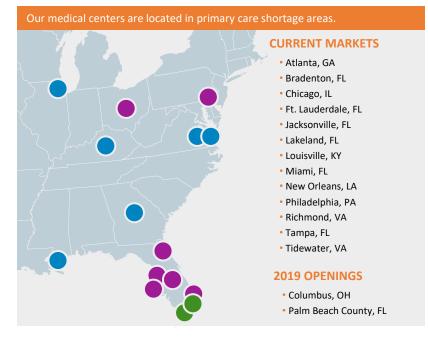


Provide a "concierge" solution, with superior outcomes, to lower-income, polychronic seniors – for no fee





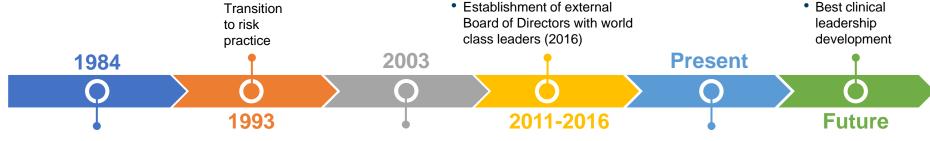




# Our Heritage

- Multi-state expansion with demonstrated scalability
- Organic growth model (not acquisitive)
- Physician-led, multi-brand, multi-market leader in outcomes with elite level external leadership talent, proprietary technology
- Establishment of external

- America's leading primary care provider transforming care of the neediest populations
- Destination for the best doctors in senior care
- Best clinical leadership



One-man primary care practice -Dr. James Chen

- Dr. Chen battles life threatening cancer
- Family unifies to help father through his cancer struggle while sustaining successful MA risk practice
- After experiences from both patient and clinician side, new found mission to address healthcare's deepest issues for the neediest populations ensues
- ChenMed's proven clinical model gets technologically redesigned for scale

- One of the fastest growing privately held primary care organizations in America
- · Focused staff model with over 50 centers operating in 13 markets

### The ChenMed Model



PCP-led care



Early disease detection & comprehensive disease management



Easy and frequent access



**Onsite services** 



- 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

<sup>\*</sup> 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



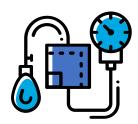
Average age 72



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



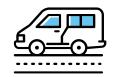
Comprehensive PCP-led care team coordination: Care ambassadors, care promoters, care coordinators, case managers, transitional care coordinators, and more



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

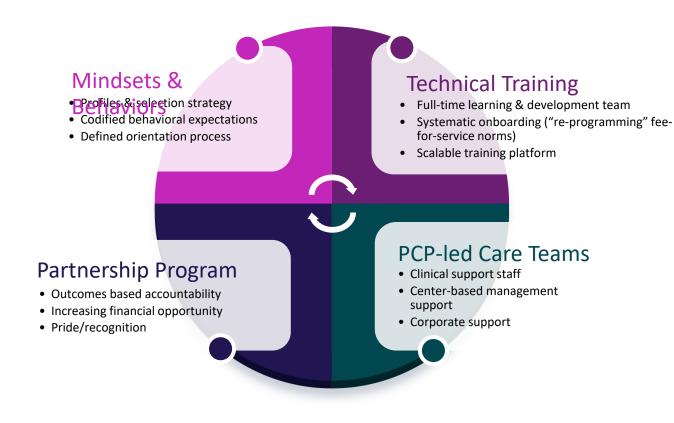


Lifestyle & behavior support: Café, cooking programs, senior aerobics, TaiChi, acupuncture, chronic disease classes



Courtesy door-to-doctor transportation

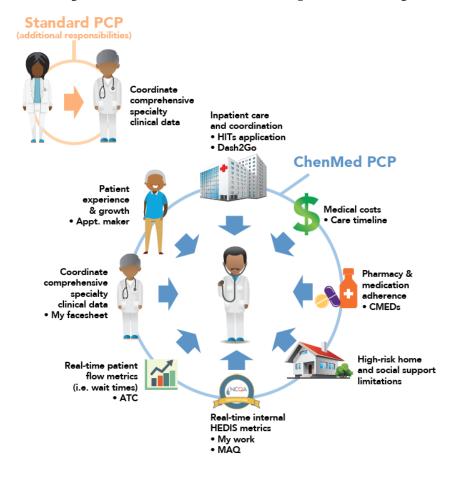
### **Clinical Talent**





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

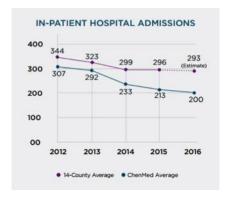


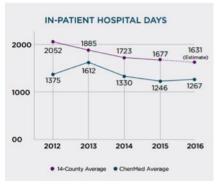
Physician leadership



Health plan quality, margins, and growth







### In the News

Article

**Poorest** 







both improve quality of care and reduce Care® found that giving Medicare Adva doctors kept them healthier and cost 2 14,655 views | Feb 23, 2012 Concierg

Giving Medicare Advantage (MA) doctors kept them healthier and c of patients enrolled in MA publish Managed Care<sup>®</sup>.

The study's authors, led by Re The number of doctors Chen Med, evaluated the impa Medicare last year has h increased less than 5%. D preventive care.

in recently averted a 27% cut With the US population aging payments, but that will on ways to both improve quality the end of the year. There a people are 65 years or olde no financial incentives for t years. Healthcare for chror for the sickest people.

Not for the Chens, a family o than \$617 billion per year. others avoid nationts on Medicare they have snotted ar

### Primary-care companies cut costs through preventive models

Modern

**Healthcare** 

Home > Finance > Healthcare Economics

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Home healthcare is getting a boost from insurers and the Medicare program.

Medicare Advantage plans shift their financial risk to

The right health care the right way: global case studies ing low-value care

For most Americans, it's not easy to schedule an appointment to see a primarycare physician or speak to one by phone. When patients can get in for a visit with a doctor, they're lucky to get 15 minutes of their time.

That's not the case at a JenCare primary-care center in Chicago's South Side Ashburn neighborhood. Executives for JenCare and its parent, ChenMed, urge doctors and staff to get their senior patients in often and spend as much time as they need with them. Patients there average more than three hours of face time a year with their primary-care doctor.

"Ask yourself, am I seeing patients frequently enough?" Dr. Gordon Chen, chief medical officer of Miami-based ChenMed, told the company's more than 200 doctors and care coordinators across the country during a video conference late last month. "If we could increase the average number of visit slots used to 18 a day per physician, think of what would happen to our outcomes and how many lives we could save."



ChenMed operates 53 clinics in seven states, including this JenCare facility in Chicago's Ashburn neighborhood. (Harris Meyer)

### At Miami Practice Show Promise For h-Risk Medicare Patients

https://doi.org/10.1377/hlthaff.2012.0201 TICLE 🙃 PERMISSIONS < SHARE ► TOOLS

chronic conditions drive most Medicare costs. Our organization, lable primary care–led delivery model that focuses on this mbursed through full-risk capitation by Medicare Advantage plans. led group practice based in Florida that serves low-to-moderateely through the Medicare Advantage program. Our model includes ne-stop-shop approach for delivering multispecialty services in the n panel sizes of 350–450 patients that allow for intensive health on-site physician pharmacy dispensing, a collaborative physician ustomized information technology. These innovations have adherence, increased the time doctors and patients spend of patient satisfaction. Additionally, our Medicare patients have spital use than their peers in the Miami Medicare market. re facused on seniors with multiple chronic conditions is a

# **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

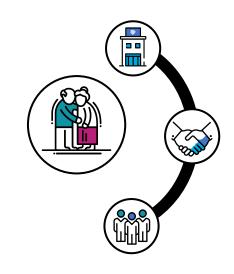
# Tech Enabled Scalability

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



# Dedicated of Philadelphia





### **GOALS**

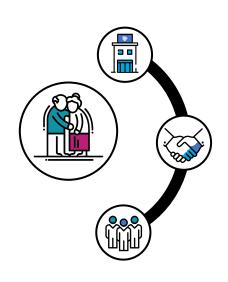
Provide high-quality, affordable primary care for at-need communities in Philadelphia.

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



# 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 Focus on Medicaid, Commercial, FFS Medicare Lower complexity, urgent care, wellness FFS revenue model ChenMed Senior Clinics Focus on complex seniors Concierge care with a 450:1 ratio Medicare Advantage & Dual Eligible patients