



Employer-Driven Value Creation, ▶ Collaboration and Thought Leadership

TAMI GRAHAM
PHA Annual Forum
March 18, 2019

Intel Corporation

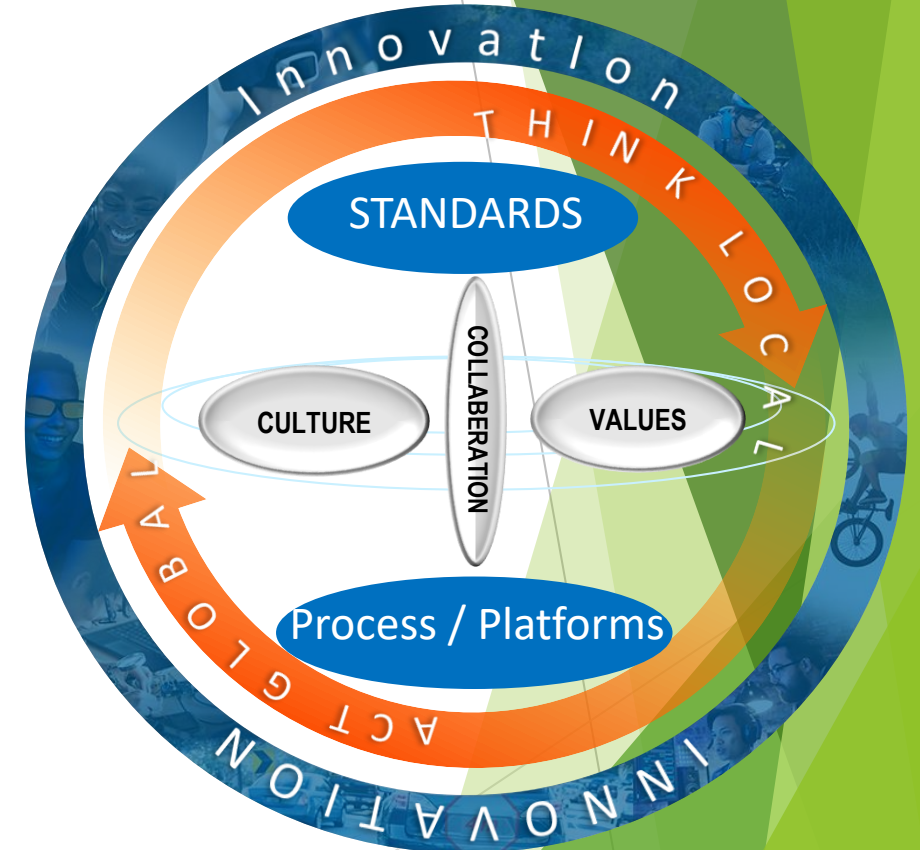
US Benefits

- HealthCare Spend ~\$696M 2018, for ~53K US employees + family
- Retirement – 401(k), Retirement Contribution Plan, DB plan (frozen)
 - Total assets under management ~\$22B 2018
- Three Intel Achievement Awards
- Helen Darling Award for Excellence and Innovation*

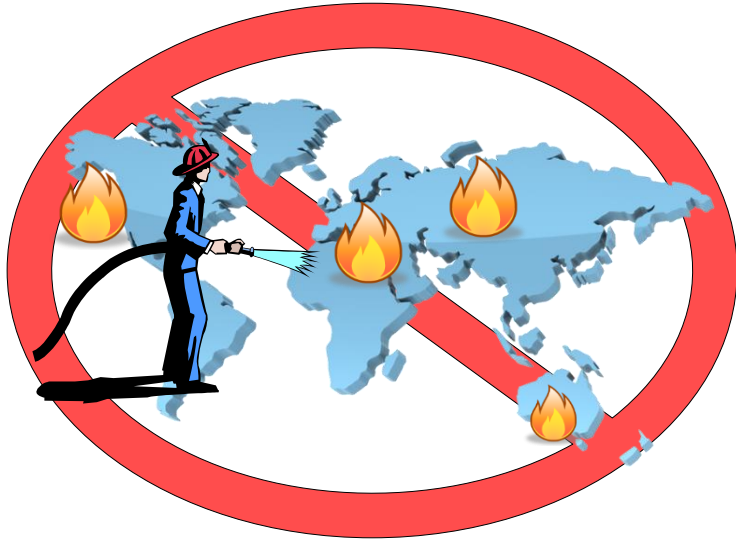
<http://www.marketwired.com/press-release/national-business-group-on-health-recognizes-intel-with-2015-helen-darling-award-excellence-1998573.htm>

From Lawyer to Global Benefits Strategist

- ▶ Always a Lawyer: Keep Intel Legal/Do the Right Thing
- ▶ Benefits Program Management focused on US compliance, governance, internal process/platforms and vendor management
- ▶ Built strong relationships with core internal partners: Employee Services, Procurement, Occupational Health, Finance, Accounting, Legal and Treasury
- ▶ Early adopter of industry solutions lead to internal innovation/collaboration with Intel Capital, Manufacturing and Health & Life Sciences Groups



Establish Foundation



- Reduce fire fighting
- Do more with less
- Time for strategic thinking

Elements of a Foundation

Core Philosophy

Reliable Timely Data

Continuous improvement processes

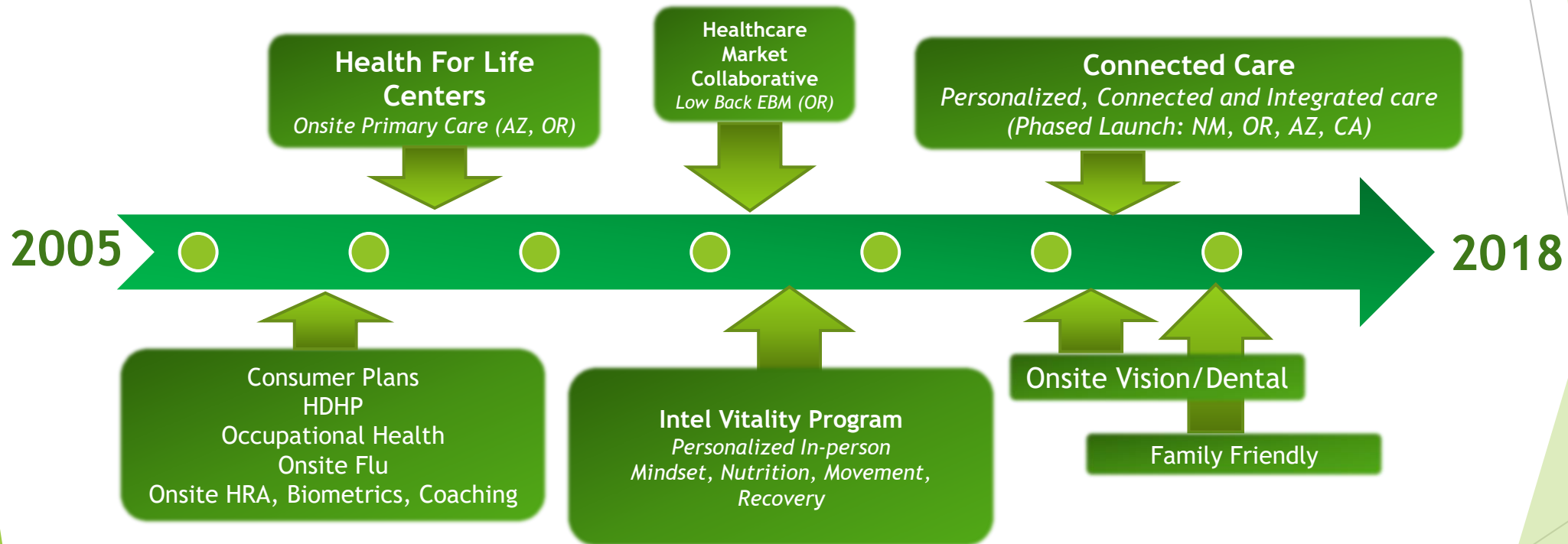
**“Don't be encumbered by the past.
Go out and do something wonderful”**

Robert Noyce, Intel Co-founder



Linking possibility
thinking to the
ideal state

Intel's Evolving Healthcare Journey



Strategy to Action

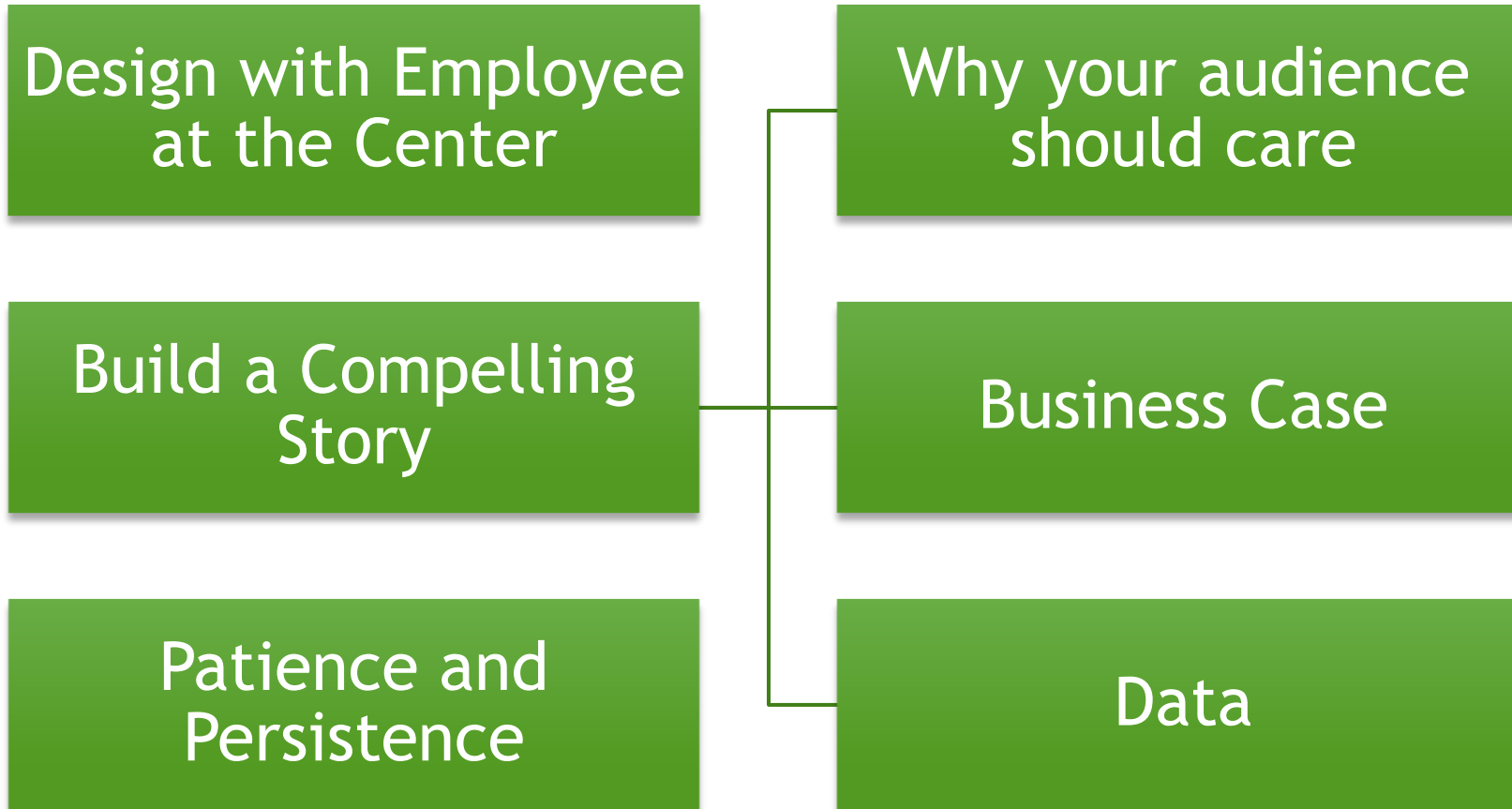


Table 2. The Futures Company LIVING Well Segmentation Model

Segment	Description	US as a Whole	Intel Employees
Leading the Way	Highly motivated; actively managing their health; see few barriers to health	9%	17%
In It for Fun	High priority on living a healthy lifestyle; avid exercisers; few have serious health issues	18%	26%
Value Independence	Skeptical, do-it-yourselfers; want to manage their own care rather than engage with the healthcare system; may have a diagnosed health issue but are not necessarily treating it; tend to think they're healthier than they are	22%	16%
I Need a Plan	Want to be healthier but have a hard time taking action; many are older and are treating chronic conditions	19%	6%
Not Right Now	Younger; healthy but mainly due to their youth; may not feel in control of their health	22%	34%
Get Through the Day	In poorer health; feel their health is out of their control; many are treating chronic illnesses	10%	2%

Connected Care Employee Centered Design

Led to Three Design Focus Areas:

- **Higher needs:** I have complex health conditions. I want clear direction and support for how to manage my health. I could use help navigating the health system.
- **Convenience:** I'm super busy. I want more time to take care of my health. I value easy, timely access to my healthcare providers.
- **Low cost:** I want the most value for my healthcare dollar and the security of knowing my out-of-pocket fixed costs.

Connected Care: An Employer Driven ACO Model Requirements

➤ Improving experience

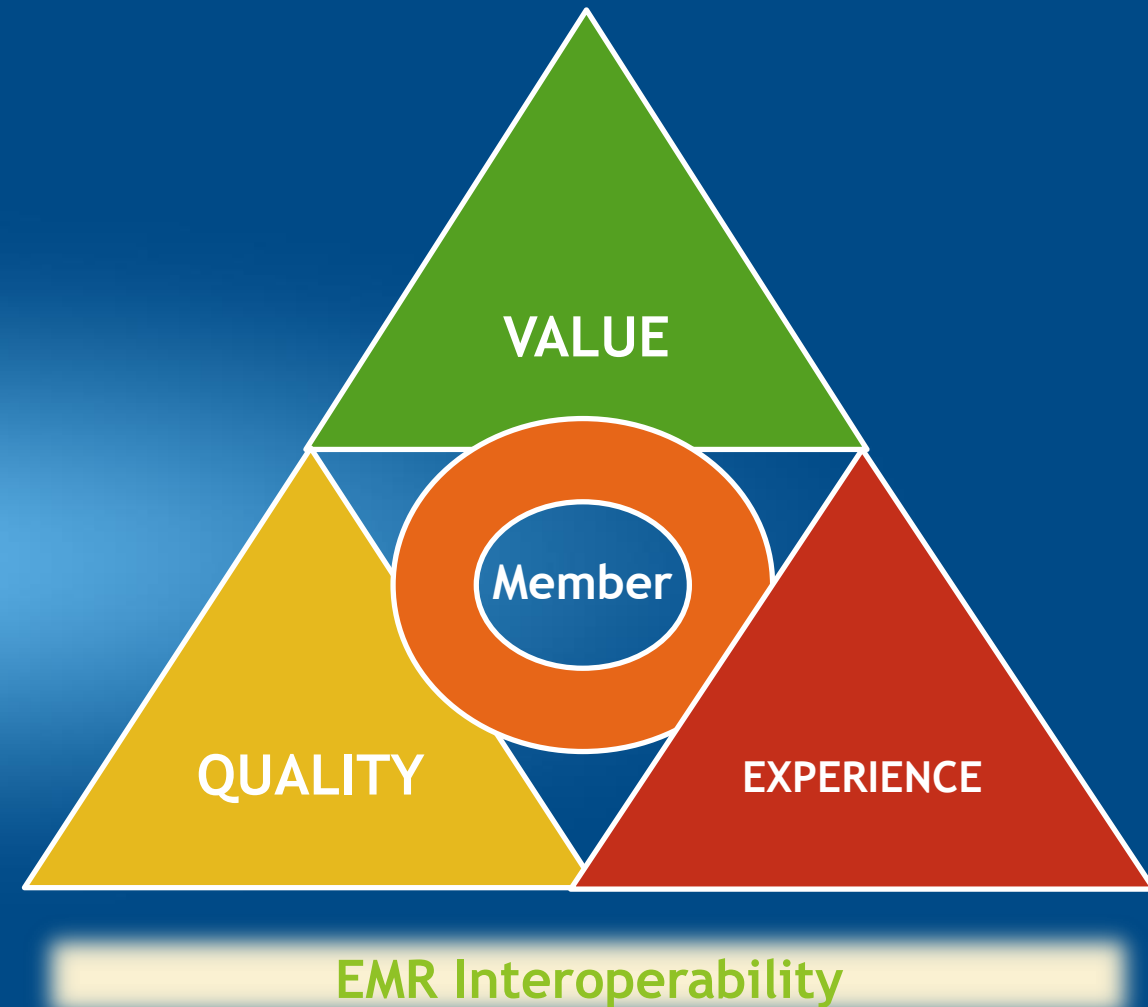
- Concierge approach
- Dedicated teams with navigators
- Improved access/alternative venues of care
- Innovative technology/tools

➤ Improving health outcomes

- Targets are set on access metrics, patient satisfaction with experience, and clinical outcomes
- High-touch chronic disease management programs

➤ Reducing cost; increasing value

- Accountability for cost - PMPM
- High-performing providers - access vs. quality
- EHR interoperability
- No referrals or prior authorizations
- Focused on preventive care



Key Learnings

- ▶ Disruption is Hard; Healthcare is Local; Network Development is Critical
- ▶ Healthcare can be delivered in a more coordinated way when purchasers use their roles and contracting power to facilitate innovation.
- ▶ Health outcomes can be measured and improved when collaboration and trust are developed as part of the process for structuring risk-sharing contracts.
- ▶ Healthcare spending can be controlled when business interests and goals are aligned between the purchaser and the delivery system.
- ▶ Consumers can be highly satisfied with the care they receive under accountable care arrangements when programs are designed with the patient at the center.
- ▶ It's a journey not once and done...Plan, Do, Check, Act

For Details Go To

https://blogs.intel.com/policy/files/2019/02/ConnectedCareWhitepaper_0219.pdf

