



Good Health is Good Business:
The results of an Innovative Alignment
with Physicians and Communities

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Today's topics

- 1 Business Case for Health**
- 2 Operationalizing with Physicians, Community, and Associates**
- 3 What We Have Achieved**

About **Humana**

\$54.4B *Annual Revenue*

#52 *FORTUNE 500 company*

14.2M *Medical Membership*

51.6k *Employees*



Humana is a leading insurer and healthcare services provider, with a focus on seniors

Insurance Services



- **Leading position in Medicare Advantage (MA) and Part D**
 - 3.2 million MA members
 - 5 million stand-alone Part D members
- **One of the leading service providers to the military through TRICARE contract**
 - 3.1 million members
 - Recently awarded East Region Contract expanding to over 6 million members (effective Oct 2017)
- **1.7 million commercial group members**

Healthcare Services



- **Humana At Home** – ~1 million members served
- **Humana Pharmacy** – 4th largest PBM/mail order services
- **Primary Care Clinics** - 66 fully owned; 79 joint ventures
- **Go365** - Proprietary prevention/wellness program; 3.6 million members
- **Integrated Clinical & Consumer Analytics** platform

Our members face unique health challenges, requiring a holistic approach to managing health

Senior citizens face numerous challenges...



65% of older adults have multiple chronic conditions

Aging, chronic conditions pose unique challenges to seniors:

- Numerous physician visits
- Increased use of prescription medications
- High reliance on fixed income
- Barriers to emotional well being

...resulting in substantial burden

6 average # doctor visits per year

27 # prescriptions per year

90% % income from Social Security

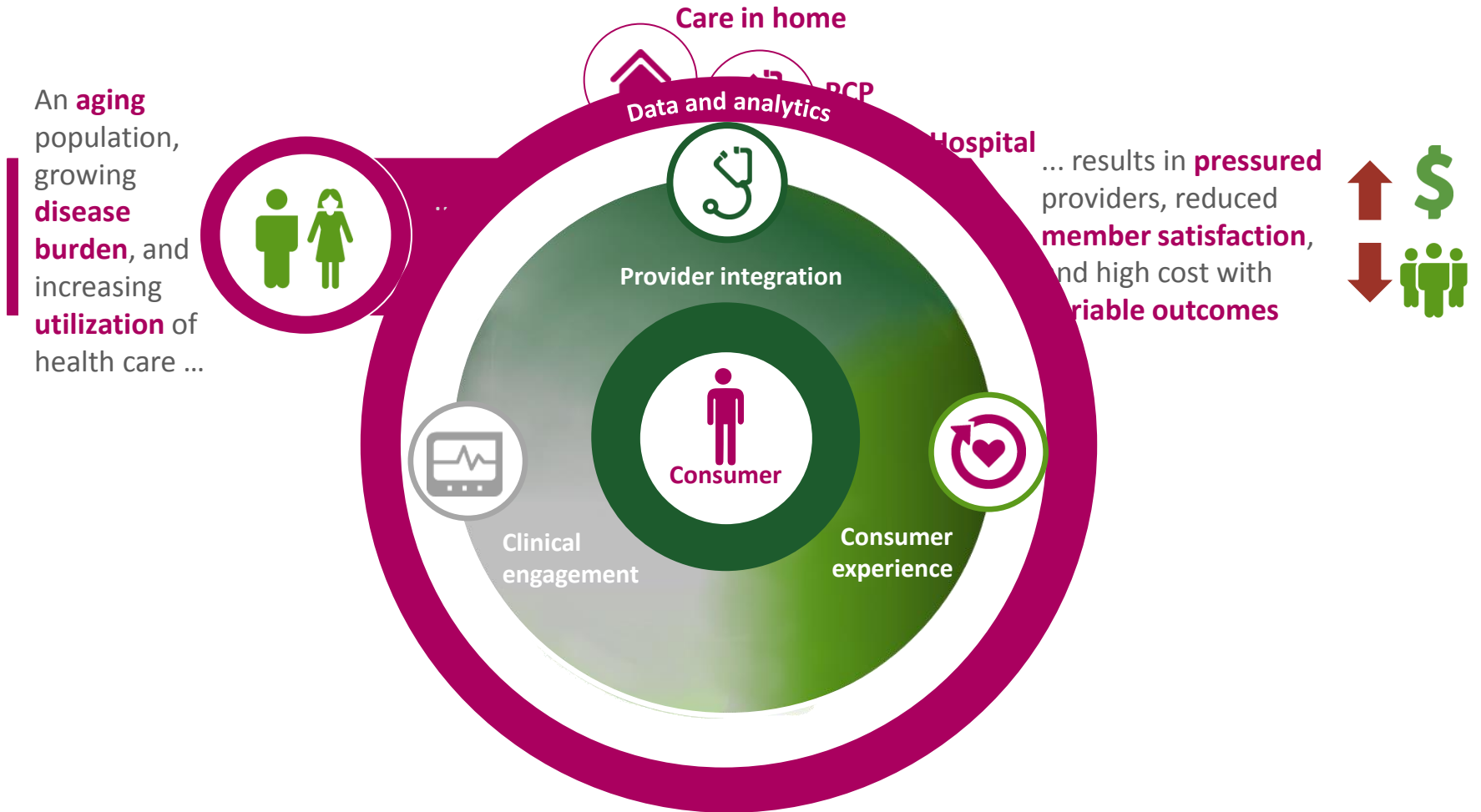
9.5% % of older adults below poverty level

25% % suffering from mental disorder, including depression, anxiety

33% % of MA members with diabetes

Humana is shifting from healthcare that focuses on acute events and disease management to holistic member health

Integrated healthcare



We declared a **BOLD GOAL** in 2015 to improve the health of the communities we serve by 20% by 2020

We are using CDC's metric unhealthy days (UHD) to track our mission



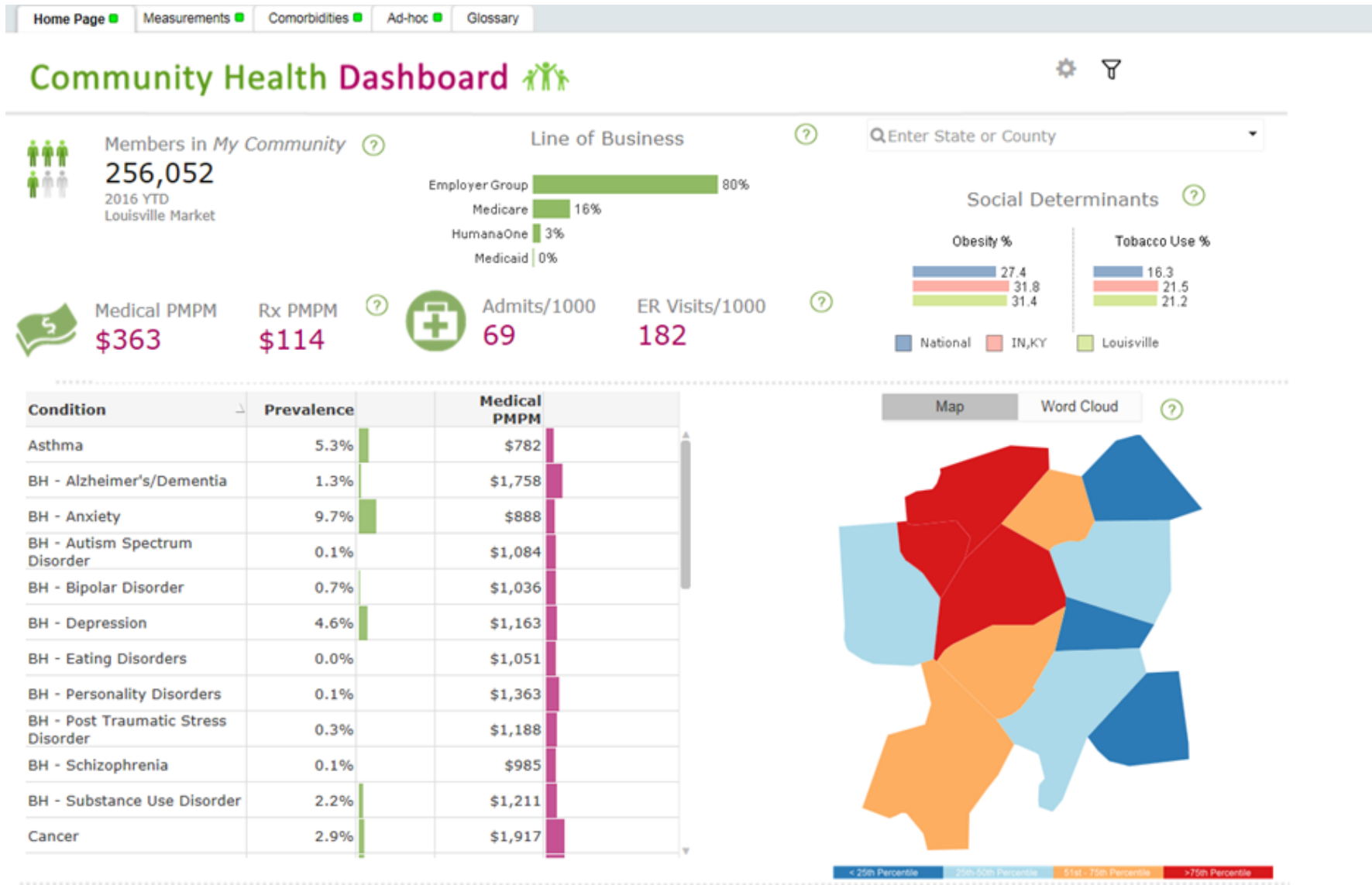
- In 2015, the average Medicare member had 11.5 UHD
- Increase in UHD is associated with greater healthcare utilization
- 1 UHD = \$11.43 PMPM (per member per month) spend in Medicare population

To achieve our BOLD GOAL we must coordinate care between:

-  **Community Partners**
-  **Physicians**
-  **Associates**

A 20% reduction in unhealthy days equates to \$1B in savings

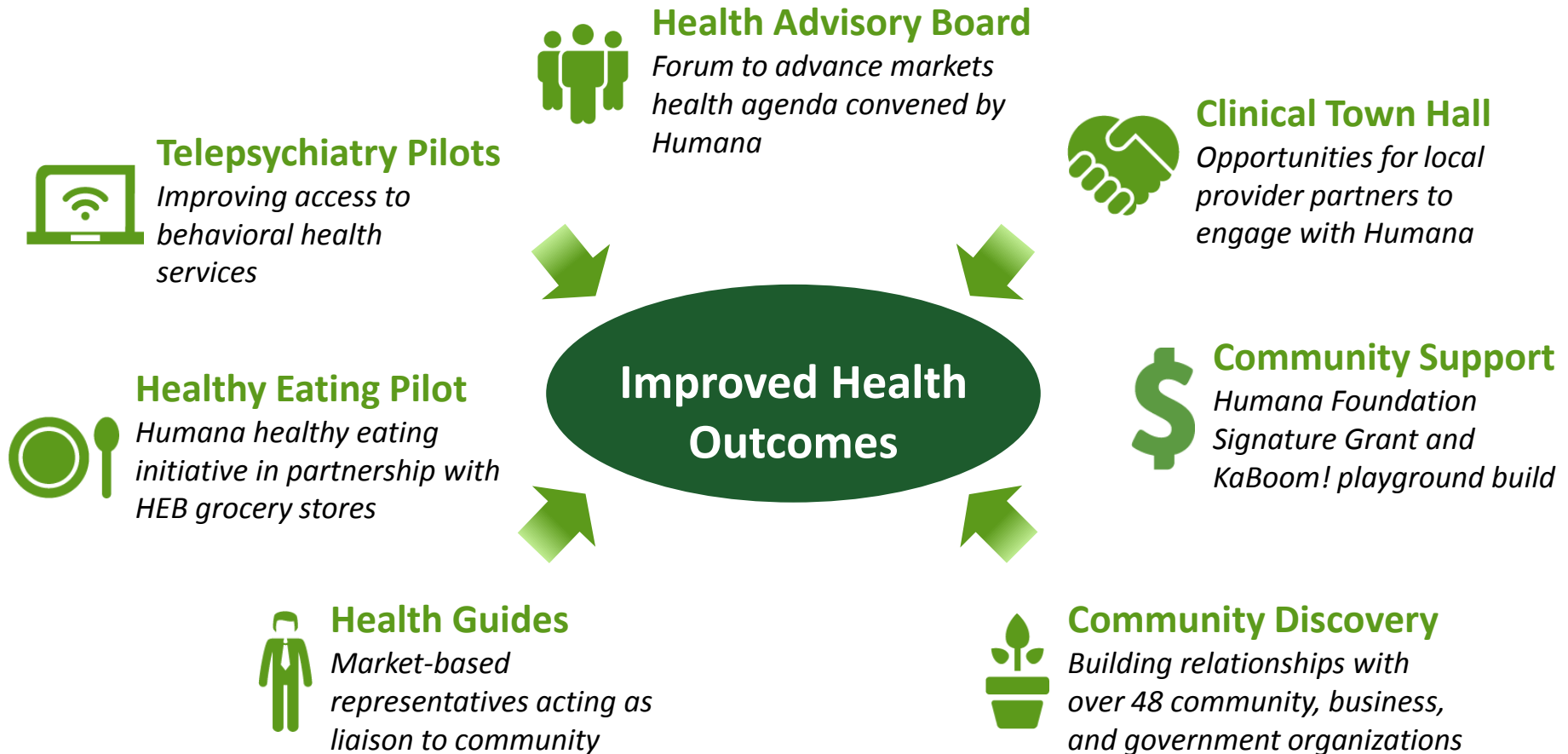
To have the greatest impact we created a dashboard to monitor and quantify our progress



We mobilized the community working with government officials, providers, care managers and food banks

Health Programming

Community Engagement



Through our work, we found innovative solutions for health at the intersection of the provider and social-services communities

We learned food insecurity is a problem for many members...

50%
of members screened positive for food insecurity

94%
of members accepted emergency food

...and worked with physicians to integrate food insecurity into the EMR in owned clinics, allowing doctors to refer to food banks

Continuicare EMR Screenshot

Progress Notes

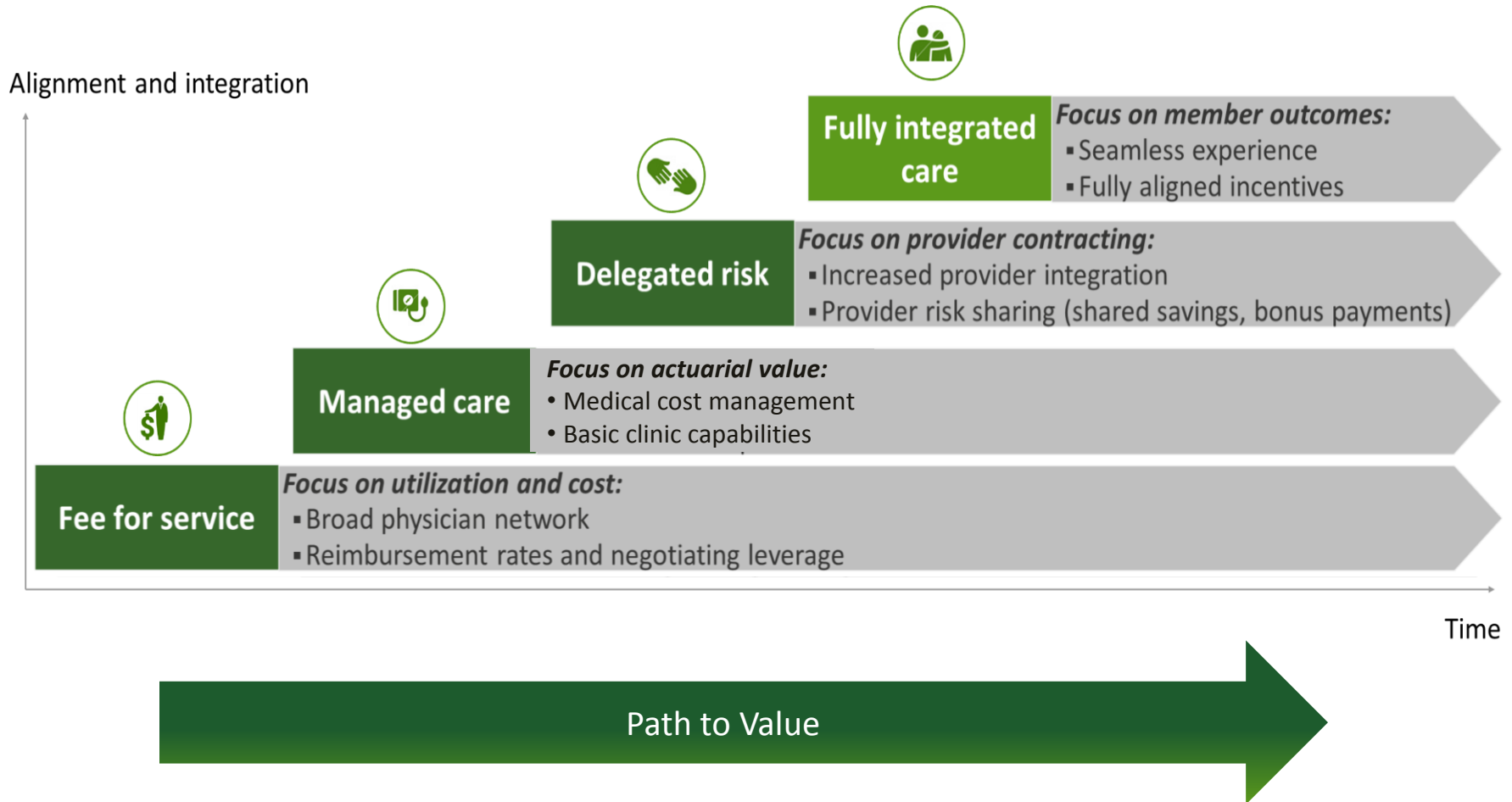
Social History
Food Insecurity folder selected

Healthy Days Screener Questions

Name	Value	Notes
Within the past 12 months		
Within the past 12 months	Often true	
Food Bank resources offer	Sometimes true	NEVER true

Food Insecurity Screener Questions

Our Bold Goal work illustrates how we align with physicians to deliver holistic and fully integrated care in the local market





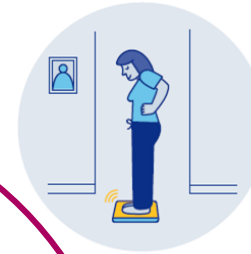
Mayiolis Davila
Care Coach

Humana's provider strategy supports physician integration with, people, processes and technology

Patient Safety Tools



Remote monitoring



Referral Support



Care Management

Humana

At Home

Clinical transformation technology solutions



Innovative contracting



Combination of physician engagement and Humana performance enhancement tools drives better clinical outcomes, health

We have engaged 61% of our providers in VBC relationship and are driving better quality and cost outcomes

6%

Fewer Emergency room visits per thousand

19%

Higher HEDIS score

26%

More days at home for members in Humana at Home

8%

Increase in colorectal cancer screening

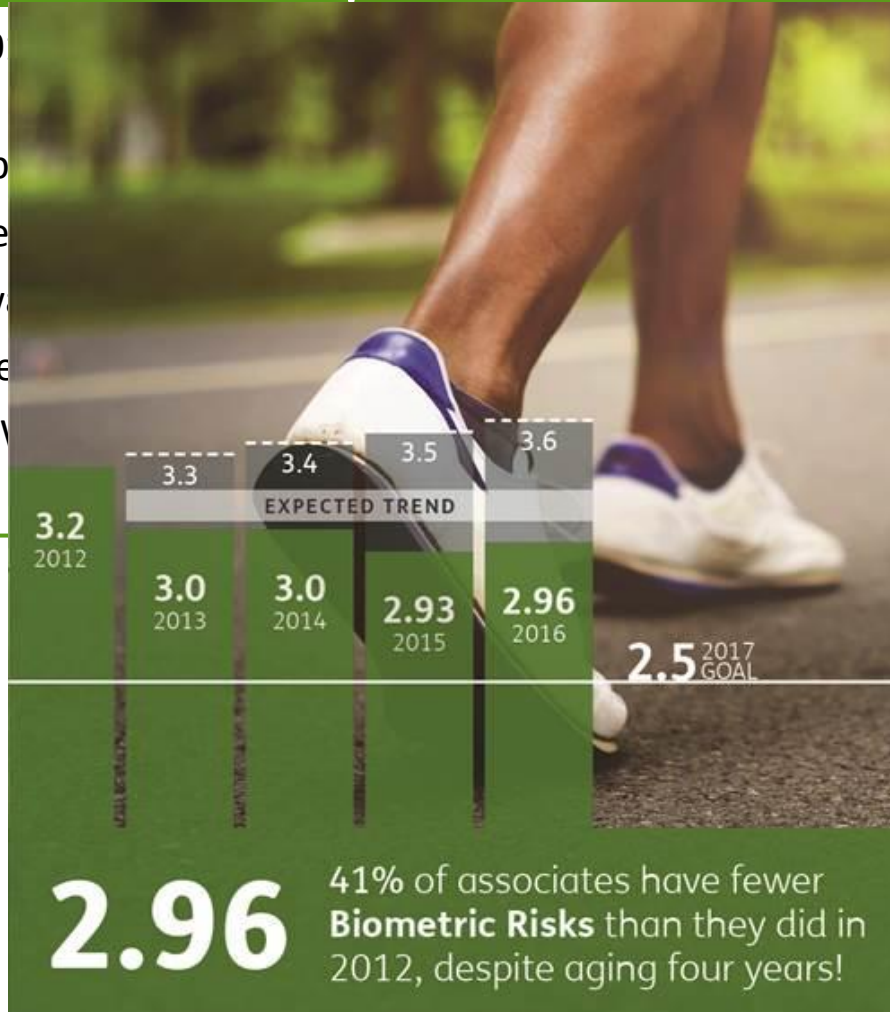
+24

Higher physician NPS (net promoter score) among full value providers vs. FFS providers

Our commitment to good business through better health extends to our associates

Internal adoption of the Bold Goal

- We committed in 2012
- We instituted multiple programs:
 - Company-wide
 - Wellbeing Rewards
 - Volunteer Time Off
 - Departmental Wellness

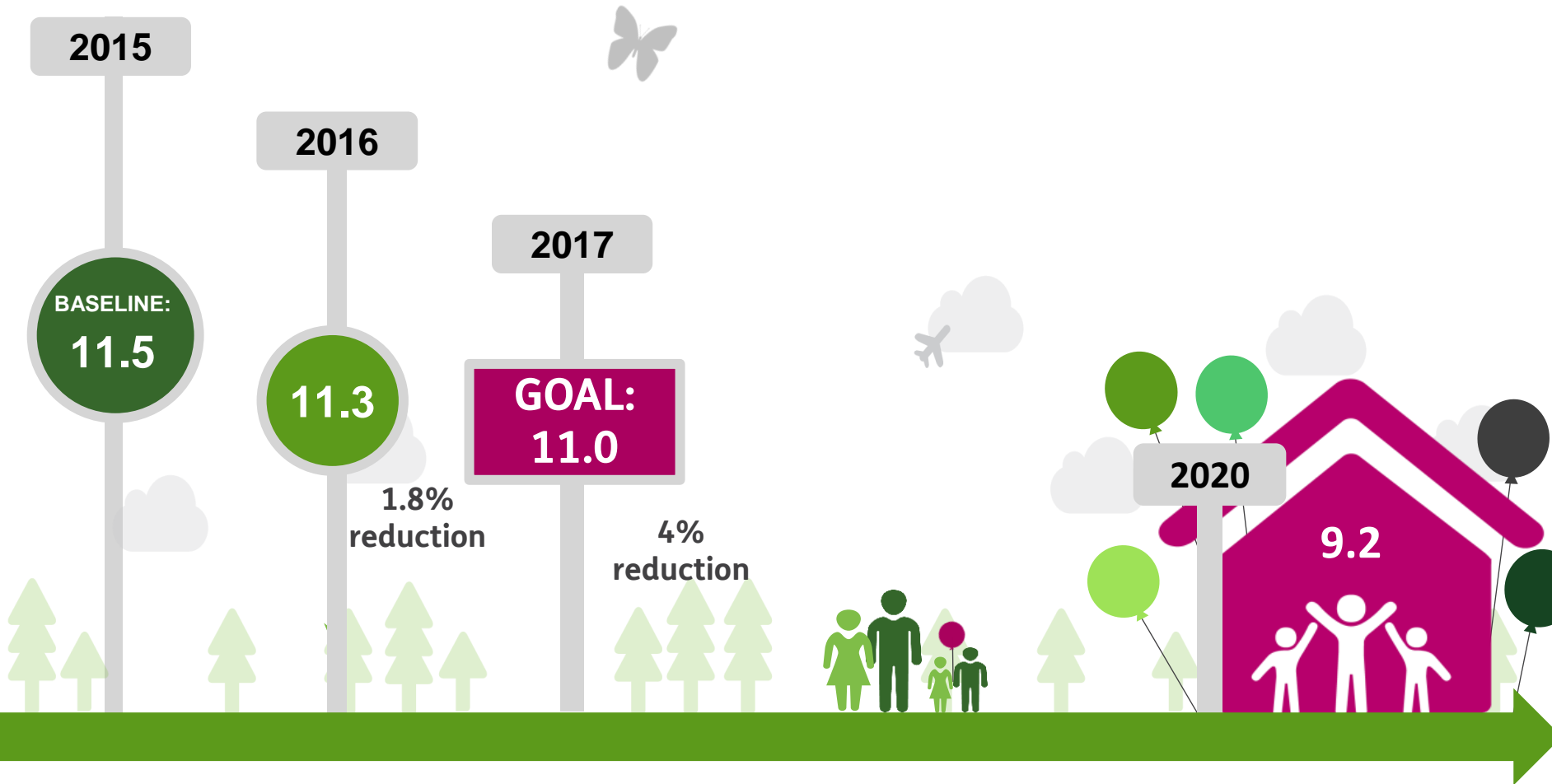


2017

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Early in to our Bold Goal initiative, we are showing progress in reducing unhealthy days...

Total Unhealthy Days



...And driving improved business performance

