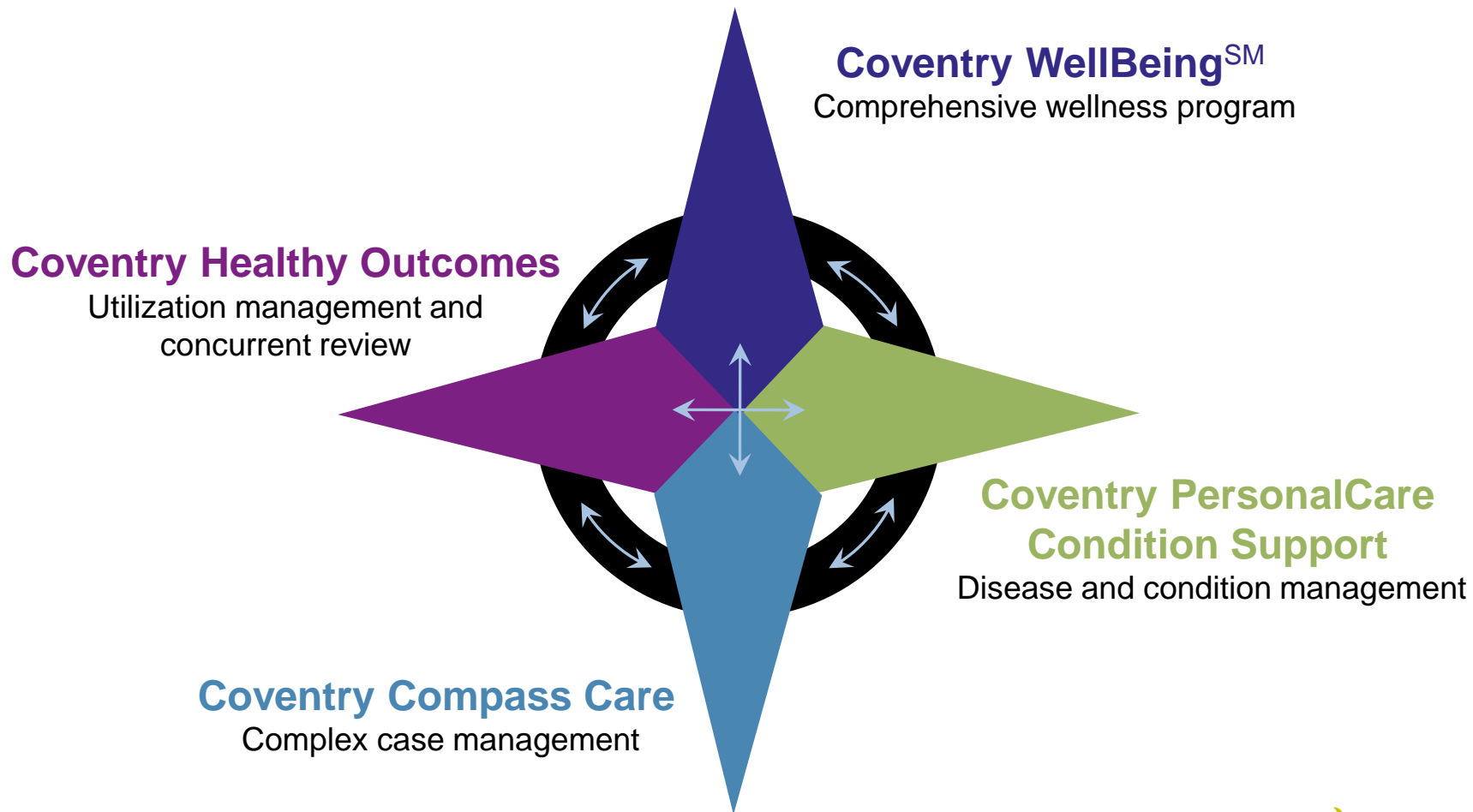


Coventry Complete Care

Together we care

Coventry Complete Care encompasses four integrated programs:



Coventry WellBeingSM

- The foundation of our successful medical management program
- Accommodates a wide range of options that can be customized for populations
- Available to all employees, even the employees that do not participate in the health benefits program
- Designed to integrate and supplement other medical management programs with services to create a complete self-care and wellness program
- Provides specific aggregate utilization and, as appropriate, aggregate outcomes reporting on key components of the program

Online resources for self-care

Physical Activity

It looks like you've been getting a little bit of exercise. Are you thinking about adding more?

Regular exercise is at least 30 minutes of moderate activity at least 5 days a week or at least 20 minutes of vigorous activity at least 3 days a week. Based on this definition, do you get regular exercise?

- No, and I don't plan to start in the next 6 months.
- No, but I'm thinking about starting to exercise on the next 6 months.
- Yes, I've recently (within the last 30 days) began to exercise, but inconsistently.
- Yes, I've begun to exercise regularly in the past 6 months.
- Yes, I exercise regularly and have for 6 months or more.

Regular Exercise

- brisk walking
- jogging
- swimming
- aerobic dancing
- biking
- rowing

Online health risk assessment

- Instant individual assessment report
- Group/employer aggregate population risk report

What would you like to do today?

Understand my health risks.

It all starts here. SUCCEED creates a comprehensive summary of your health and lays out the steps to improve it. We'll start with a questionnaire, then re-order and prioritize your coaching sessions (below) according to what we learn about your health.

Manage my weight.
Perfect the blend of mind, body, and food. BALANCE™ can help you reach your goal weight and maximize health and performance.

Be more active.
By making movement into your routine, MOVE™ can help inspire anyone – even a certified couch potato – to get up, moving, and healthy.

Eat healthier.
NUTRISYS™ offers easy-to-understand, one-on-one nutritional counseling to help improve your eating habits – for life.

Deal with stress.
RELAX™ puts your sources and symptoms of tension under a microscope, then unveils proven strategies to help keep you calm under pressure.

Nine digital coaching programs

- Exercise/fitness
- Diet/nutrition
- Tobacco cessation
- Behavioral Health
- Other resources

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Practical parenting information and news

FOR KIDS
Homework help, games, and information for kids

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Answers, advice, and straight talk for teens

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icky Q&A (KIDS)
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Kids and teen health

- Information and interactive education content

COVENTRY WELLBEING

Gyms Weight Loss Health Coaching At-home Fitness Resources

Find a gym
Enter your ZIP or postal code: **Start Now**

Next Stop: a Healthier You
For a limited time only, start at \$4.99 when you join a gym through GlobalFit with code SAVE1109*
Click here for details.

GlobalFit is a leading provider of programs, products and services for healthy living. Our signature offering is our gym network, the largest of its kind, which features low prices at thousands of fitness centers in the U.S. and Canada.

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Discounts on health & wellness items

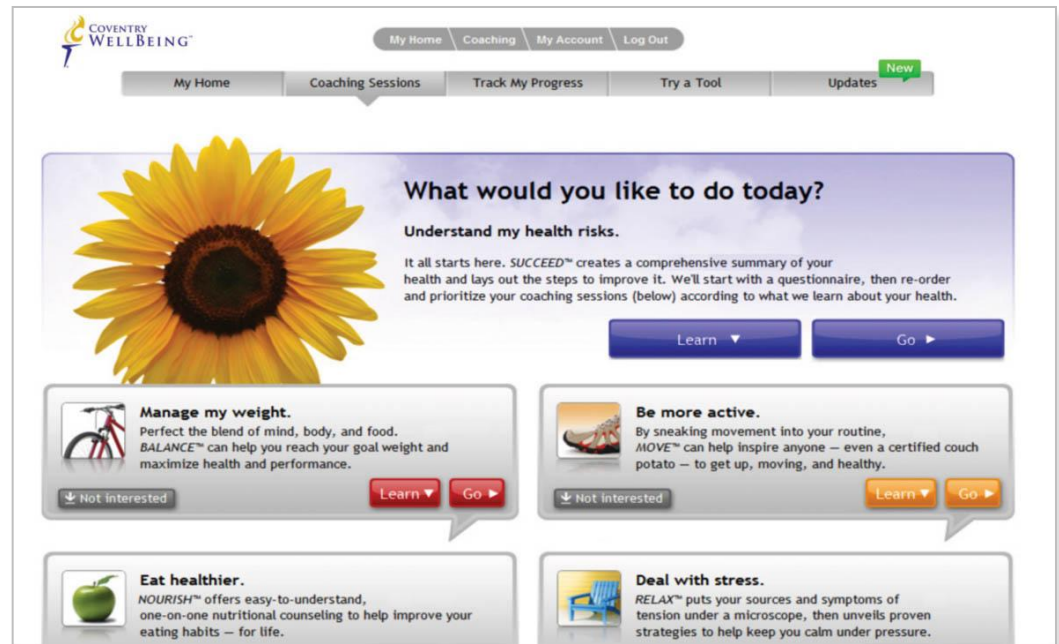
- Fitness Clubs
- Eye Care
- Weight Management

Coventry WellBeingSM Portal

Base Programs: weight management, smoking cessation, stress management, nutrition, physical activity, cholesterol management, blood pressure, depression management, sleep improvement

Additional Programs: condition management and behavioral health

Members have easy access to wellness programs and information, including: KidsHealth, discount programs, health information, and tools and trackers



The screenshot shows the Coventry WellBeing portal interface. At the top, there is a navigation bar with links for "My Home", "Coaching", "My Account", and "Log Out". Below this is a secondary navigation bar with "My Home", "Coaching Sessions", "Track My Progress", "Try a Tool", and "Updates" (with a "New" badge). The main content area features a large sunflower image on the left. To its right, a section titled "What would you like to do today?" includes a sub-section "Understand my health risks." with a brief description and two buttons: "Learn" and "Go". Below this are four program cards: "Manage my weight." (with a bicycle icon), "Be more active." (with a potato icon), "Eat healthier." (with an apple icon), and "Deal with stress." (with a chair icon). Each card contains a short description and buttons for "Not Interested", "Learn", and "Go".

Conditions of Interest

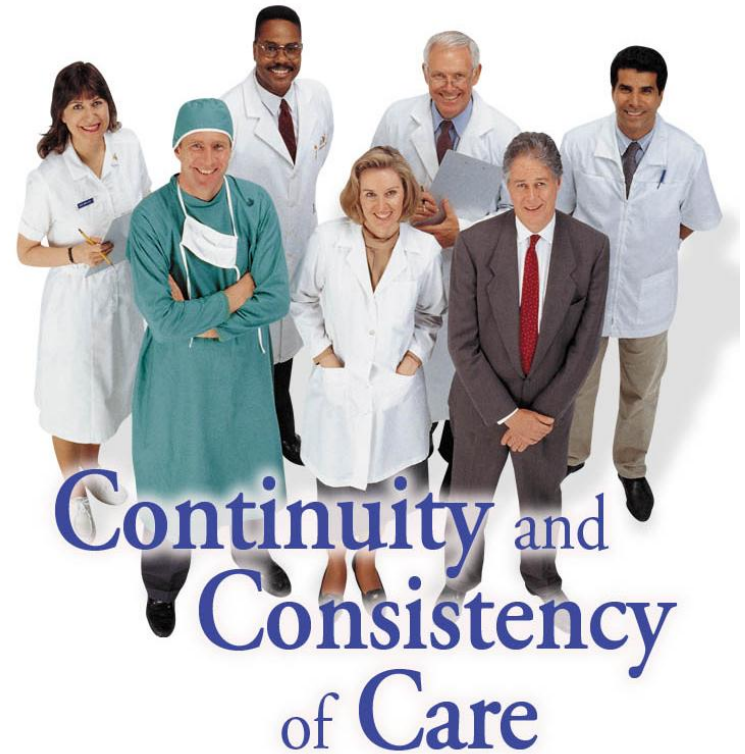
Disease management is a system of **coordinated** health care **interventions** that encourage self-care and disease prevention

- Programs selected because they mitigate increasing risks with active member engagement
 - Asthma
 - Congestive Heart Failure
 - Depression
 - HIV/Aids
 - Hemophilia
 - Coronary Artery Disease
 - Chronic Obstructive Pulmonary Disease
 - High Risk Pregnancy
 - Diabetes
 - Multiple Sclerosis
 - Chronic Renal Failure
 - Lower Back Pain
 - Crohn's Disease
 - Transplants

Coventry Compass Care

Continuity and Consistency of Care

- Holistic approach that builds from all of the members providers
 - Integrated data creates awareness
 - Develop comprehensive care plan
- Single point of contact to make navigating the health care system easier



Coventry Healthy Outcomes

- Simple, proven, effective way to reduce variations in practice patterns
- Promotes member advocacy and quality of care
- Coventry uses national practice standards and medical science to guide our activities
 - Tech assessments
 - InterQual
 - 3rd party review
- Directly affects 6-10% of the member population

Coventry High Performance Networks (HPN)

Program Components

- Network Configuration: A unique health system-centered delivery system
 - Contractually-defined
 - Coventry Transplant Network for transplants
 - Integris Health as conduit or fiscal intermediary for funds flow
- Aligned, performance-based incentives between:
 - Hospital
 - PCPs
 - Coventry
- Enhanced Data Sharing
 - Provider performance
 - Member-level gaps in care
 - Marketing opportunities

Coventry HPN (Cont'd)

Program Components (Cont'd)

- The new model of care
 - PCP-centric care coordination delivered via team approach
 - Enhanced member access
 - Collaboration on disease and care management programs
 - Supported by technology and data
 - ≈ Evidence-based Medicine (EBM) compliance and gaps-in-care closure
 - ≈ Predictive modeling

Goals

- Enhanced access, higher quality, improved outcomes, and lower costs
- An affordable solution for employers and individuals
- Post-health care reform readiness
- A competitive advantage for providers, hospitals and Coventry

Coventry Suite of Products Overview

Coventry has implemented a system that supports Provider Performance for High Performance Network, Medical Management and Network Management needs.

This system consists of two tools:

- **Care Management Tool:** A multi-dimensional, episode-based predictive modeling and case management analytics solution.
- **Provider Support Tool:** A complementary solution to the Care Management Tool that addresses the need to communicate critical health information to providers.

Provider Support Tool

Physician/Provider Engagement

- Care coordination and point-of-care decision support
- Population Management
 - Disease Registries
 - Opportunities for care improvement
 - EBM Compliance
 - Care alerts
- Performance Management
 - Support for Pay For Performance (P4P) and other performance based / gain-share programs
 - Allows for reconsideration
- *Supports care delivery transformation – managing inefficiencies, improving quality and reducing costs*

FOCUS!

- Preventable diseases
- Substance abuse
- Obesity related disorders
- Diabetes related disorders
- Detectable/preventable malignancies

Overutilization of Services

- Complex imaging
- Emergency services
- Pain management
- Unnecessary readmissions
- End of life services

Align incentives with health care providers to focus on health outcomes

Health Plan Opportunities (Cont'd)

Areas not addressed by health care reform:

- Physician supply and distribution
- Defensive medicine
- Effective, efficient practice
- Appropriate use of high cost services
- Fraud and abusive coding
- Fringe and unproven medical practices
- Epidemic of obesity



That's all Folks!