Not just different. Better.

Steve Wigginton, CEO

Extending the Continuum of Care: Actions to Improve Care Today
Enabling more convenient access to care

Sutter Health | Aetna
Members have access to a network of award-winning local hospitals, resources and integrated care teams

1,700+ Primary care doctors
9,400+ Specialists
33 Hospitals
74 Urgent care centers
25 Walk-in clinics

Some providers practice solely within a facility setting and are not available to members for appointment.
*Partial county. Some ZIP codes in this county are not part of the network.
A shift in our model will drive better outcomes

1. Helping to navigate
2. Simplifying the experience
3. Improving access to quality care
4. Supporting caregivers
5. Raising awareness
Aetna 360™ Behavioral Health

A new behavioral health advocacy model for our members and providers

• Collaboration replaces UM – a partnership approach between Aetna and the provider
• Quality oversight is a partnership between Aetna BH and the facility to track key performance metrics using a dashboard format
• Aetna Member Care Advocate – a single point of contact for members, caregivers, and providers supported by an integrated team through the continuum of care
• Enhanced member and caregiver engagement and support
• Social determinants identified and resolved
• Coordinated peer support (where available)
• Digital Cognitive Behavior Therapy (CBT) enabled

Highlights of the Aetna 360™ Experience:

• Started 10/02/17
• Tripled engagement compared to BH CM from 20% to 55%
• Decreased readmission rates from baseline and better than National BOB
• Increased ambulatory follow-up rates from baseline and better than National BOB
• Certified peers demonstrating value
• Most members need help with social determinants
• High member, caregiver, and provider satisfaction
Effective inpatient care for substance use disorder

Institutes of Quality® (IOQ) network for better outcomes

• Treatment facilities that meet Aetna’s high-quality standards

• Facilities must pass an extensive quality and on-site review that includes an evaluation of*:
  - Quality metrics, such as readmission and follow-up
  - Administration of medication-assisted treatment to help reduce relapse
  - Use of evidence-based assessments and tools
  - Collaboration with and involvement of medical providers, family members, etc.
  - Accreditation

• Additional facilities, conditions and levels of care to be added in 2019

*Represents key areas of review; not an exhaustive list of evaluation criteria.
18 leading facilities provide excellence in care

Participating Institutes of Quality facilities
(as of March 2019)

Arizona
- Chandler Valley Hope

California
- Hazelden-Betty Ford
- Cornerstone of S. California

Florida
- Retreat at Palm Beach
- Turning Point of Tampa

Georgia
- Blue Ridge Mountain Recovery

Illinois
- Rosecrance Inc.

Oregon
- Hazelden-Betty Ford

New York
- Arms Acres

Pennsylvania
- Gateway Rehabilitation
- Livengrin Foundation
- Mirmont Treatment Center
- Penn Foundation
- Retreat at Lancaster

Tennessee
- Cumberland Heights Foundation

Texas
- Grapevine IOP Valley Hope
- La Hacienda Treatment Center

Virginia
- Phoenix House of MidAtlantic
Making it easier to access care

**BH Telemedicine**
- Outpatient evidence-based treatment model for behavioral health conditions
- Comorbid chronic conditions
- Moderate BH conditions
- Members struggling with difficult life events
- 8-week program with weekly visits with licensed therapist and coach

**AbleTo**
- Decrease in absenteeism: 44%
- Reduction in depression: 53%
- Fewer hospital bed days: 48%
- Reduction in stress: 42%
- Fewer hospital admissions: 31%

**Teladoc Health**
- Comprehensive solution with integrated televideo services for medical and BH

**Televideo**
- National and regional partners: Arcadian, Inpathy, MD Live

Complements traditional network of providers
Length of service is based on need and benefit availability

Enhanced experience on the horizon…

Personalized, flexible experience

Integration of the member experience

Engagement and activation through omni-channel access

Enhanced content and easy access to:
- Mental health assessment tools
- Online interventions, such as Cognitive Behavior Therapy
- Local and community resources
- Other support tools