



# OPTUMCare of Arizona: Valuing Primary Care

America's Physician Group  
*Southwest Regional Meeting*  
November 13, 2018



## Our mission

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### UNITEDHEALTH GROUP

Ranked <b>5th</b> of the Fortune 500	<b>\$201.2B</b> FY17 revenue
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	A health services and innovation company <b>\$91.2B</b> FY17 revenue
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OUR MISSION

Helping people live healthier lives and helping make the health system work better for everyone

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OUR VALUES

Integrity	Compassion	Relationships	Innovation	Performance
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## Integrating health care delivery

### HIGH-QUALITY AMBULATORY CARE IN LOCAL COMMUNITIES



**Our Purpose: Making care more effective for patients and more satisfying for providers**

**30K+ aligned physicians**  
and 7K advance practice  
clinicians deliver care

**~90 payer partners**  
served by OptumCare  
across the country

**35-40% lower medical expense**  
trend for care delivery seniors vs.  
Medicare fee-for-service

**4+ Star plans**  
100% of care delivery  
members in a 4.0+ Star plan



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## Characteristics of the Arizona market

- ❑ Phoenix is the 5<sup>th</sup> largest city in America, and Maricopa County is the 4<sup>th</sup> largest in population, behind Los Angeles County in CA, Cook County (Chicago) in IL and Harris County (Houston) in TX.
- ❑ The service area in Maricopa County is almost 10,000 square miles, making it the least dense of the top four counties. This lack of density creates unique challenges in the deployment of health resources.
- ❑ The average practice size in Maricopa County is about 2 physicians. More than 15% of the independent physicians in the market are still on paper charts. It is not a highly consolidated market.
- ❑ Phoenix has 98% of the Medicare benchmark when it comes to primary care capacity, and 135% of the specialty physician capacity. This results in Maricopa County consistently performing in the 85<sup>th</sup> to 95<sup>th</sup> percentile of specialty utilization, across payers.



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## FFS vs. Value Based Care Models

### Fee-For-Service

- Poor patient satisfaction
- Poor provider satisfaction with provider “burn-out”
- Results in poor coordination of care and poor outcomes
- Rewards volume
- Ultimately drives up healthcare costs through unnecessary hospitalizations, sub-specialty referrals and low value testing
- No recognition for quality outcomes or time spent with patients

### Value Based Care

- Better quality and quantity of life for patients, to enable them to live the lives they had envisioned rather than chasing the consequences of poor health
- Allows providers to spend more time with each patient and focus on chronic disease management, resulting in better care and outcomes
- Strong support from the OptumCare Support team (network managers, quality RNs, case management, pharmacy, BH Coordination, HCC coders/ NP educators, medical directors)
- Redistribution of health care dollars away from acute care and towards preventive care.
- Provider reimbursement is closely linked to quality care and outcomes.



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## OPTUMCare Network of Arizona

At OptumCare Network of Arizona, we partner with physicians, mostly small, independent offices, to advance value based care in the Phoenix and Tucson markets.

Physicians are organized into practice groups and led by a local physician peer to work collaboratively towards mutual goals, and to share in the value they create.



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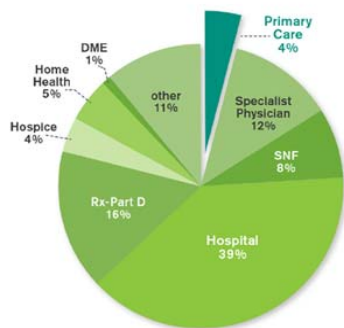
## Network transformation

Medicare FFS

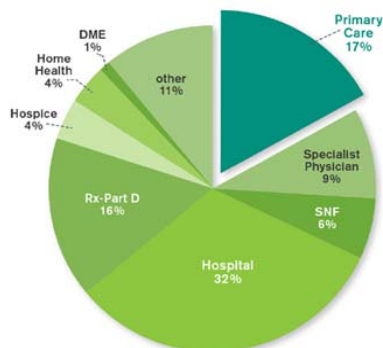
vs.

OptumCare  
Benchmark

**Traditional Fee for Service**



**Medicare Advantage Medical Home**



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## OPTUMCare Network of Arizona



**Practice Group Support: Dedicated resources to help practices succeed:**

- Practicing Physician Leader, Nurse Practitioner, Quality RN, Coder and Network Manager
- Clinical Pharmacy Support; BH Coordination and NCQA Certified Complex Case Manager



**Population Health Resources**

- Data & Analytics to identify actionable opportunities to improve care and clinical outcomes
- Ongoing literature review and identification of emerging best clinical practices



**Excellent Customer Service to Physicians & Patients**

- Access to the Center for Service Coordination for help with access to specialists and social workers who can help coordinate special needs like transportation or prescription drug assistance.
- Fast turn-arounds on prior authorization and access to peer-to-peer discussions



**Aligned Reimbursement**

- Practice Groups participate in surplus pools that give them the greater of a share of savings for their collective panel, or a transactional bonus for achieving individual targets.



**Physical and Emotional Wellness**

- Mindfulness program available for all participating network physicians
- OptumCare Community Centers available for all patients, 55+, that has programming focused on physical activity, cognitive support, emotional well being and socialization.



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