

The Foundation of Better Healthcare

Shaping the Future of Healthcare.

CORE 4

CARE. COORDINATION. COSTING. CONCIERGE.

Aliera Healthcare provides plans that put the member first. Under its triage-based system of care alongside receiving additional time with providers, employees will find comfort in the knowledge that they are not just another patient. The Core 4 model focuses on their health care and manages it for them. The Aliera exclusive suite of employee benefit programs, solutions and strategies offers employers annual budget predictability and increased employee productivity and morale.

- Annual rate predictability – premier partner programs that beat market trends
- Self-funded employee benefits programs with numerous choices
- A full spectrum of administrative services and solutions for the employer
- Online web-based enrollment sites to guide employees



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'CORE 4' MODEL OF CARE & PLAN MANAGEMENT

1 CARE

At the center of Alieria's Core 4 care program is the Direct Primary Care Medical Home. We modified this simple, but effective, model of care on a national basis and encompass multiple disciplines across a wide variety of care issues. We apply systems, science, incentives and information to improve medical practice and assist consumers and their support system to become engaged in a collaborative process designed to manage medical conditions more effectively. The goal of our care management is to achieve an optimal level of wellness and improve coordination of care while providing cost effective, non-duplicative services.

- Our Provider Relations Coordinators work with each member's provider to ensure the proper care and time is taken with each visit.
- We ensure that duplicity and unwarranted services are not hindering the patient and causing confusion during the visit.
- Each member is required to use Alieria's FirstCall telemedicine triage system as *the first line of defense* against unnecessary visits.
- With our exclusive concierge service, members are guided through the complex healthcare experience and receive better care overall.
- Each physician network location is provided with training on the 'Core 4' model of care to ensure a more efficient experience for our members.
- The care component of the Core 4 experience involves getting to know a member's primary care provider and becoming familiar with the available options in the healthcare system.

2 COORDINATION

Care coordination is a patient- and family-centered, team-based activity designed to assess and meet the needs of members, while helping them navigate effectively and efficiently through the health care system. Care coordination addresses potential gaps in meeting members' interrelated medical, educational and financial needs in order to achieve optimal health and wellness, according to member preferences.

- The 'Core 4' model of care coordinates primary care physicians to ensure that specialist and referrals are managed to minimize unnecessary visits and extra expense associated with carrying out treatment plans at specialists' offices.
- When referring out to a specialist, our model requires each primary care physician request three items from the specialist for the referral: analysis, diagnosis, followed by a recommended treatment plan.
- All referrals' information is required to be sent back to members' primary care physicians after treatment plans are completed before any further office visits will be approved.
- Medical records are forwarded to the appropriate referral to reduce the need for additional blood work, testing and other issues of duplicity.
- Coordinating doctors and providing incentives to achieve a 65% utilization on preventive care ensures future issues are kept to a minimum.

3 COSTING

The Core 4 model uses a new and innovative approach to claim-pricing in an effort to better control cost. Our Core4 pricing model is designed around negotiating every appointment and cost for each visit. By taking an active approach, lower cost is realized while not invading the network of doctors and hospital systems; we eliminate the issue of balance billing or concerns about members receiving unwarranted and unnecessary medical bills. Rather than using a reference-based system to cut cost, the Alieria 'Core 4' model of care prepays for services and manages the expected reimbursements to the medical provider without the concern of cost-sharing or referenced-based pricing methods currently used today to lower cost.

- Through our triage telemedicine system, we are able to reduce unnecessary visits to primary and urgent care facilities.
- Our experienced coordinators negotiate pricing with doctors for every visit scheduled through our concierge service.
- The pricing structure used by Alieria does not interfere with our Provider Network or cause balanced billing to our members.
- Precertification on hospitalization is required to allow price negotiation on almost every in-patient procedure.

4 CONCIERGE

The Core 4 experience is not an internal concierge physician practice, but rather a health advisory that manages all of a member's health needs. We work with a member's physician to provide support for concierge care. We dedicate the time and the resources needed to proactively focus on keeping the member in good health while managing the more complex medical issues that arise. Core 4 serves as an asset to the member and the primary care doctor because we know where the most experienced specialists and cutting edge technologies reside, and we coordinate with the office staff to ensure that you have had all the testing and procedures you need, thus eliminating wasted time and money. The result is reduced stress and burden of dealing with the complex and ever evolving healthcare system.

- Concierge services are included in every Plan to ensure a smooth healthcare experience.
- Members are required to contact our telemedicine triage provider prior to visiting a medical facility.
- All appointments are made through an Alieria Physician Coordinator to ensure an efficient and pleasant medical visit.
- Improves employee loyalty by providing value-added services that help employees navigate a complex system
- The Core 4 process ensures that each member enjoys a smooth and effective healthcare experience every step of the way.