

A person is sitting on a large, weathered log that spans across the frame. The person is wearing a blue and white striped shirt, blue jeans, and black sneakers with white soles. Their hands are resting on the log. In the background, the Golden Gate Bridge is visible, spanning across a body of water under a clear sky.

Sutter Health | Aetna 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

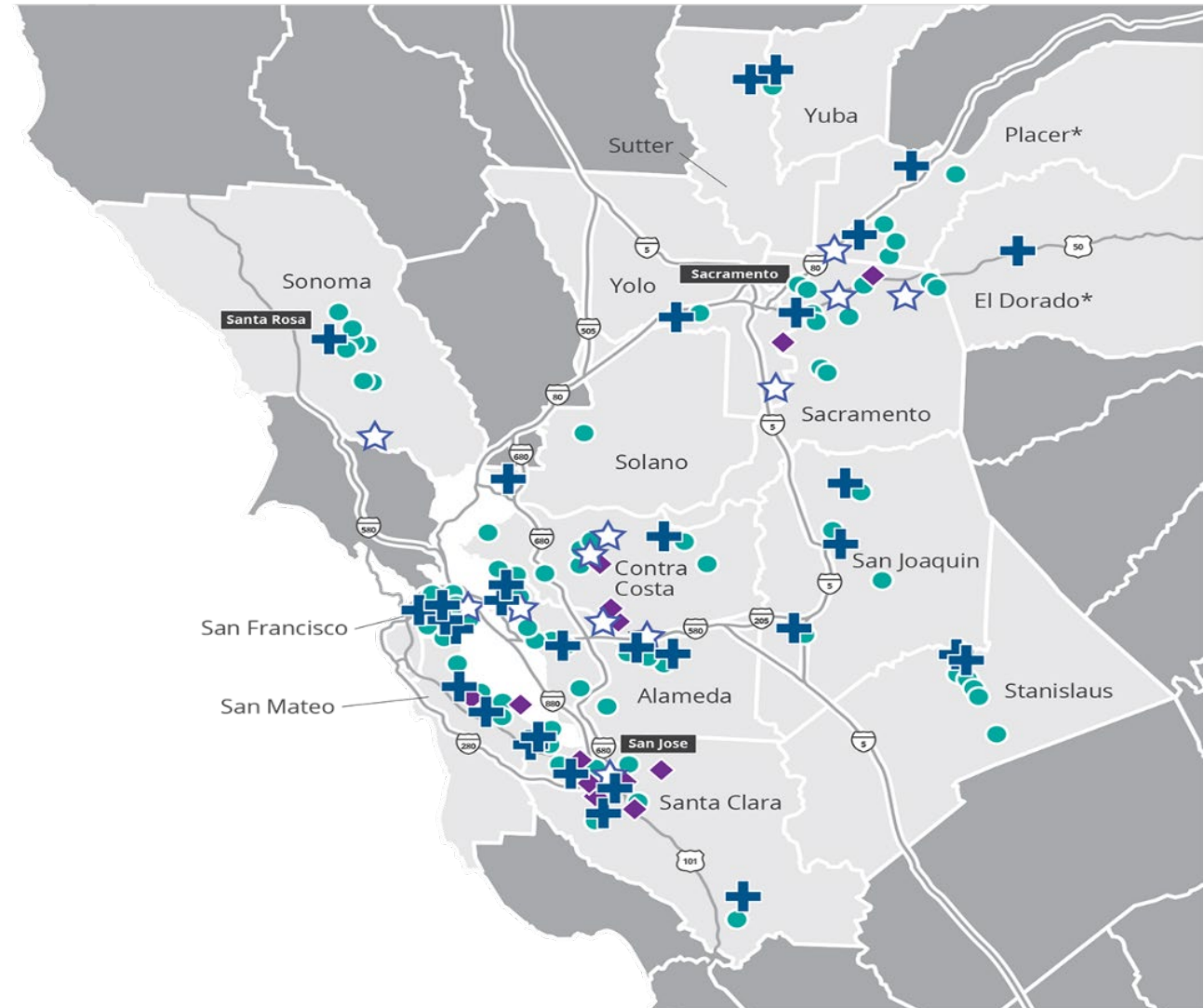
1,700+ Primary care doctors

9,400+ Specialists

33 Hospitals

74 Urgent care centers

25 Walk-in clinics



For illustrative purposes only.

- ★ Sutter walk-in clinics
- Urgent care centers
- ◆ Retail walk-in clinics
- ⊕ Hospitals

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

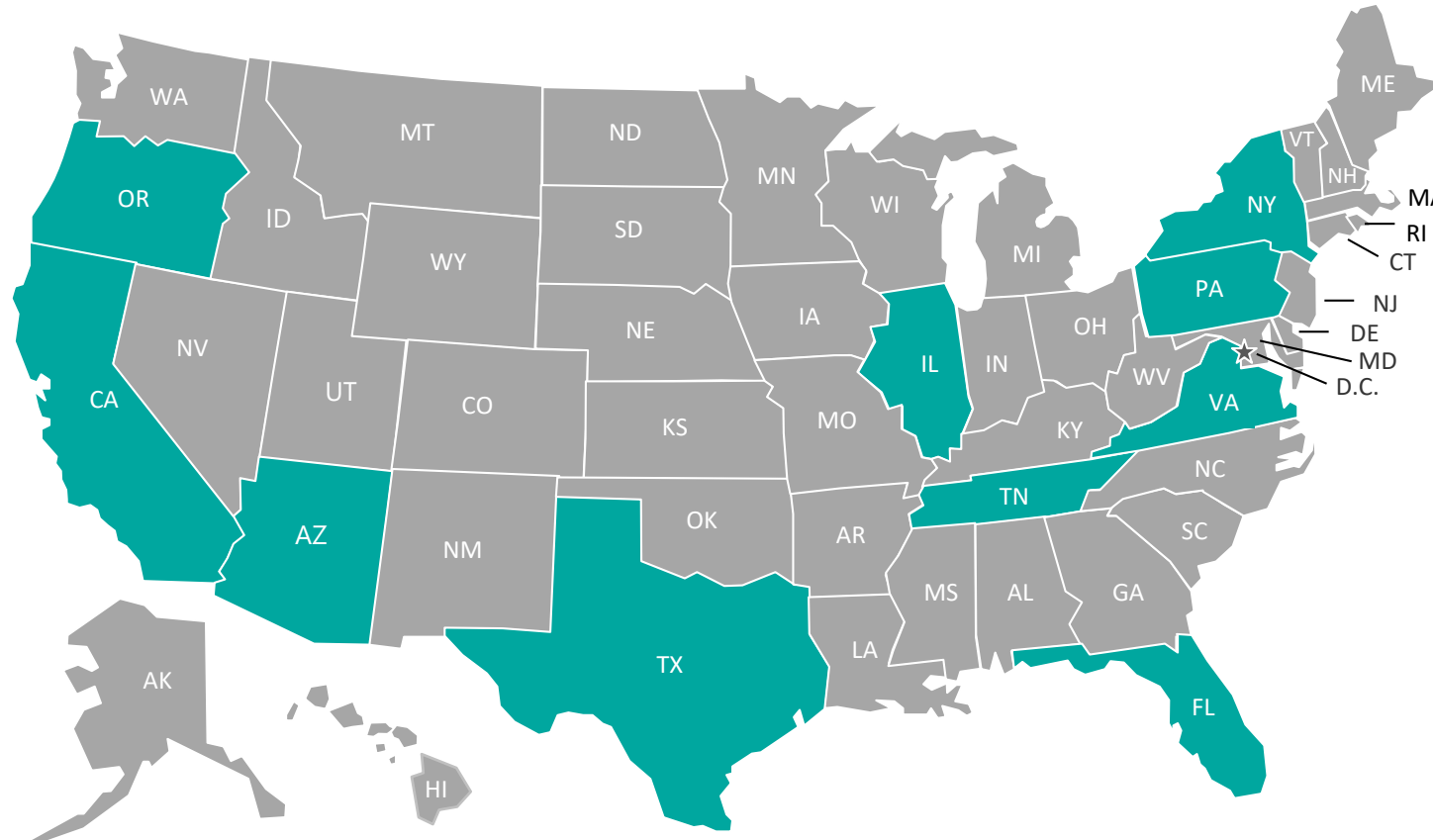
*Represents key areas of review; not an exhaustive list of evaluation criteria.



**Members can visit our
online provider
directory for the most
up-to-date list of
participating facilities**

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

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



AbleTo

- 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

31% ↓

Fewer hospital admissions

48% ↓

Fewer hospital bed days

53% ↓

Reduction in depression

42%

Reduction in stress

44%

Decrease in absenteeism

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

