



Employer-Sponsored Primary Care Health Centers:

Enhancing Access, Patient Experience, Quality and Cost Savings

July 23, 2024



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Presenters:



Marathon
Health™



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Agenda



Critical Challenges facing Employers



What is Employer-sponsored Primary Care?



Patient Experience



Value and Outcomes for Employers

Challenges facing **Employers**



Lack of access to primary and mental health care



Annual health insurance increases of 6-8%



Attraction and retention



Rx costs –
Anti-Obesity GLP-1



Price transparency,
Consolidated Appropriations
Act



Benefits engagement and utilization

Consequences

- Low-quality outcomes
- Turnover
- Ever-increasing health spend
- Bad experience for plan sponsors and patients

Patient Experience

What do you consider to be the biggest barriers to access to healthcare in the U.S. health care system?

share of respondents (2,519 people surveyed; survey-takers could select multiple options)

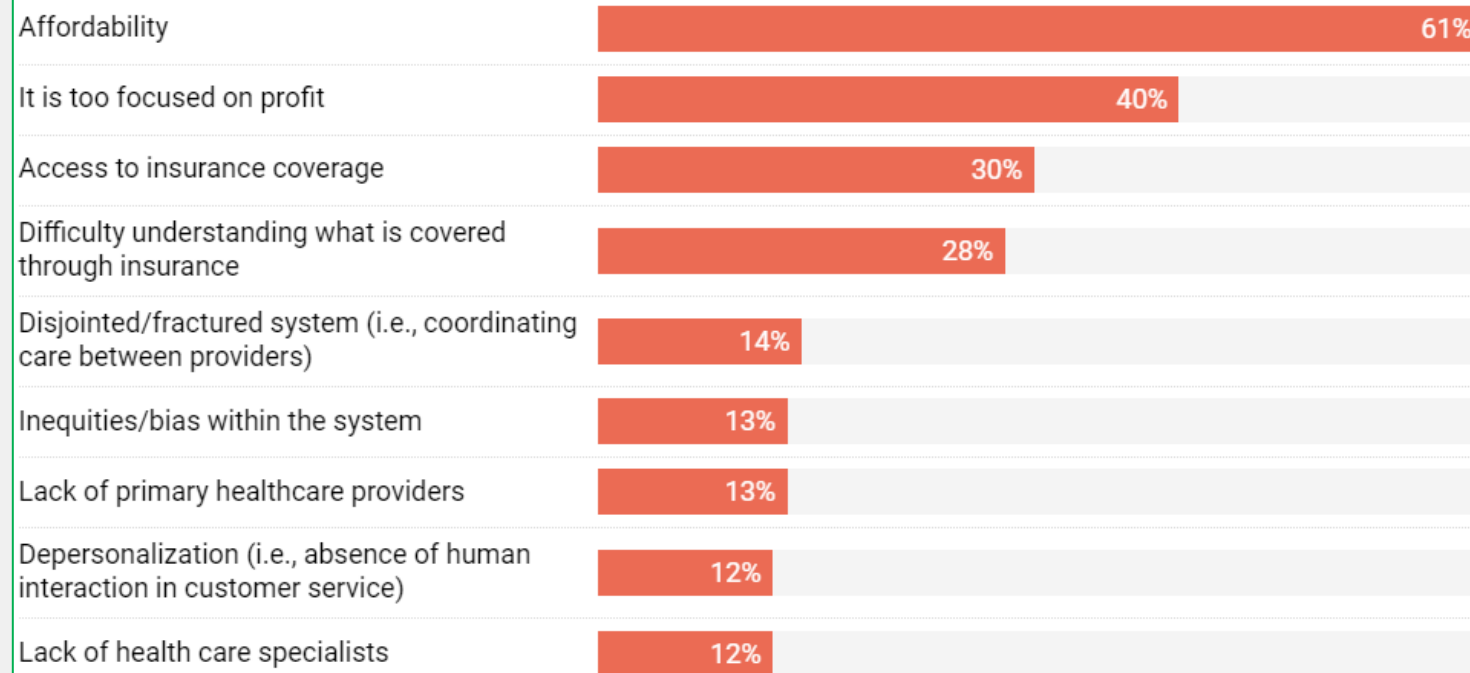


Chart: Elijah Wolfson for TIME • Source: Harris Poll

TIME

Harris Poll collected from February – March 2023

Reimagine healthcare. How it can be **delivered to** and **experienced by** patients & how it can be **purchased** by employers to focus on value.



Exclusive, convenient access

Multiple access points, including in-person and virtual care, with a dedicated care team for employees and their family members means longer, more meaningful appointments



Valuable independence

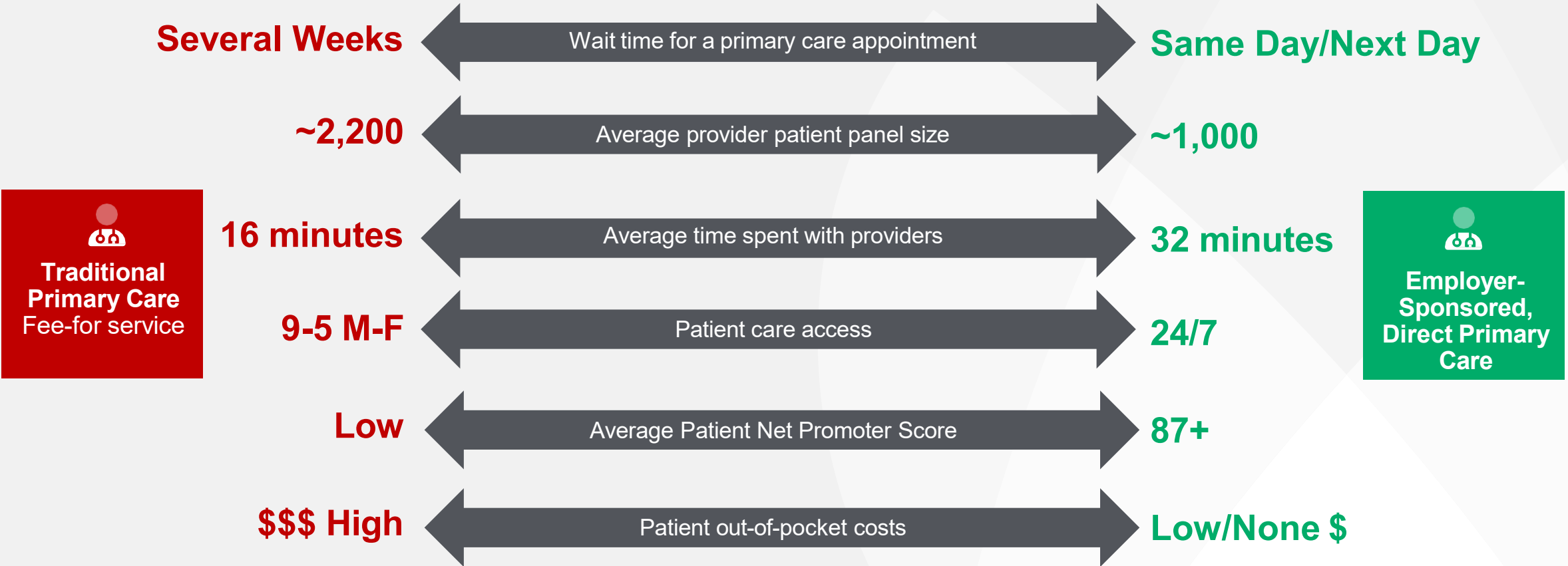
No financial reimbursement to insurance carriers, hospitals, or specialty groups, keeping the focus on providing exceptional patient care, without bias



Advanced primary care

Provide a comprehensive scope of care and services, in one convenient setting

Exceptional patient experience



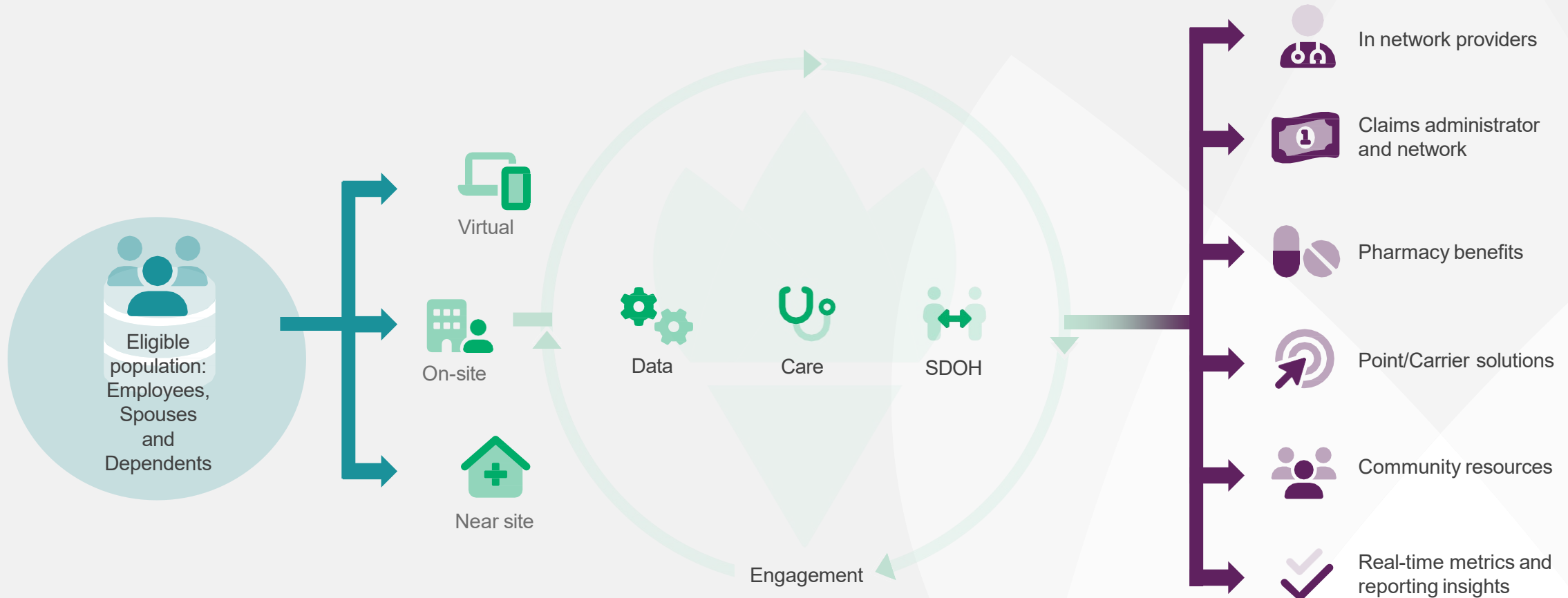
Health Centers a popular offering for Public Sector Employers

- Improve access to quality health care and wellness services
- **Address burnout, staff support, attraction, and retention issues**
- **Reduce the overall cost of health care**
- Support employee and dependent health and wellness, **through personalized care**
- **Centralize and optimize** health and well-being resources
- Offer employees and their families a benefit without adding cost



Employer-Sponsored Health Centers

A front door to healthcare



Improved health & a lower total cost of care

Advanced Primary Care is driven by a personal provider-patient relationship, supported by advanced analytics.

- Available to employees, spouses and dependents
- Primary Care, Urgent Care, Mental Health, Occupational Health
- Onsite labs
- Medication dispensing
- Care management and referral navigation services
- Data integration and reporting
- Flat, value-based, per member per month fees
- Population health management
- Health plan integration
- Direct to patient communications that drive engagement



Low or No cost to employees



Value driven referrals



Provider e-consults



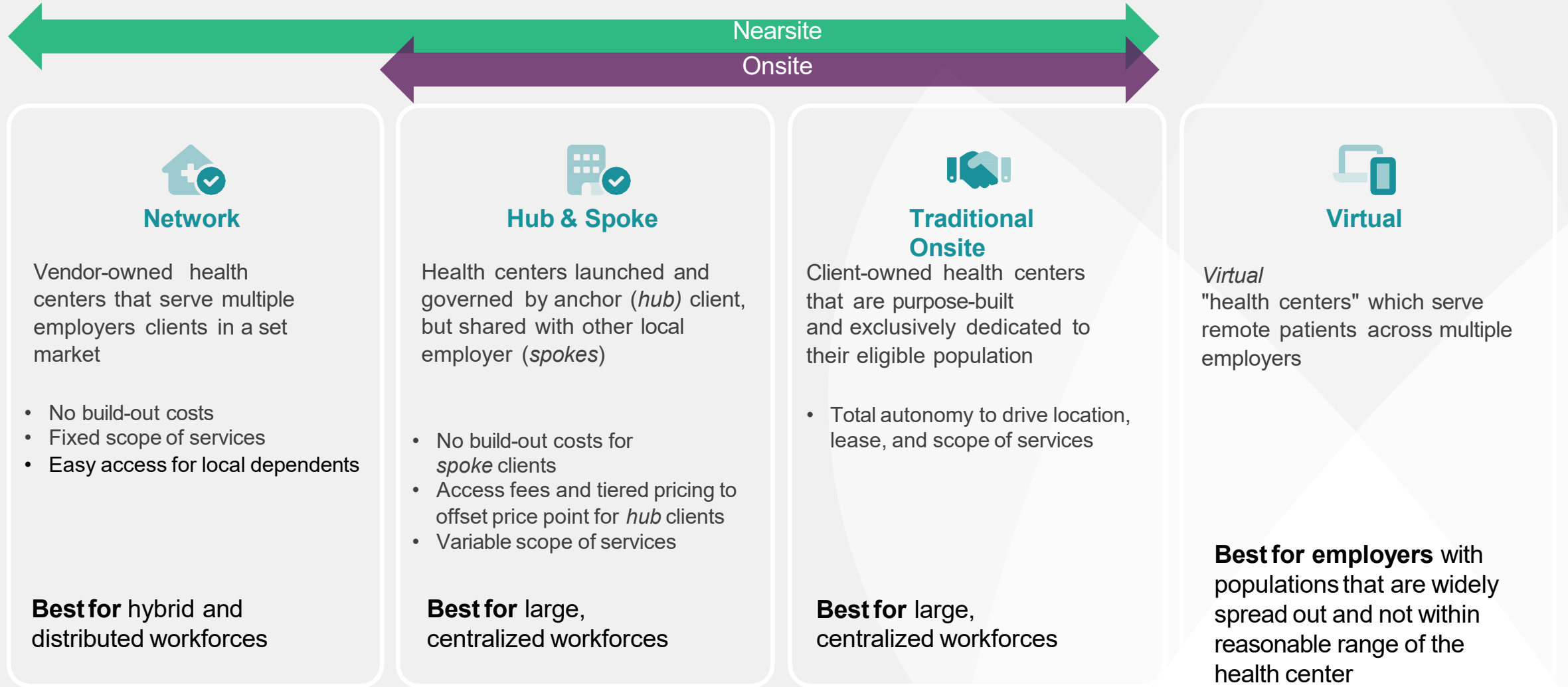
After hours and patient service support built in

Employer-Sponsored Care: Design Considerations



- Employer Objectives
- Health center positioning: onsite, nearsite, shared with other employers
- Eligibility: Employees, spouses/dependents on health plan, retirees...
- Operating hours
- Scope of Care: Primary Care, Acute/Urgent Care, Mental Health, Occupational Health , Physical Therapy...
- Staffing: Medical Doctor vs. Advanced Practice Provider lead
- Real estate/design/construction

Access channels



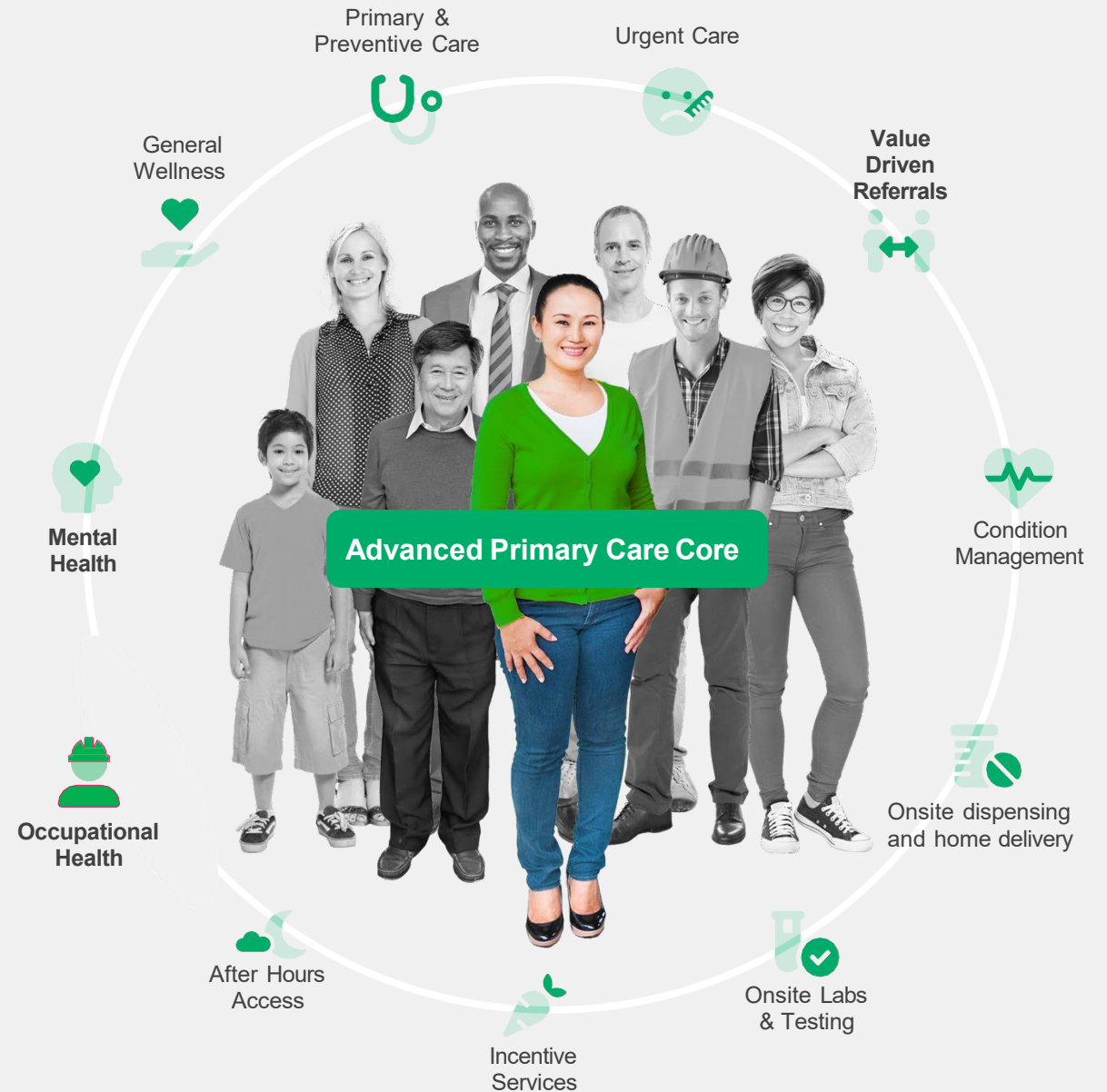
Patient Experience: Complete Care built around the patient

90% of medical needs
met at health centers



More access: in-person &
virtual

Care when you need it:
same & next day appointment
for urgent issues

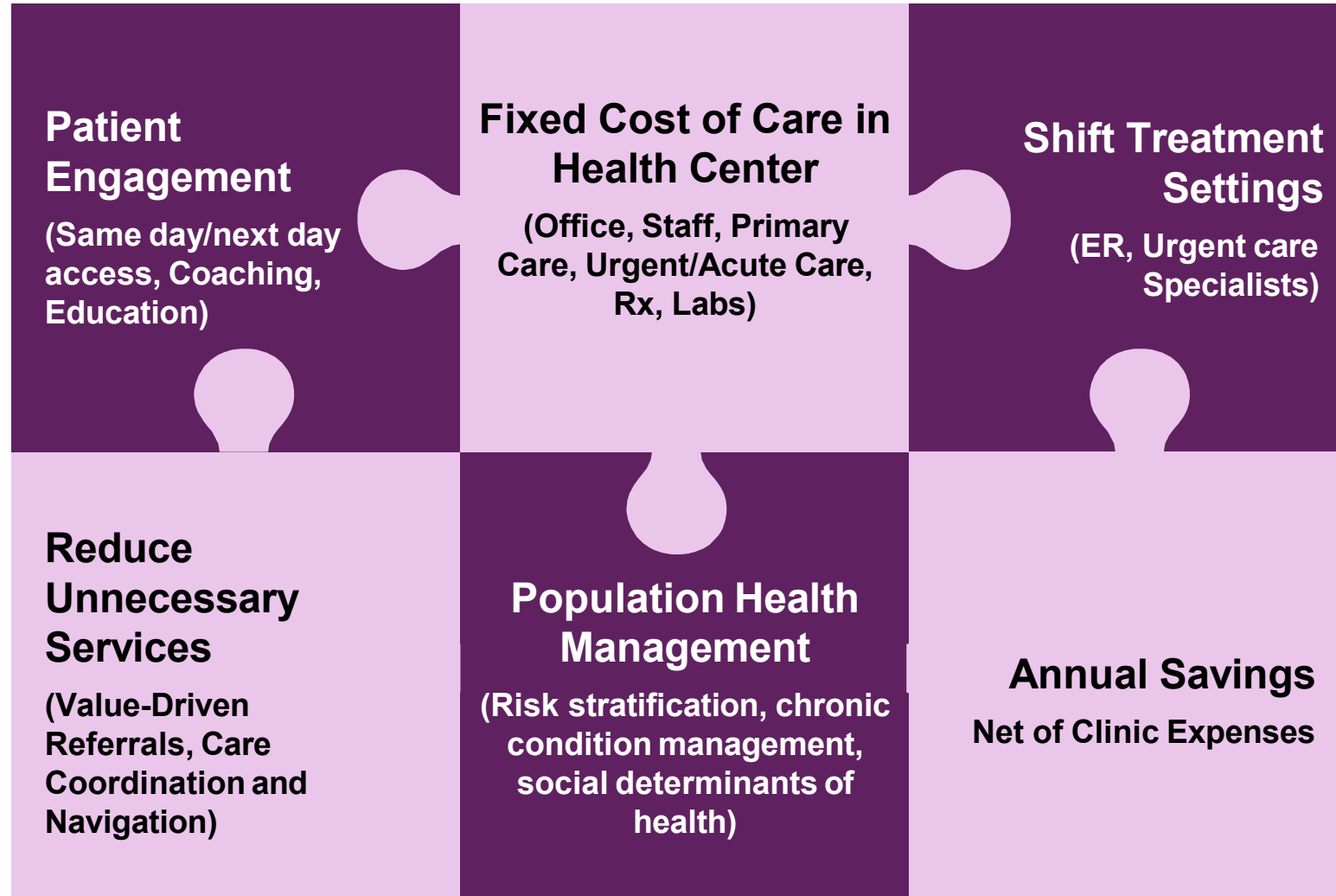


Advanced Primary Care: breadth of services¹

<p>Primary & preventive care</p> <ul style="list-style-type: none"> • Blood pressure and vitals screenings • Annual and sports physicals • Men's and Women's health • Basic health risk questionnaire • Health promotion and lifestyle tips • Cancer screenings • Reproductive health • SDOH screening/resources • Pediatric care 	<p>Urgent care</p> <ul style="list-style-type: none"> • Acute illness visits for common conditions like cough, cold, flu, allergies, sprains/strains, urinary tract infection, acute GI and stomach symptoms • Basic eye, ear and asthma/pulmonary treatments • Wound closure (sutures/wound glue), suture/staple removal, incision and abscess drainage, skin tag/wart removal • Work-related injury triage • Pediatric acute care for ages 2+ 	<p>Condition management</p> <ul style="list-style-type: none"> • Treatment and education across the spectrum of common chronic conditions like diabetes, high blood pressure, high cholesterol, asthma/COPD, and thyroid issues • Symptom monitoring, testing, labs and prevention • Medication management 	<p>Mental health</p> <ul style="list-style-type: none"> • Anxiety, depression and tobacco screenings • Appointments for stress, anxiety, depression, sleep • Medication management • Referral navigation and care coordination with specialized providers as appropriate 	<p>Onsite labs, immunizations & testing</p> <ul style="list-style-type: none"> • Lab services for glucose, lipids, urinalysis, pregnancy, cholesterol, hemoglobin A1C, and other standard blood work panels • External lab requests • Rapid testing for step, flu, mono and COVID-19 • Immunizations for Hepatitis A & B, HPV, Influenza, Meningococcal, Pneumococcal, Shingles, Tetanus, COVID-19
<p>General wellness</p> <ul style="list-style-type: none"> • Wellness library with toolkits, webinars, workshops and challenges that promote a healthy lifestyle • Nutrition, exercise, healthy habits and behavior change support from primary care provider • Wellness programs 	<p>Value-driven referral management</p> <ul style="list-style-type: none"> • Primary care integrated specialist consultations (e-consults) to avoid unnecessary specialty care utilization • Concierge, high-touch referral navigation support for when a patient needs services beyond primary care • Data driven navigation to in-network specialists using advanced analytics focused on cost and quality 	<p>Incentive management</p> <ul style="list-style-type: none"> • Wellness programs accessible via patient portal • Designated wellness expert that partners with the client to design, implement and manage tailored incentive programs • Standard reporting to monitor program traction, goal achievement, and understand trends 	<p>Onsite dispensing & home delivery</p> <ul style="list-style-type: none"> • Comprehensive medication management solution with onsite dispensing of 120 common medications and home delivery • High performance formulary including specialty medications² • Direct to patient counseling with primary care provider on medication questions/concerns 	<p>After hours support</p> <ul style="list-style-type: none"> • Access to RN triage service for urgent care needs after operating hours • At home care instructions • Escalation to ER for urgent needs as appropriate

1. Services may be dependent on state regulations or other necessary requirements. 2. Mail order only. Availability of onsite dispensing is dependent upon state laws and regulations

How Do Employer-Sponsored Health Centers Save Employers Money?



Value-based Care with Fees at Risk for Performance



Empower care teams
to change patients' lives for the better



Engage patients with a best-in-class experience
both in and out of visits



Better health outcomes
with an impactful health management approach



Reduce healthcare costs
both now and in the future



Patient engagement



Patient satisfaction



Quality measures



Employer savings

Results and Outcomes



98%

patient satisfaction



95%

of patients rating providers
“excellent” or “good”



59%

high-risk patients
making progress



High-risk employee
engagement from 48%

to 83%

over five years



3.5

average visits per year



\$2.75/1

Average ROI; \$2.75 saved
for every \$1 spent

Sample results from Marathon Health clients.

Experience with public sector organizations

180+ 

public sector clients

66% 

average engagement for high-risk employee members

98% 

member satisfaction

600,000+ 

public sector eligible members (employee + spouse + dependents)

3:1 ROI 

typical savings per year by year 3 of operations

5 State

Government Clients



Case Study

Mecklenburg County, NC

Industry: Municipality


Goal: With a dispersed workforce, Mecklenburg County, N.C., needed a solution to connect employees more easily to high-quality healthcare.


Solution:

- Added access to multiple health centers
- Provided comprehensive primary care, behavioral health, chronic condition management and wellness services




Positive impact for clients and workforce

 **72%**
Employee
Engagement

 **79%**
Making measurable
biometric improvements

 **99%**
Patient
satisfaction rating

 **80%**
High/chronic
employee engagement

“The providers are just amazing. The referral team stays engaged with employees every step of the way. The Health Center offers a total support package that’s a win win for the county and our employees.”

Aldrea Tembo
Senior Benefits Consultant
Mecklenburg County



Public Sector Practice

Supporting Cities, Counties, States and Other Units of Government



Larry Morrissey, JD

- Managing Director, Public Sector Practice
- VP, Government Affairs
- Former Client/Mayor, Rockford, IL (2005-2017)

Practice Group Colleagues

- Client Advocates / Account Leaders
- Business Intelligence Team
- Occupational Health
- Behavioral Health
- Physical Therapy
- Health Promotion / Wellness

- ✓ Executive Sponsor / Subject Matter Account Support
- ✓ Benchmarking & Best Practices
- ✓ Virtual Town Halls
- ✓ Annual Client Forum Breakouts
- ✓ Regional Meetings / Collaborations
- ✓ Practice Development / Research
 - Role Specific Programming / Services
 - SDOH, DEI, M/WBE
 - Savings beyond the Health Fund



Transforming Healthcare

Onsite. Nearsite. Virtual Anywhere.



680+

Health centers across **41** states



1,050+

Marathon Healthcare Providers



2.5M

Eligible lives



87+

Patient NPS (Net Promoter Score)



630+

Clients with a **97%** retention rate



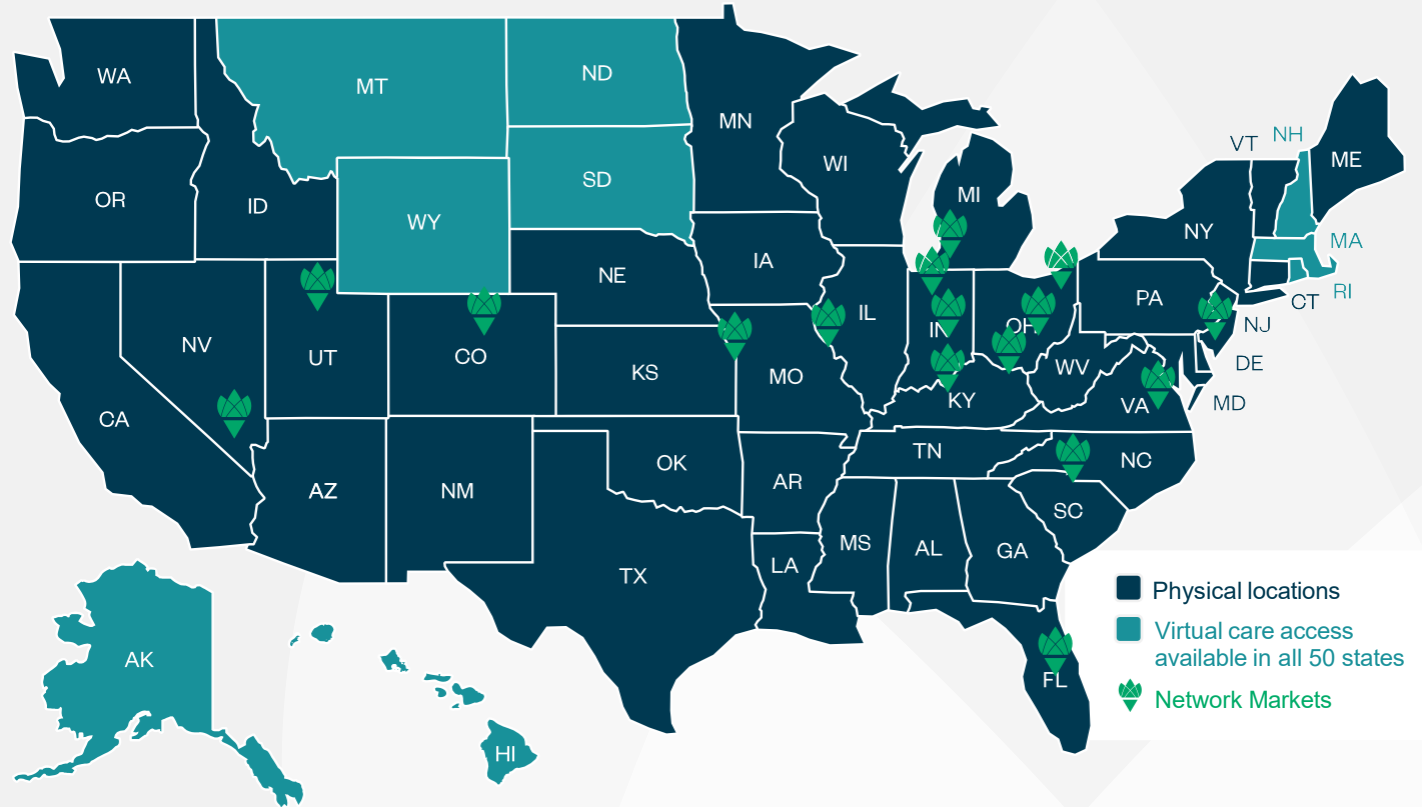
31%

Gross avg. total cost of care savings²



16

Marathon owned and operated **Network** health centers across the US



- Physical locations
- Virtual care access available in all 50 states
- Network Markets

1. As of February 2024
 2. Internal analysis of gross savings across 80 clients and 170K lives against average 6.5% trend.

Contact Us for More Information:



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