

Episodes of Care

**Team Member Benefits
2023-2024**



The NH episode of care benefit provides a “concierge” level of service, eliminating frequent pain points and enabling predictable outcomes and cost

High-quality network and a high-touch beneficiary experience all delivered through an up-front, fixed price, single bill model

The consumers’ usual Experiences with Healthcare



“Episodes” of Care: the Ideal Consumer Experience







The care and treatment you need...



...in **one** bundle, with **one** payment, and **one** bill

Novant Health currently offers four episode benefits for team members⁺ enrolled in a Novant Health Cigna plan

Lower Joint Replacement	Maternity**	Lower Back Pain	Laminectomy / Decompression
 <p>45 days pre-procedure, procedure, through 60 days post-procedure</p>	 <p>Confirmation of pregnancy, delivery, through 60 days post-partum for the mom; up to 3 days inpatient for newborn</p>	 <p>Enrollment through a possible 225 days of care</p>	 <p>30 days pre-procedure, procedure, through 90 days post-procedure</p>

- Pre-op education
- Surgical Wellness clinic to optimize for procedure
- Physical therapy, home nursing, home medical equipment
- Pain management strategies
- Dedicated Episode Care Coordinator

- Prenatal care; classes, office visits, screenings and testing
- Psychosocial evaluation, counseling, and education where necessary
- High and low risk maternity care
- All delivery methods
- In-hospital newborn care
- Lactation consulting and support
- Dedicated Episode Care Coordinator

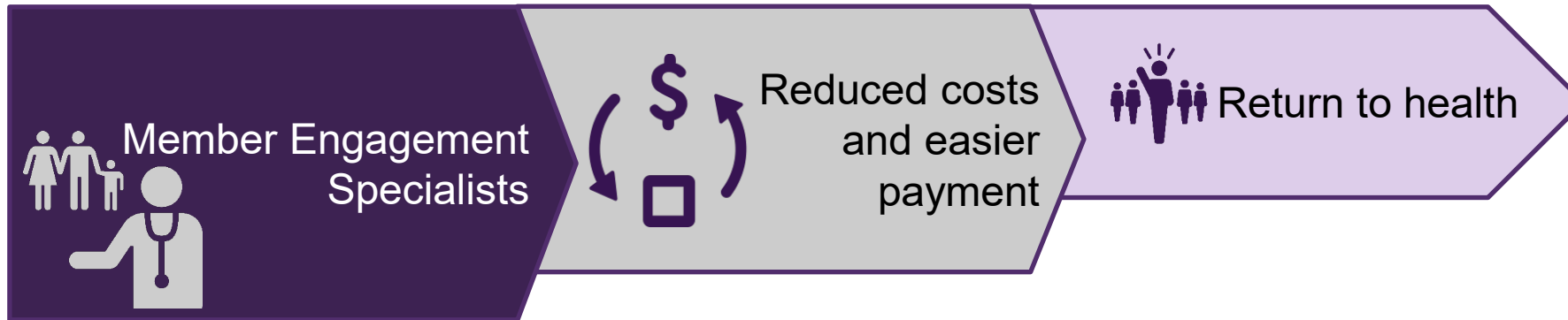
- Non-surgical approach
- Imaging
- Physical therapy
- Dedicated Episode Care Coordinator

- Pre-op education
- Surgical Wellness clinic to optimize for procedure
- Physical therapy
- Imaging
- Dedicated Episode Care Coordinator

** must be <17 weeks gestation to enroll in maternity episode

*+ Episodes projected to be available in the Coastal Region beginning Q3 2023

A dedicated care management team will guide you every step of the way



- Explain how the episode benefit works
- Connect you to participating providers in your area
- Provide access to the Episodes of Care patient portal

- With reduced or eliminated out-of-pocket and co-pays, episodes make the care you need affordable
- You'll know up front what your cost will be and there will only be **one** bill

- Care coordinators will work to ensure you stay on the path to improved health
- Regular opportunities to share feedback about your recovery and overall experience along the way

The episodes of care platform puts patients at the center of their care experience

SAMPLE FOR ILLUSTRATION



Enrollment & Health Survey

Create Your Account with Spoke Health™

Name: Debbie Malone | Email Address: debbie.malone@gmail.com
 Address: 600 11th St, Petersburg, NJ, 07346
 Phone Number: 123-456-7890 | Date of Birth: 5/2000

Has a physician recommended that you receive a surgical procedure? If so, what procedure?
 Total Knee Replacement

If you need a surgery, when would you hope to be getting treatment?
 ASAP

For your security, we need to create an account so you are able to access your personalized recommendations. This can use your email address to access your account profile.

Password: | Confirm Password: | SIGN UP

NOVANT HEALTH

Provider Options (3)

Local Providers

- TOP 25% | YOUR POTENTIAL SAVINGS: \$4,000.00 | LEARN MORE
- TOP 25% | YOUR POTENTIAL SAVINGS: \$4,000.00 | LEARN MORE
- TOP 25% | YOUR POTENTIAL SAVINGS: \$0.00 | LEARN MORE

Provider Selection

spoke health

Hi Joe,

This is Julie from Spoke Health.

I'm thrilled you're interested in seeing the providers we've found specifically for you. Before we can get to the providers though, there are a few steps to complete. This process shouldn't take very long.

As mentioned in my email, if you would like any assistance with this process, or have any questions, please feel free to schedule a call or chat with me and I will be happy to help. My job is to support you, so let me know if you need anything.

Get big savings in 2 easy steps.
 As a reminder, you are eligible for a bonus of up to \$4,000.

LET'S GET STARTED

Benefit Navigation & Incentives

NOVANT HEALTH

EXPLANATION OF BENEFITS

Plan	Member	Total
2042	The First Supplemental Plan for Employees	\$120.00

Cost Savings, Outcomes and Satisfaction Results

Care Navigation & Pathway For Entire Episode

Team members call 1-888-408-0558 to connect with the Member Engagement Specialist, get set up on the episode portal, and learn their choices

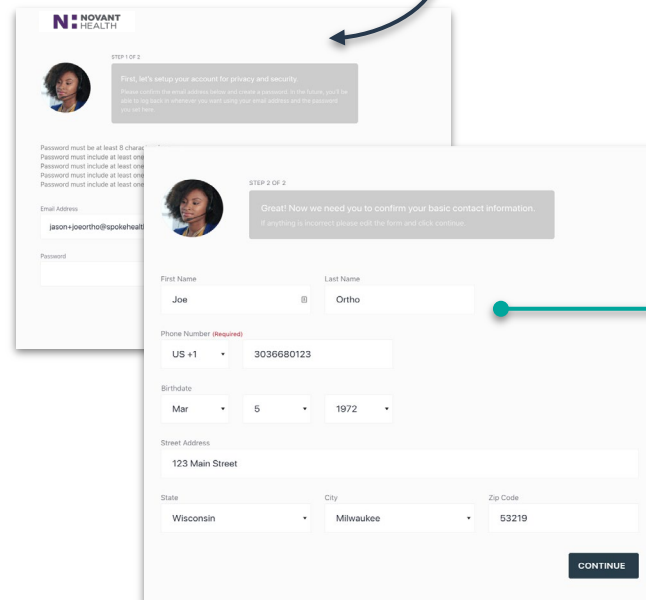
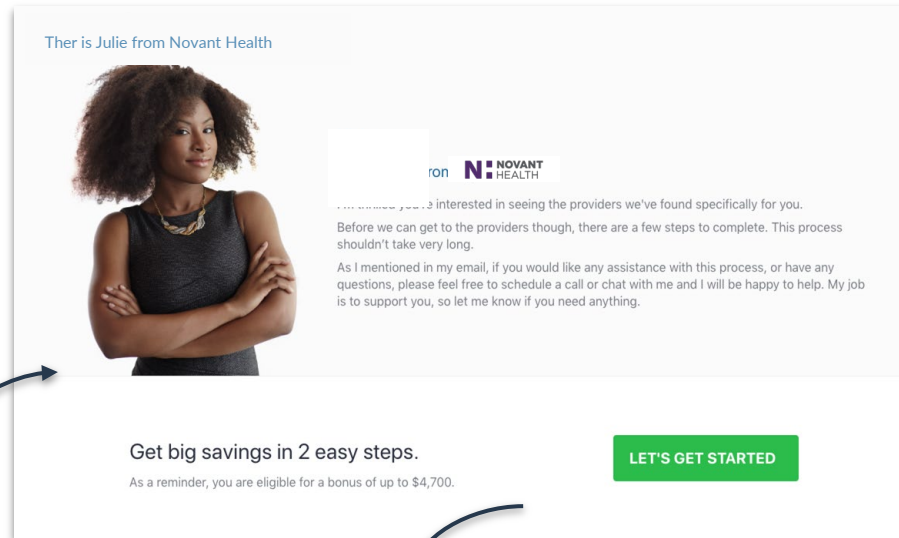
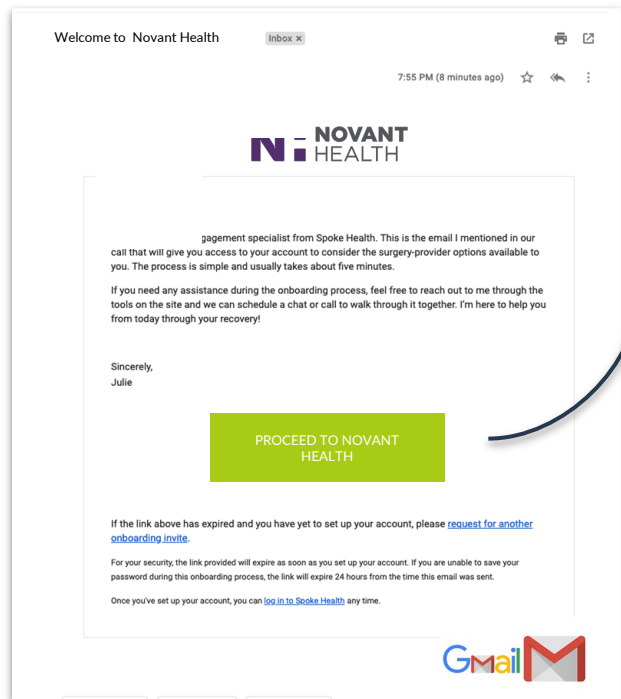
SAMPLE FOR ILLUSTRATION



Member portal – onboarding

SAMPLE FOR ILLUSTRATION

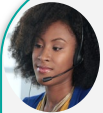
Patient receives Julie's email invite and clicks to begin the signup process.



Simple set up process. Julie walks member through step by step.

A general health assessment questionnaire helps confirm the member's eligibility for an episode based on clinical and employer-identified criteria

SAMPLE FOR ILLUSTRATION



Julie asks patient targeted questions to assess whether the patient's health condition qualifies her for the episode benefit

Call is now complete and Julie tells the patient to expect an email follow-up. The email links her to the member portal where she can review her facility options and incentives

NOVANT HEALTH

Spoke Advocate

EPISODES → EPISODE DETAILS

JOE ORTHO Feb 15, 3:30 PM Total Knee Replacement PRELIMINARY

Diabetic Obese Pregnant

+ NOTE

7/29/18

7/29/18

EPISODE DETAILS GENERAL HEALTH SURVEY FACILITY FINDER

Do you use tobacco products?
Do you use tobacco products? (Temporary placeholder)

Yes

No

What is your current height?
What is your current height? (Temporary placeholder)

Enter Height

What is your current weight?
What is your current weight? (Temporary placeholder)

Enter Weight

Do you consume alcohol?
Do you consume alcohol? (Temporary placeholder)

Yes

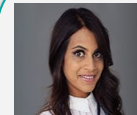
No

Do you engage in recreational drugs?
Do you engage in recreational drugs? (Temporary placeholder)

Yes

Questionnaire can be dynamically built by system users for each episode bundle based on customizable variables provided by each client, and adjusts for the comorbidities of each unique patient.

Decision tree logic can drill-down to more detailed questions.



The patient can answer all the questions on the phone with Julie or complete the questionnaire online at her convenience.

Choosing a facility and provider in the episode network is a first step in launching the episode

SAMPLE FOR ILLUSTRATION



NOVANT HEALTH

EXPLANATION OF BENEFITS
Plan: 2023-2024

Code	Description	Rate
2347	Total Knee Replacement Patient Responsibility	0.00%

Create Your Account with Spoke Health™

Name: Debbie Malone Email Address: debbie.malone@gmail.com

Address: 450 11th St, Petersburg, NJ 07450

Phone Number: 123-456-7890 Insurance: \$7,000

What is a physician recommending that you receive a surgical procedure? If so, what procedure?
Total Knee Replacement

If you do need a surgery, when would you hope to be getting treatment?
ASAP

For your security, we need to create an account for you with access your personalized recommendations. Please use your email address to receive your account updates.

Password: _____

Confirm Password: _____

SIGN UP

Provider Selection

Local Providers

NOVANT

YOUR POTENTIAL SAVINGS: \$4,000.00

Services:

- ✓ Physical Therapy
- ✓ Pre-op services
- ✓ Post-op services
- ✓ Patient education
- ✓ Transportation services
- ✓ Home care
- ✓ Patient support
- ✓ Transportation services
- ✓ Physical Therapy

JOIN NOW

NOVANT

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- ✓ Patient support
- ✓ Transportation services
- ✓ Physical Therapy

JOIN NOW

Benefit Navigation & Incentives

Hi, Julie,

This is Julie from Spoke Health.

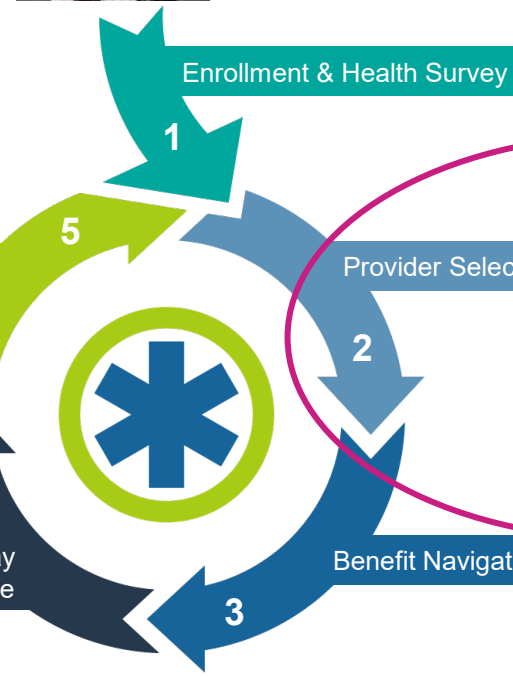
We noticed you're interested in seeing the providers we've found specifically for you. Before we can get to the providers through there are a few steps to complete. This process shouldn't take very long.

As mentioned in my email, if you would like any assistance with this process, or have any questions, please feel free to schedule a call or chat with me and I will be happy to help. My job is to support you, so let me know if you need anything.

Get big savings in 2 easy steps.
As a member, you are eligible for a bonus of up to \$4,700.

LET'S GET STARTED

Cost Savings, Outcomes and Satisfaction Results



Care Navigation & Pathway For Entire Episode

Episode Summary

Episode Start Date: 10/1/2023

Episode End Date: 10/31/2023

Episode Status: Active

Episode Type: Total Knee Replacement

Episode Location: Spoke Health - Petersburg, NJ

Episode Provider: Dr. John Doe

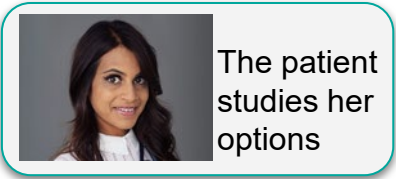
Episode Facility: Spoke Health - Petersburg, NJ

Episode Services:

- ✓ Physical Therapy
- ✓ Pre-op services
- ✓ Post-op services
- ✓ Patient education
- ✓ Transportation services
- ✓ Home care
- ✓ Patient support
- ✓ Transportation services
- ✓ Physical Therapy

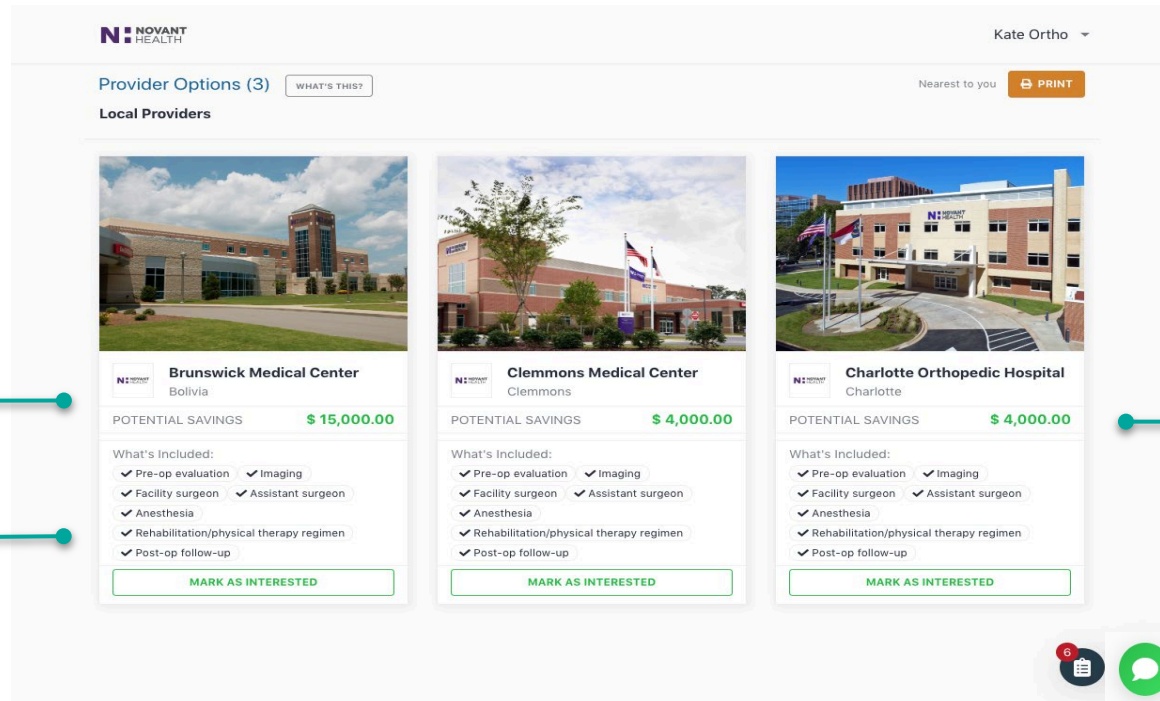
Member portal – facility options

SAMPLE FOR ILLUSTRATION



View Facility Profiles

Bundled Surgery Components



NOVANT HEALTH

Kate Ortho

Provider Options (3) WHAT'S THIS?

Nearest to you PRINT

Local Providers

Facility Name	Potential Savings	What's Included
Brunswick Medical Center Bolivia	\$ 15,000.00	Pre-op evaluation, Imaging, Facility surgeon, Assistant surgeon, Anesthesia, Rehabilitation/physical therapy regimen, Post-op follow-up
Clemmons Medical Center Clemmons	\$ 4,000.00	Pre-op evaluation, Imaging, Facility surgeon, Assistant surgeon, Anesthesia, Rehabilitation/physical therapy regimen, Post-op follow-up
Charlotte Orthopedic Hospital Charlotte	\$ 4,000.00	Pre-op evaluation, Imaging, Facility surgeon, Assistant surgeon, Anesthesia, Rehabilitation/physical therapy regimen, Post-op follow-up

MARK AS INTERESTED

MARK AS INTERESTED

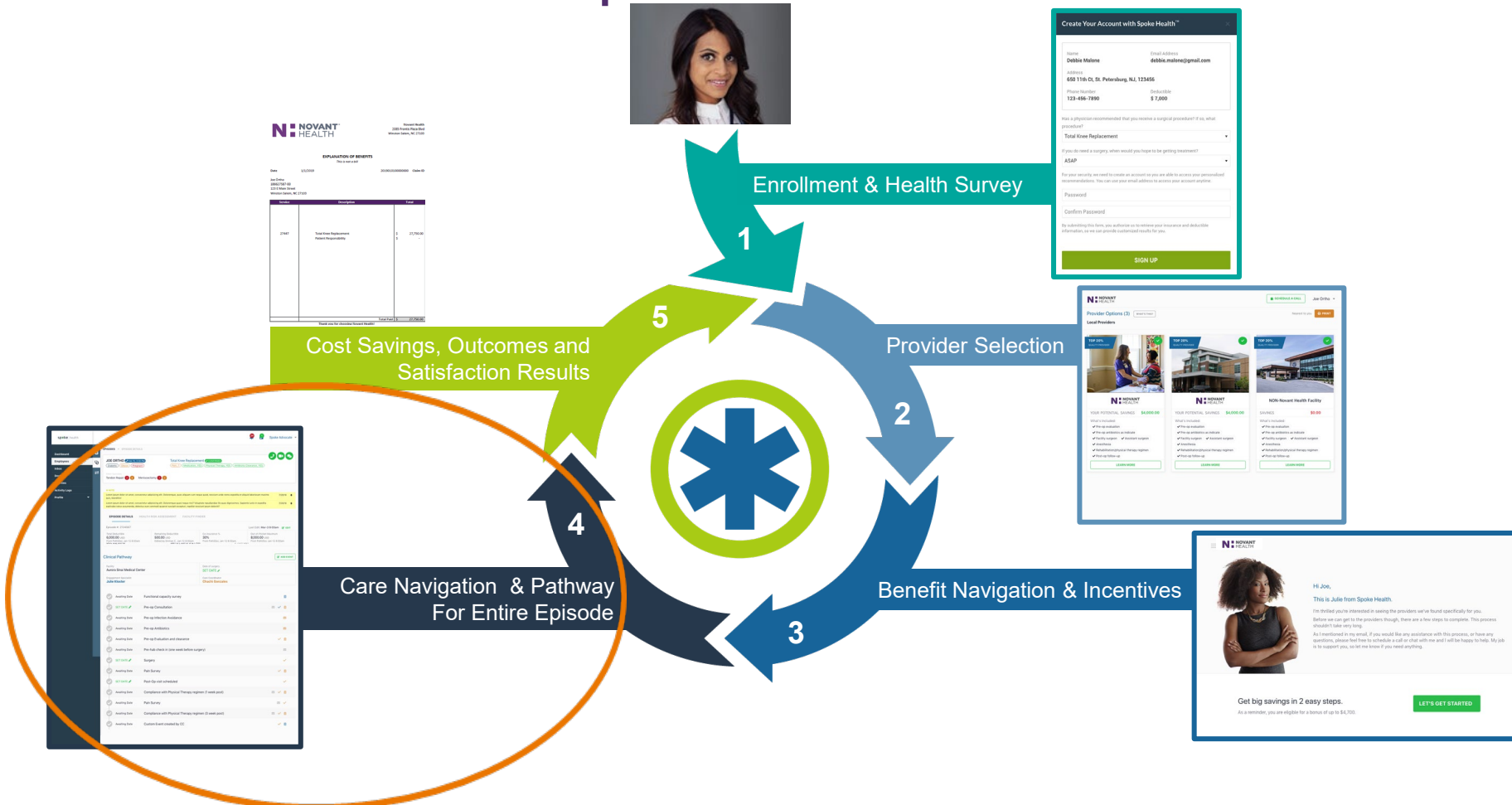
MARK AS INTERESTED

6

Financial Incentives

As members engage with the portal, their care is managed across the duration of the episode, resulting in quality outcomes and remarkable experience

SAMPLE FOR ILLUSTRATION



Member portal – dashboard

SAMPLE FOR ILLUSTRATION

Patient is managed through her episode by using her portal. She responds to questions, receives and sends documents and is reminded of tasks to complete

Pathway Automation triggers To-Dos to help patient stay engaged and healthy post-care.

The screenshot displays the Novant Health member portal dashboard for a user named Joe Ortho. The interface includes a header with the Novant Health logo and a 'SCHEDULE A CALL' button. The main content area is titled 'Friday, 8 February' and contains several sections: a greeting, a list of to-do items (including an overdue 'Home Prep Checklist'), a medical follow-up form for pain levels, a scheduled call for a 'Pre-Op Consultation', and a list of notable scheduled events (Pre-Op Consultation, Scheduled Surgery, Scheduled Call, Post Op Visit). It also displays recent files like 'Post Surgery Guidelines' and 'Get your home ready for post-surgery', and an episode for 'Total Knee Replacement' at Aurora Sinai Medical Center. A notification from Chachi Gonzales is visible at the bottom.

Important Dates. Reminders are sent via email and SMS.

Documents and videos are shared with Patient on schedule with her pathway.

Patient's answers to questions trigger additional questions or programmed Green light, Yellow light or Red light priority tasks that require follow up.

With a single bill, confusion is eliminated, and team members can easily see their savings

SAMPLE FOR ILLUSTRATION



Joint Replacement Episode of Care: Side-by-Side of Benefit Explanation**

Current State Example: Standard Plan 2024, Employee/Family			
	Scenario 1: Patient has met \$0 of total deductible or OOP Max	Scenario 2: Patient has already paid \$1,350 of deductible and OOP Max in the benefit year for services unrelated to TJR	Using the Episode of Care benefit
	Novant Health Network	Novant Health Network	Episode Network
Deductible	\$1,700	\$1,700	\$1700
Out-of-Pocket Maximum	\$4,200	\$4,200	\$4200
Co-Insurance	Est. 10%; varies by provider	Est. 10%; varies by provider	\$0
Portion of Deductible or Out-of-Pocket Max. met:	\$0	\$1,350	\$0
Estimated Out-of-Pocket	\$4,200	\$2,850	\$0

A team member who has Total Joint Replacement surgery before meeting his/her deductible or out of pocket max could expect to pay an out of pocket amount up to the OOP Max, or up to \$4,200.

**episode benefit available to team members and dependents enrolled in the Cigna medical plans

Maternity Episode of Care: Side-by-Side of Benefit Explanation**

Current State Example: Standard Plan 2024, Employee/Family				
	Scenario 1: Member has met \$0 of total deductible or OOP Max		Scenario 2: Member has already paid \$1,350 of deductible and OOP Max in the benefit year	
	Traditional benefits	Using the Episode of Care benefit ⁺	Traditional benefits	Using the Episode of Care benefit ⁺
	Novant Health Network	Episode Network	Novant Health Network	Episode Network
Deductible	\$1,700	\$1,700	\$1,700	\$1,700
Out-of-Pocket Maximum	\$4,200	\$4,200	\$4,200	\$4,200
Co-Insurance	Est. 10%; varies by provider	\$1,000	Est. 10%; varies by provider	\$1,000
Portion of Deductible or Out-of-Pocket Max. met	\$0	\$0	\$1,350	\$1,350
Estimated Out-of-Pocket	\$4,200	\$1,000	\$2,850	\$1,000

⁺Members <17 weeks gestation are eligible for the maternity episode benefit

*A team member who has a delivery or cesarean section before meeting the deductible or out of pocket max could expect to pay an out of pocket amount up to the OOP Max, or up to \$4,200

**episode benefit available to team members and dependents enrolled in the Cigna medical plans



Non-Surgical Spine Episode of Care: Side-by-Side of Benefit Explanation**

Current State Example: Standard Plan 2024, Employee/Family			
	Scenario 1: Patient has met \$0 of total deductible or OOP Max	Scenario 2: Patient has already paid \$1,350 of deductible and OOP Max in the benefit year for services unrelated to TJR	Using the Episode of Care benefit
	Novant Health Network	Novant Health Network	Episode Network
Deductible	\$1,700	\$1,700	\$1700
Out-of-Pocket Maximum	\$4,200	\$4,200	\$4200
Co-Insurance	Est. 10%; varies by provider	Est. 10%; varies by provider	\$0
Portion of Deductible or Out-of-Pocket Max. met:	\$0	\$1,350	\$0
Estimated Out-of-Pocket	\$4,200	\$2,850	\$0

A team member receiving non-surgical treatment for lower back pain before meeting his/her deductible or out of pocket max could expect to pay an out of pocket amount up to the OOP Max, or up to \$4,200.

**episode benefit available to team members and dependents enrolled in the Cigna medical plans

Outpatient Laminectomy Episode of Care: Side-by-Side of Benefit Explanation**

Current State Example: Standard Plan 2022, Employee/Family

	Scenario 1: Member has met \$0 of total deductible or OOP Max			Scenario 2: Member has already paid \$1,350 of deductible and OOP Max in the benefit year		
	Traditional benefits	Using the Episode of care benefit (A)+	Using the Episode of care benefit (B)+	Traditional benefits	Using the Episode of Care benefit (A)+	Using the Episode of Care benefit (B)+
	Novant Health Network	Episode Network	Episode Network	Novant Health Network	Episode Network	Episode Network
Deductible	\$1,700	\$1,700	\$1700	\$1,700	\$1,700	\$1,700
Out-of-Pocket Maximum	\$4,200	\$4,200	\$4,200	\$4,200	\$4,200	\$4,200
Co-Insurance	Est. 10%; varies by provider	\$1,000	\$2000	Est. 10%; varies by provider	\$1,000	\$2000
Portion of Deductible or Out-of-Pocket Max. met	\$0	\$0		\$1,350	\$1,350	\$1350
Estimated Out-of-Pocket	\$4,200	\$1,000	\$2,000	\$2,850	\$1,000	\$2,000

**episode benefit available to team members and dependents enrolled in the Cigna medical plans

+ Option A is member has previously enrolled in the low back pain episode, Option B is team member has not previously enrolled in low back pain episode

Questions?

**For more information contact:
Episode Member Engagement Specialist,
1-888-408-0558,
<https://novant.holistahealth.com/login>**

EmployerEpisodes@novanthealth.org