The Future of Health Plan & Provider Organization Business Relationships

Martha R. Temple, Senior Vice President
Optum Behavioral Health
Complex relationships

Patients and customers

Health plans

Providers
Market factors
<table>
<thead>
<tr>
<th>Key factors shaping health care today</th>
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<tr>
<td><strong>Uninsured</strong></td>
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<td>Nearly <strong>28 million</strong> Americans remain uninsured</td>
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<td><strong>Health care spending</strong></td>
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<td>Health care spending now <strong>exceeds $10,000</strong> per person, for the first time</td>
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<td><strong>Drug spending; Hospital care</strong></td>
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| Drug spending expected to rise **91% to $615B**  
Hospital care expected to increase **80% to $1.8T** |
The political environment

### Opinions of the ACA

- **Approve:** 55%
- **Disapprove:** 41%
- **Repeal and replace:** 30%
- **Major changes:** 40%
- **Keep as is:** 26%

### Government has responsibility to ensure health care coverage

- **Yes:** 60%
- **No:** 39%

### Single Payer Health Care System

- **Support:** 49%
- **Oppose:** 35%

Sources: ¹Gallup, April, 2017; ²Pew Research Center, June., 2017; ³Morning Consult/POLITICO, Sept. 2017
Provider reimbursement

Lack of alignment

Lack of incentives
The future of relationships
Working together to achieve “the quadruple aim”

- Better health outcomes
- Lower costs
- Improved clinician experience
- Improved patient satisfaction

Partnership

Data and analytics

Contracting and provider reimbursement
Provider and health plan partnerships

- Coordinated care
- Brief intervention and referral
- Integrated primary care
- Collaborative Care
Data and analytics

Secure, actionable data when and where it matters

Data

- 180 million lives of claims data
- 85 million lives of clinical data

Expertise

- Thousands of people focused on data and analytics across the health system

Analytics

- OptumHealth
- OptumInsight
- OptumRx

Results

- Providers
- Health plans
- Employers
- Life sciences
- Governments
- Consumers

- Develop and implement common, streamlined data standards
- Incentivize the use of open architectures, connected databases, and common patient identifiers
- Prohibit data blocking
- Electronically collect and share data
- Form partnerships focused on expanding access to, and use of, federal and state government health care data
Data and analytics

6 quadrillion bytes of claims records

100 million people
“The payment approach best aligned with value is bundled payment ... Well-designed bundled payments encourage teamwork and high-value care.”

Michael E. Porter, PhD
Harvard Business School
Future core competencies
Empower consumers

Empowerment

- Navigation
- Tools
- Data
- Incentives
Innovation

Develop solutions that address consumer pain points

Improve health outcomes holistically through whole person care

Educate consumers and key referral sources of best practices

Prevent and manage the care of low and medium risk populations

Develop risk arrangements that align incentives

Leverage new technology
Evidence based medicine

Understand

Adopt

Adhere

Clinical excellence
The quadruple aim

Better health outcomes

Improved clinician experience

Lower costs

Improved patient satisfaction
Q&A