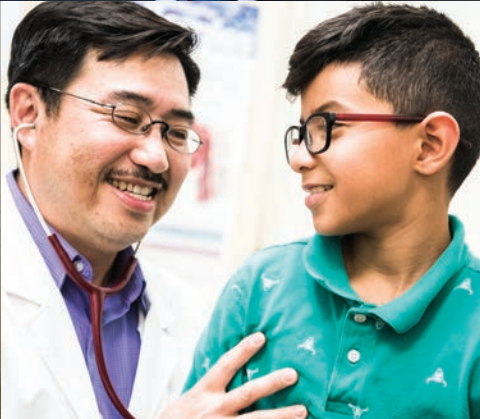


Re-imagining Care for Medicaid Patients | Quality Program Highlights





“Incentives for patients are massively important for the Medicaid population, because the gaps in care are historically so prevalent. Those gaps are pushing up costs for Medicaid patients, because if they don’t get preventive services, they will more likely need costlier specialty or acute down the road.”

Ron Kuerbitz
CEO, agilon health



“Preventive health benefits everyone. You avoid the consequences of illness downstream and the patient can enjoy a more active and higher quality life.”

Manoj Mathew, M.D.
California Market President,



“Today’s physicians are often disillusioned about our medical system. Our goal is to integrate joy into the practice of medicine.”

Khaliq Siddiq, M.D., MPH, CPE
Southern California Market
Medical Director

Dear colleague:

agilon health was formed in mid-2016 with the promise of re-imaging quality, efficiency and patient experience for healthcare delivery in underserved communities. We provide primary care physicians (PCPs) with the organizational and operational tools necessary to allow them to spend more time with patients, identify gaps in patient care and more proactively communicate with specialists. As part of the formation of agilon health, we assumed control of Vantage Medical Group, an IPA that has served the Inland Empire and our partner health plans in that market for over 34 years. By infusing new leadership and technology, and providing operational support and additional resources, we were able to help Vantage close almost 20% more gaps in preventative and chronic care in just one year.

agilon health’s partnership with Vantage Medical Group has not only contributed to the quality of healthcare for patients in the Inland Empire, but it also serves as a role model program for value-added, quality healthcare and preventative medicine across the country.

It is with steadfast resolve, that we assure our health plan partners and network providers of our continued commitment and collaboration towards facilitating the highest quality care for vulnerable populations. We believe 2017 is just a start on a fulfilling journey to change healthcare.

In good health,

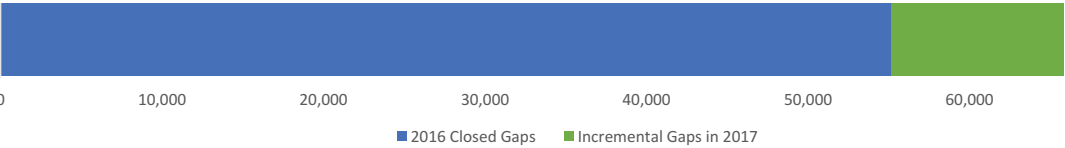
Ron Kuerbitz, CEO, agilon health

Manoj Mathew, MD, Market President, agilon health

SUMMARY OF OUTCOMES

2017 PERFORMANCE																								
	All Measures		Breast Cancer Screening		Diabetic Eye Screening		Cervical Cancer Screening		Child Immunizations - Combo 3		Child Immunizations - Combo 10		Adolescent Immunizations		Diabetic Glucose Monitoring		Persistent Medication Mgt		Timely Prenatal Care		Timely Postpartum Care		Well Child Visits	
			#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
Member Incentive	2,406	4%	436	13%	431	15%	557	4%	564	12%	188	12%	48	2%	-	0%	-	0%	-	0%	-	0%	182	1%
Member Outreach, w/o Incentive	3,149	5%	174	5%	399	14%	211	1%	-	0%	-	0%	-	0%	1,400	48%	939	13%	-	0%	26	4%	-	0%
Supplemental Data Captured	14,101	21%	671	20%	144	5%	2,466	16%	3,676	81%	1,252	82%	630	30%	281	10%	205	3%	49	5%	31	4%	4,697	20%
Encounter Data Captured	46,163	70%	2,157	63%	1,889	66%	12,338	79%	303	7%	95	6%	1,392	67%	1,221	42%	6,354	85%	918	95%	682	92%	18,813	79%
Total Gaps Closed	65,819		3,438		2,863		15,572		4,543		1,535		2,069		2,902		7,499		967		739		23,692	
% of Total Gaps Closed	61%		67%		50%		53%		71%		24%		30%		51%		89%		72%		55%		75%	

20% MORE GAPS IN CARE CLOSED IN MEASUREMENT YEAR 2017



HEALTH PLAN COLLABORATION

A significant contributor to our early success in improving quality care for our Medicaid population are the IPA incentive programs offered by our health plan partners. With this support we made the following investments and commitments:

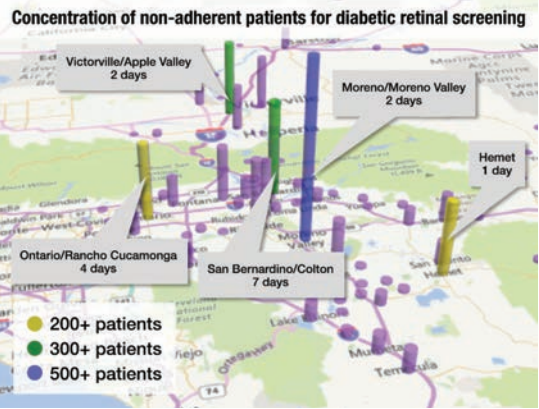
- Robust quality team of 9 dedicated professionals
- Proprietary technology to track and report progress against fulfilling quality gaps
- Aggressive goal setting so the entire organization is striving for excellence
- Integration with a robust communications plan to network PCPs and members
- Visibility to progress at the highest levels of management and Board of Directors

Because of the concentration of IEHP members provided for by the agilon health network in California, the following report focuses on the improvement in quality metrics, tactics and strategies employed, and incentives offered in conjunction with the IEHP quality program. Similar approaches are planned across the entire agilon health Medi-Cal network in 2018.

MEMBER ENGAGEMENT AND ACCESS

Through our Quality Team, members received support in scheduling screening appointments, undergoing laboratory testing and submitting records of immunizations or other reports showing a gap was closed. These members, in some cases, were rewarded with gift cards. Specifically, our member outreach efforts included:

- **2,475** members contacted to schedule a bi-annual mammogram; booked **353** appointments, resulting in **240** mammograms.
- **4,820** lab requisition slips were handwritten and sent to patients requiring monitoring for long-term medications and glucose levels. Approximately **937** came in for the lab work, representing a nearly **20%** conversion rate



In November, we invested in two RetinaVue Imagers and executed a telehealth contract with trained ophthalmologists to bring more retinal eye screening access to our members. In **six** weeks, **1,792** diabetic patients contacted; **165** appointments made **87** were completed.



“ My team members get excited when they convince patients to come in for screenings and health checks. We are proud to contribute to a program that helps patients to catch diseases early and ultimately saves lives.”

Adina Guthrie
Director of Clinical Integration



Emma Alcanter, 56, of Temecula, Calif., who was two years overdue for her mammogram, felt a lump in her breast. The letter and offering from Vantage Medical Group served as a reminder. Luckily, Alcanter is cancer-free. She said the Target gift card was a bonus and showed her doctors cared about her.



Dr. Stanley Schwarz, through collaboration with the Quality Team closed over 1,300 quality care gaps.



PCP EMPOWERMENT & RECOGNITION PROGRAMS

Partnering with primary care physicians is a hallmark of the agilon health Operating System and philosophy of engagement. No place is this PCP partnership more evident than in the collaboration executed with leading primary care physicians in the Inland Empire.

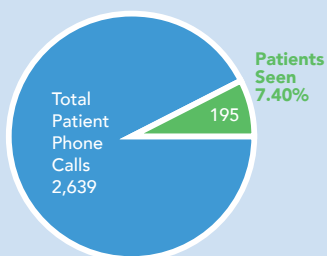
- Financial Rewards:** Participating PCPs will receive over **\$1.0M** in quality incentives for 2017 performance.
- Professional Rewards: 100+ PCPs** who closed over **59%** of their gaps will receive the “Excellence in Preventative Care Award”
- Supplemental Data Reporting Support:** Our Quality Team closed **13,121** gaps with supplemental data. **102** PCPs have given us remote access to their EHRs to extract supplemental data.
- On-Site Screenings:** PCP physicians like Stanley Schwartz, M.D., internist in Moreno Valley, allowed us to conduct retinal eye screenings in his office. Nearly **30** patients were served in December thanks to the efforts of Dr. Schwartz and his staff.



"Sixty percent of diabetic patients have retinopathy so it's important to prevent it or catch it early so we can better manage it. During a retinal eye exam, we also determine whether patients have symptoms of other underlying conditions – vascular issues are endemic in this population."

Andrew Stand, M.D.
Acuity Eye Group

Acuity Eye Group Number of Exams



Dangling A Carrot For Patients To Take Healthy Steps: Does It Work?

agilon health was highlighted in numerous leading publications through a Kaiser News story about the effectiveness of member incentives in the Medi-Cal population.

"agilon health, based in Long Beach, Calif., runs incentive programs and other services for several California medical groups that care for Medi-Cal patients, (providing)... gift cards to patients who get mammograms, cervical cancer exams or childhood immunizations. People with diabetes also receive gift cards if they get their eyes examined or blood sugar checked. And the company offers bonuses to doctors if their Medicaid patients embrace healthier behaviors."

OUTREACH TO SPECIALISTS

Coordination and collaboration with specialists is critical to a distinguished provider network and high quality health care. Specialty physician groups were instrumental in helping close care gaps.



Outreach to OB/GYNs: Using claims data to identify OB/GYN specialists in the network who treat large numbers of members, we faxed requests to **264** obstetricians to identify women who had undergone procedures for cervical cancer screening within the last three years, but for whom encounter data was unavailable. We closed **932** cervical cancer screening gaps with this outreach.



Additionally, we identified **prenatal radiologic exams** frequently performed within an OB/GYN office to identify members with appropriate prenatal care.

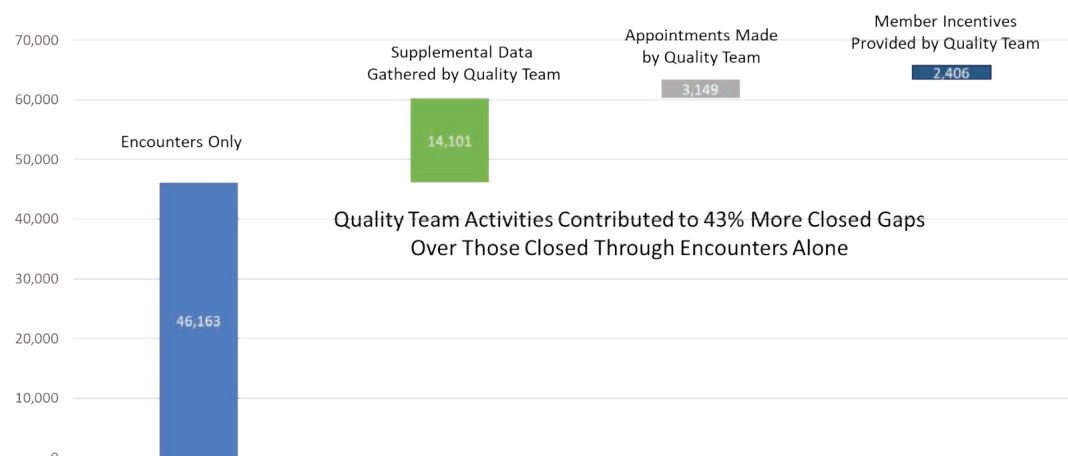


Outreach to Eye Care specialists: Acuity Eye Group & Retina Institute of California played an integral role in the 2017 quality plan for diabetic patients. Armed with a member listing of patients requiring a retinal eye exam and contact information, the leadership at Acuity Eye Group quickly mobilized resources to reach out to **2,639** patients which resulted in **195** additional members undergoing retinal eye exams.

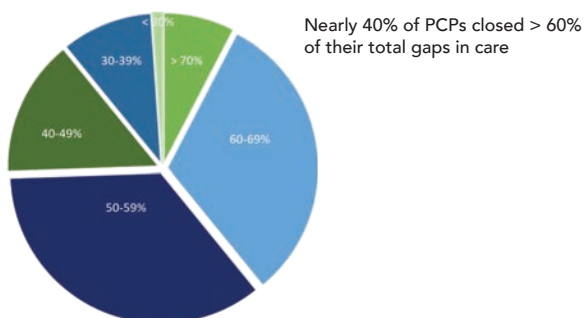
TEAM-BASED CARE ENABLED BY PROPRIETARY TECHNOLOGY

Proprietary technology operationalized during 2017 was instrumental to the success in closing **19.6%** more quality gaps over the prior year. This advanced work flow tool allows the Quality Team to record, track and report, by HEDIS metric, information about the adherence status of patients, their PCP, geographic location, and engagement with our outreach efforts. It allows us to evaluate the efficacy of our incentive programs and outreach tactics which will continue to fuel future success. As highlighted in the graph below, these efforts significantly buoyed the results beyond what would have been captured from encounters alone.

Mechanism of Closed Quality Gaps



Distribution of PCPs Based upon Percentage of Total Gaps Closed



agilon health Corporate
One World Trade Center, Suite 2000
Long Beach, CA 90831
562-256-3800
info@agilonhealth.com