



Spring Innovations Summit

May 24, 2023



Raegan Le Douaron, President and CEO Raegan brings experience from the managed care and medical carrier sides of the self-funded market, giving her a keen perspective on the challenges WeCare tlc's clients face in managing their healthcare costs.



Lauren Kirschner, Director of Client Services brings over 10 years of primary care practice oversight, clinical operations oversight, and population health management experience to the leadership team. Lauren and her team support clients to develop their population health strategy in order to help reduce costs and become more informed health care consumers.





WeCare tlc is a leader in the implementation and management of onsite, near-site, and collaborative primary care health centers around the country. We work with businesses in a variety of industries, municipalities, and other organizations.


We believe everyone deserves access to quality primary care and all of our centers follow Bridges of Excellence Standards, the highest standards in the industry. We're paving the way to collaborative workplace wellness, which not only improves treatment but saves money for employers and their employees.

Second-generation family and woman-owned. 18 years of continuously-held private ownership.



WeCare tlc • wecaretlc.com





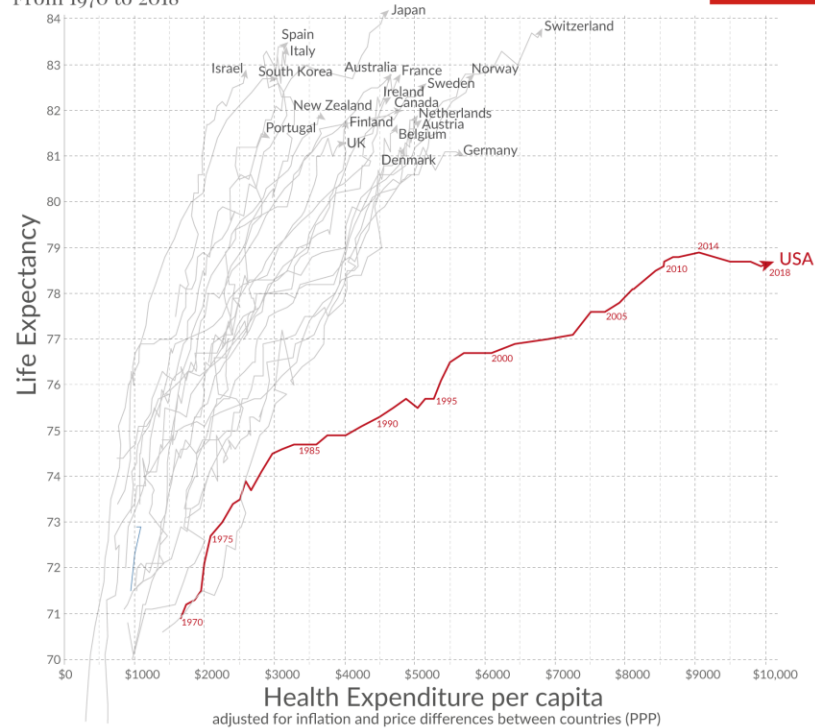
We will start
with what
you already
know

We ALL know...

Our health care "system" is a mess

Life expectancy vs. health expenditure

From 1970 to 2018

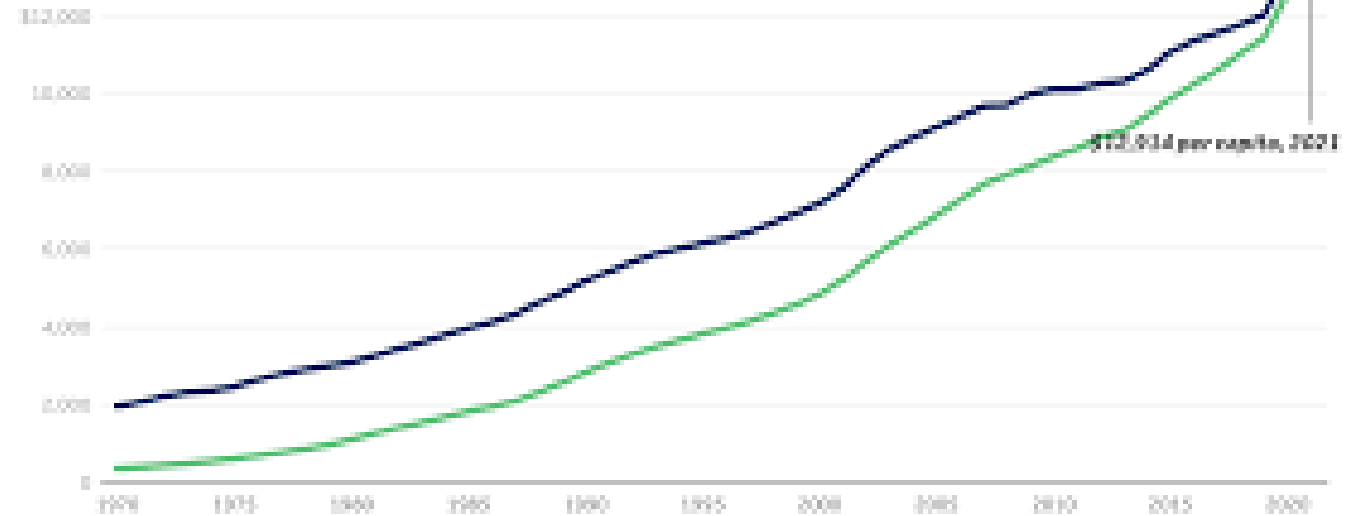


Data source: OECD — Note: Health spending measures the consumption of health care goods and services, including personal health care (curative care, rehabilitative care, long-term care, ancillary services, and medical goods) and collective services (prevention and public health services as well as health administration), but excluding spending on investments. Shown is total health expenditure (financed by public and private sources). Licensed under CC-BY by the author Max Roser.

OurWorldinData.org - Research and data to make progress against the world's largest problems.

Total national health expenditures, US \$ per capita, 1970-2021

— Total NHE per capita — Constant 2021 dollars



Note: A constant dollar is an inflation adjusted value used to compare dollar values from one period to another.

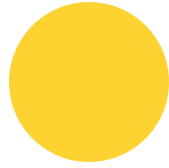
Source: BWT analysis of National Health Expenditures (NHE) data

Finances BWT
Health System Tracker



And you may
also already
know...





Countries that have the best health outcomes and lowest cost have these four traits in common:

- ✓ Offer universal coverage and remove cost barriers
- ✓ Invest in primary care to ensure high-value services are available
- ✓ Reduce administrative burdens that divert time, efforts, and spending
- ✓ Invest in social services





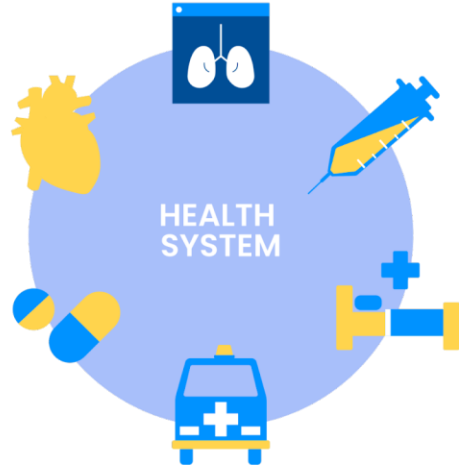
The Value of **Independent** Primary Care

Why Hospitals and Health Plans spent a lot of money buying up as many independent primary care physicians as they can?

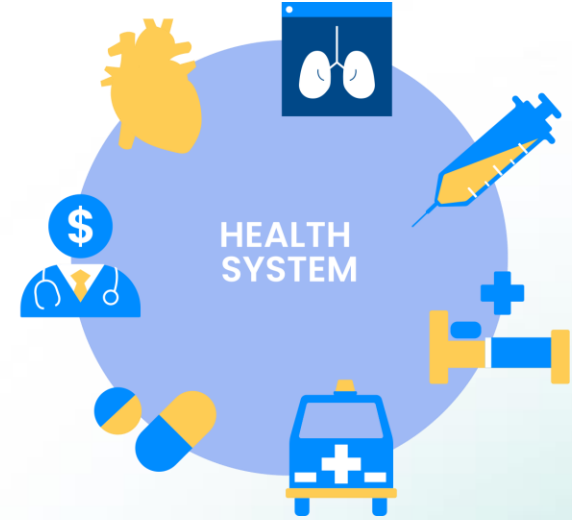


Answer: *To control the health care supply chain.*

INDEPENDENT
PRIMARY CARE



VS



Resulting in
increased health
outcomes and
decreased plan
cost



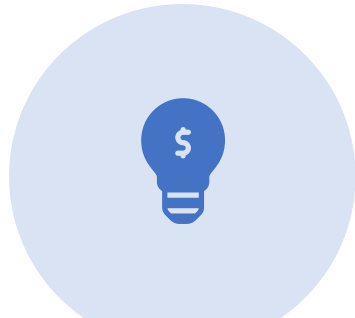
We also know...

the industry has fallen short on its value proposition.

However, WeCare tlc has ***not***

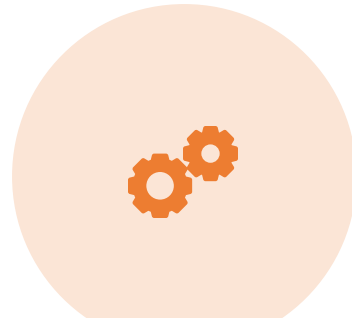


WeCare tlc: Our Innovations



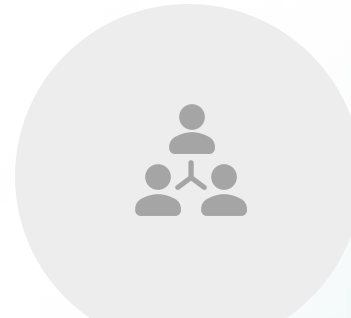
Our Approach

Client-Centered
for Your Goals



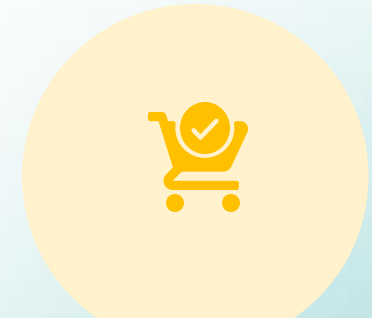
Our Insights (Data & Reporting)

Showcasing The
Value of Your
Investment



Our Integration

Mental/Behavior
Health, Health Plan
Services,
Collaborative
Model, Flexible

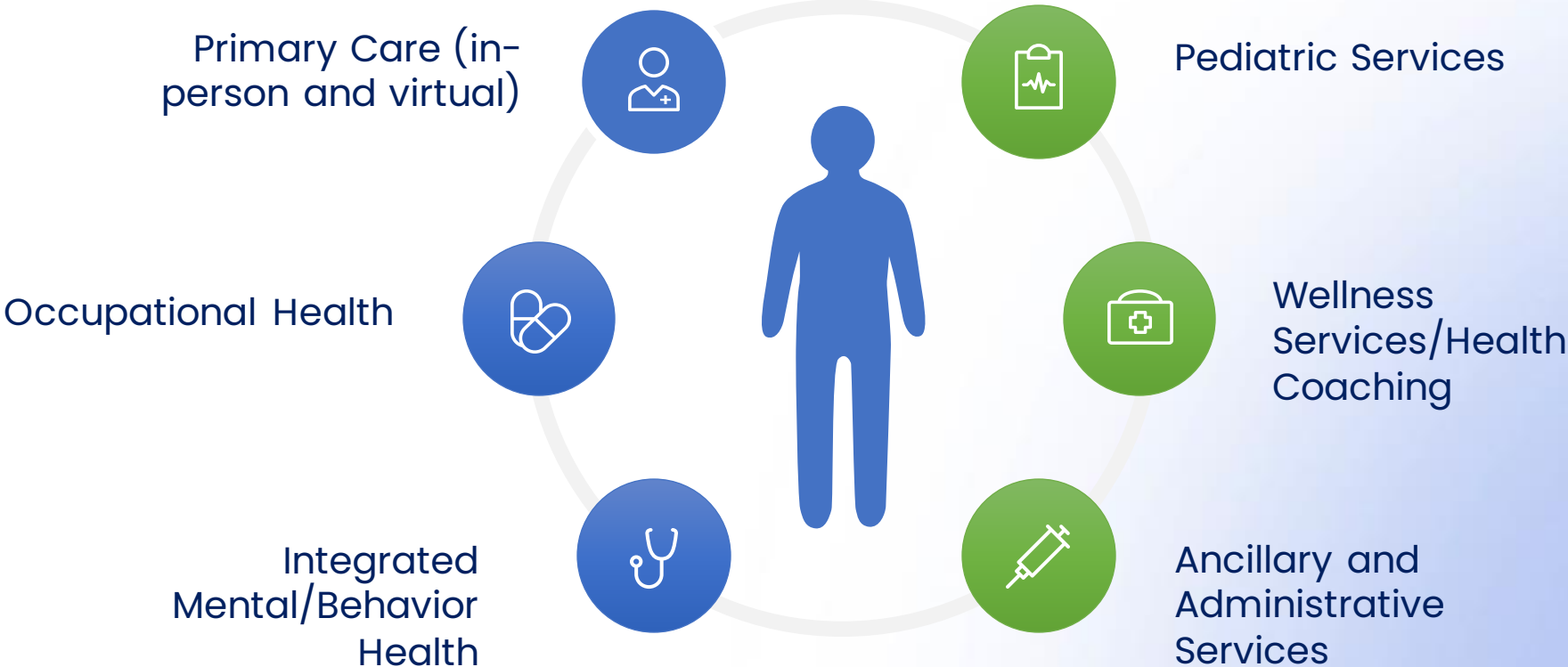


Our Experience

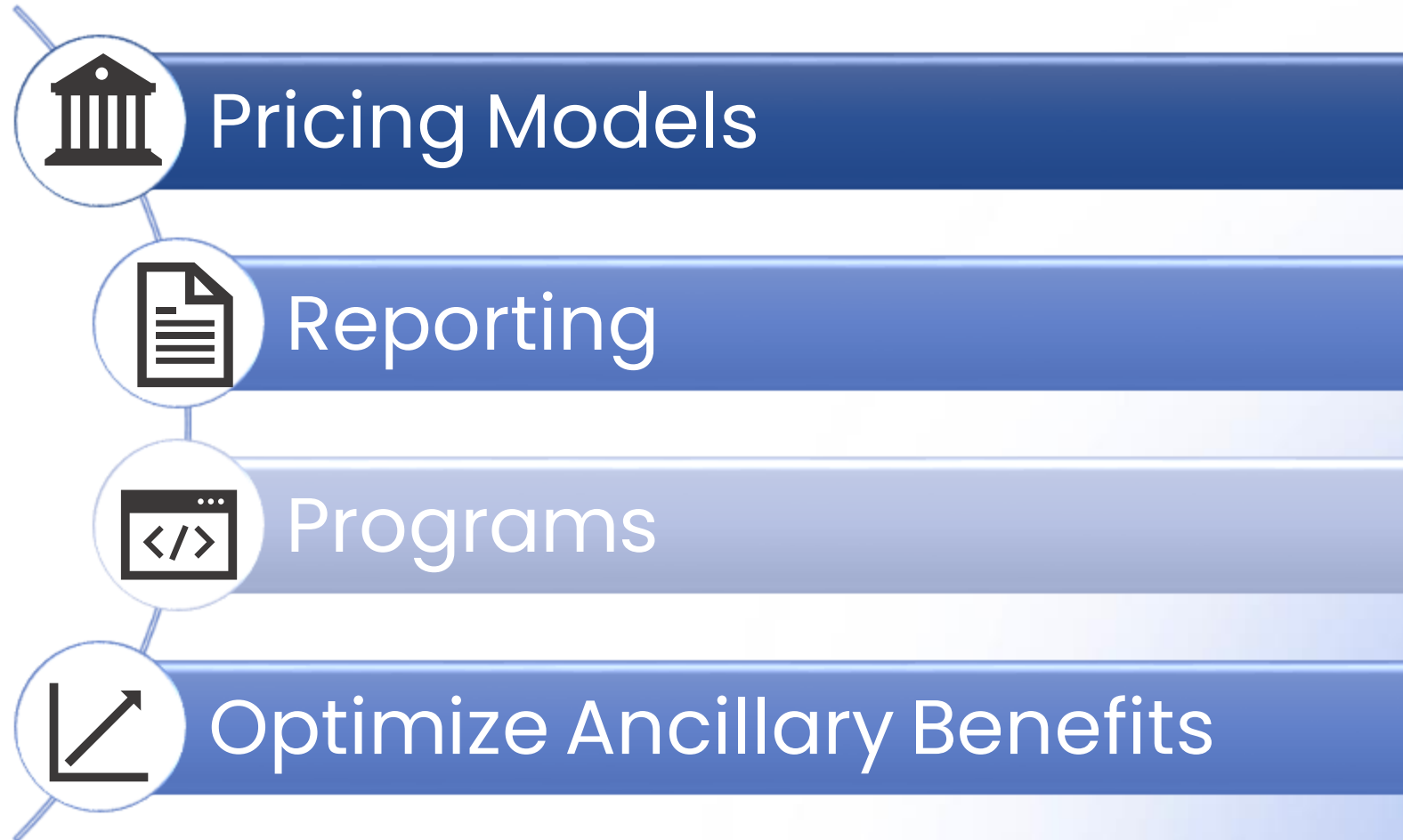
We Make It Easy:
Our Experience = We
Drive, You Enjoy

Integrated Scope

WeCare tlc saves employers money on their health plans and improves healthcare outcomes by designing, building, and managing advanced primary care centers that provide patients the right care, at the right time, for the right price.



Flexible and Customizable



Health Center Strategy

A collaborative partnership between all key stakeholders will ensure that alignment and synergy occurs in order to provide the optimal patient/employee experience.

01

Advanced Primary Care as the central hub to support all members navigating the appropriate pathways of care.

02

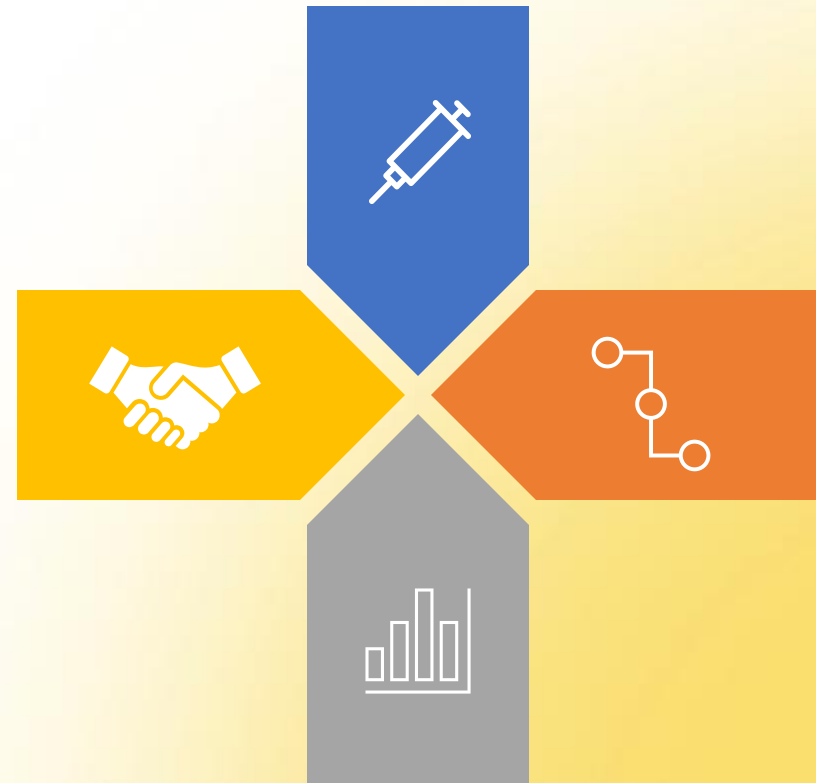
Connecting key vendor partners under the clients' health plan to members at the appropriate time.

03

Track, monitor, and manage opportunities and successes/outcomes.

04

Partner with key stakeholders to ensure alignment across benefit strategy, report savings, and plan ahead(annual strategic meetings, etc.).



WELLNESS

★★★★★
82

FINANCE

★★★★★
80

LOYALTY

★★★★★
87

83.23 TOTAL SCORE

IMPACTS AT A GLANCE



Key Performance Indicator	Score	Target	Status	Details
Health Risk Assessments (HRA) %	74.7%	74.7%	On Track	Employee Education Center
HRA Completion Rate	74.7%	74.7%	On Track	Employee Education Center
Specialty Care Read %	74.7%	74.7%	On Track	Employee Education Center
Specialty Care Read %	74.7%	74.7%	On Track	Employee Education Center
Employee Population Health (E-PH) %	74.7%	74.7%	On Track	Employee Education Center
Diabetes (D) %	74.7%	74.7%	On Track	Employee Education Center
Cardiovascular Disease (CVD) %	74.7%	74.7%	On Track	Employee Education Center
Hypertension (H) %	74.7%	74.7%	On Track	Employee Education Center
Obesity (O) %	74.7%	74.7%	On Track	Employee Education Center
Chronic Conditions (CC) %	74.7%	74.7%	On Track	Employee Education Center
Medication Adherence (MA) %	74.7%	74.7%	On Track	Employee Education Center
Immunization (I) %	74.7%	74.7%	On Track	Employee Education Center
Preventive Care (PC) %	74.7%	74.7%	On Track	Employee Education Center
Health Promotion (HP) %	74.7%	74.7%	On Track	Employee Education Center
Wellness Program Participation (WPP) %	74.7%	74.7%	On Track	Employee Education Center
Employee Engagement (EE) %	74.7%	74.7%	On Track	Employee Education Center
Employee Satisfaction (ES) %	74.7%	74.7%	On Track	Employee Education Center
Retention Rate (RR) %	74.7%	74.7%	On Track	Employee Education Center
Turnover Rate (TR) %	74.7%	74.7%	On Track	Employee Education Center

85%
BETTER HEALTH OUTCOMES

\$350K
HEALTH COST SAVINGS

80%
MORE LOYAL EMPLOYEES

WELLNESS



NATIONAL AVERAGES



ENGAGED EMPLOYEES & FAMILIES

HIGHLIGHTS

Space for notes, insights or commentary that relates to the report data points.

DIABETES	45%	Percentage of Diabetics Having A1C within Target	62%
HEART DISEASES	48%	Percentage of patients with a Diagnosis of Hypertension Have Their Systolic at Target	52%
OBESITY	24%	Percentage of Patients Have Their BMI Within Normal Range	32%
PREVENTIVE CARE	34%	Mammogram Screening for Eligible Patients	45%
	26%	Colonoscopy Screening for Eligible Patients	32%
RISK ASSESSMENTS	0.8 PER YEAR	ER & Urgent Care Visits	0.6 PER YEAR
	3 PER YEAR	Specialty Care Visits	1 PER YEAR



PARTICIPATION

UTILIZATION
75%
OF PROVIDER VISITS
HAVE BEEN USED BY
EMPLOYEES

MEDICAL HOME/PCP
98%
THEY USE THE HEALTH
CENTER AS THEIR
MEDICAL HOME/PCP

ENGAGEMENT
78%
HAVE HAD AT LEAST 3
VISITS IN THE LAST 24
MONTHS



HIGHLIGHTS

Space for notes, insights or commentary that could be added that relates to the report data points.

Schedule	Measures	Feb 2023	Mar 2023	Apr 2023	Totals
Office Visit	Spots Available	463	518	455	1,436
	Total Appointment...	300	332	238	870
	Booked Slots	226	236	186	648
	Extended Visits	74	96	52	222
	Add-Ons	8 ↑	15 ↑	16 ↑	39 ↑
	Walk-ins	12	17	19	48
	Utilization Percent	64.79% ↗	64.09% ↗	52.31% ↘	60.58% ↗
	Nurse Only	Spots Available	301	356	335
Nurse Only	Total Appointment...	239	274	292	805
	Booked Slots	239	274	292	805
	Extended Visits	0	0	0	0
	Add-Ons	137 ↑	138 ↑	156 ↑	431 ↑
	Walk-ins	164	176	206	546
	Utilization Percent	79.40% ↗	76.97% ↗	87.16% ↗	81.15% ↗
	Spots Available	163	244	62	469
	Total Appointment...	163	244	60	467
Booked Slots	163	244	60	467	

Changing how healthcare is delivered in the United States
Proprietary and Confidential



ELIMINATE WASTEFUL HEALTH PLAN SPEND



LABORATORY SAVINGS

Saved Amount

\$138,279 ^{SAVE}

Saved Percentage

66% ↓



PHARMACY COMPLIANCE RATES

Medications Through Health Center

91%

Dispensing in the health plan for the WeCare tlc book of business

62% ↓

HIGHLIGHTS

Space for notes, insights or commentary that could be added that relates to the report data points.

IMPROVE POPULATION HEALTH



DIABETES

Cost Avoidance for 50 Patients

\$15,000 ^{SAVE}

\$300 PER PATIENT



HEART DISEASE

Cost Avoidance for 75 Patients

\$140,695 ^{SAVE}

\$1876 PER PATIENT



OBESITY

Cost Avoidance for 114 Patients

\$410,960 ^{SAVE}

\$3605 PER PATIENT

Changing how healthcare is delivered in the United States
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Client Experience

WeCare tlc offers a unique client experience where our clients are always at the center. We understand each client has unique needs and company culture to be considered. Through our ongoing partnership, we are committed to ensuring that your challenges are always met with solutions backed by a collaborative partnership.

Data & Analytics

Actionable insights with consistent reporting on value.



Engagement & Communication

- Frequent opportunities for feedback
- Proactive communication
- Strategic planning
- Consistent team
- Centralized resources



Customized Approach

Ensuring that your company's culture, values, and goals are integrated in all we do, and that our solutions are customizable.



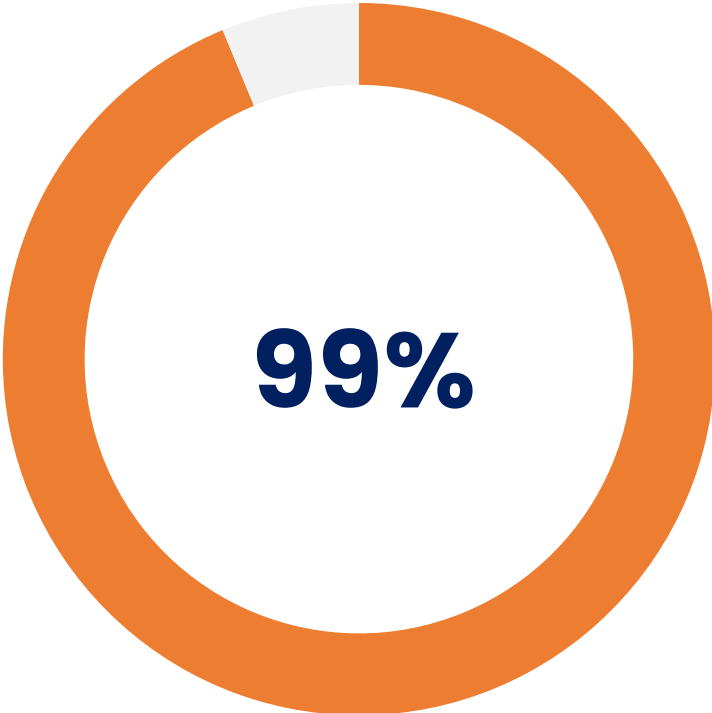
Advocacy & Integration

Simply said. We advocate for you!

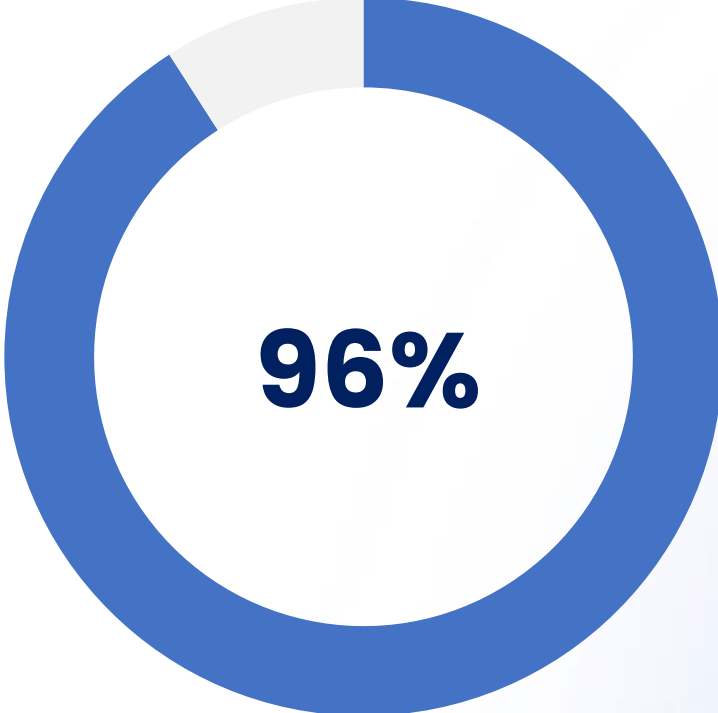


Our Client Relationships

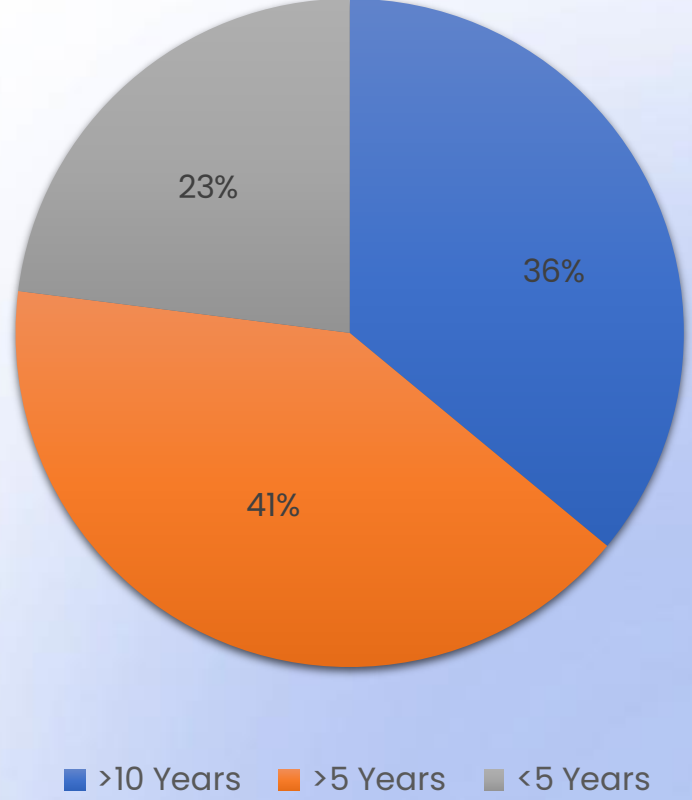
Patient NPS



Client NPS



Longevity



Why We Do It Better...

Patient-Centered
Care



Patient-Centered Medical Home Model, where your clinical team understands your goals

Client-Centered
Approach



Client feedback and alignment are key to success

Clear Data




Data leads everything we do

Expertise



18 years of consistent, independent ownership and vision



"With our WeCare tlc clinic, the cost of a visit is baked into our premiums, so our employees visit the clinic at no cost. It opens an opportunity for our employees to go and deal with acute issues before they become major problems, so that they can get healthier and get back to work much quicker than they normally would. It also avoids them having to go to the ER for non-emergent issues and pay a high deductible." – Eric Mosely, Troup County

"I am so grateful for this benefit. I have a regular PCP but often takes weeks to get in. I get my labs done, and my meds, and am in and out at the health center and it makes things much easier. I am considering using the health center for my PCP now!"

"Best benefit my company offers. I love the sincere care given here for me and my family. The staff are terrific, the pharmacy has most everything I need, and I feel very comfortable going there."

"Our insurance rates have lagged medical inflation over the past decade. The only way that could be possible is that WeCare has allowed us to do enough cost avoidance to stay lower than medical inflation and beholden to our community's major healthcare provider that has exceeded the medical inflation rate."–Tyler Osenbaugh, CNS

We Make It Easy: Our Experience = We Drive, You Enjoy

You Need Us If...

- ✓ You want a proactive strategy to manage your short, medium, and long-term health plan costs
- ✓ Your health plan members have little to no access to primary care, mental health, etc.
- ✓ You want to maximize the usage of all your ancillary benefits
- ✓ You want to ensure the long-term health and wellness of your employees
- ✓ You want support managing occupational needs (pre/post employment testing, random drug, DOT physicals, etc.
- ✓ You have a primary care health center and...
 - ✓ Members are not utilizing it
 - ✓ You are not seeing value in the care and/or cost
 - ✓ Your needs and goals are unknown or are unmet



Questions?

