Matrix Comprehensive Health Assessment

Program Overview

September 12 2018
» UCare & Matrix—together for 10 Years!
» Positive Impact on UCare
  » Members
  » Primary Care Physicians
  » UCare Care Management Team
Process for Contacting Members

» Identify UCare members to contact
» Initiate member mailings
» Initiate member phone calls
Matrix Comprehensive Health Assessment

- Typical Matrix Visit
  - Visit in the home is a comprehensive health assessment
  - Spend more time than a typical PCP visit
  - See the member in their home
  - Perform an environmental scan and identify issues that may not be picked up in the office
  - Reach members who might not otherwise make the effort to go into the doctors office
  - Assessments meet and exceed all Medicare requirements for an annual wellness visit

Matrix CHAs provide a comprehensive exam in a home setting that a PCP often cannot provide.

The home setting allows Matrix providers to capture information not available elsewhere.
Matrix is a Population Health Provider Specializing in In-Person Engagement

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<tr>
<th>Wide Array of Programs</th>
<th>Innovative Member Engagement</th>
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<tr>
<td>▪ Comprehensive health assessments for risk adjustment</td>
<td>▪ Advanced analytics and targeting</td>
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<td>▪ Advanced diagnostic testing</td>
<td>▪ In-Home and mobile clinic options</td>
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<td>▪ Quality care gap closure</td>
<td>▪ Hard-to-reach member engagement programs</td>
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<td>▪ Post-acute transitions &amp; chronic care management</td>
<td>▪ Consumer segmented outreach</td>
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<td>▪ Diabetes care program</td>
<td>▪ Traditional and digital engagement</td>
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<td>▪ Well child visits</td>
<td>▪ Post-visit follow up support</td>
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<td>▪ Level-of-need determination</td>
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What Makes Us Unique

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<th>Network Coverage &amp; Clinical Diversity</th>
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<td><img src="6000+map.png" alt="" /></td>
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<td><img src="doctor.png" alt="" /></td>
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<td><img src="nurse.png" alt="" /></td>
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<th>Ability to Meet Members in a Variety of Venues</th>
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<td><img src="home.png" alt="" /></td>
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<td><img src="mobileclinic.png" alt="" /></td>
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<td><img src="hospital.png" alt="" /></td>
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<th>Clinical Quality &amp; Integrity</th>
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Matrix makes it easy and efficient for you to deliver a wide range of services to your members
UCare 2017 Program Highlights

» Matrix completed **13,375 assessments** in 2017 with UCare members in their home or in a skilled nursing facility

» An average of **5.5% of assessments resulted in NP outreach** to members’ PCPs, Care Management referrals to UCare or contact with 911 at the point of service

» **Nearly 80% of UCare respondents replied with a 8, 9 or 10** when asked “How likely would you be to recommend a Matrix home visit to a friend? (scale 1-10)”
Proprietary Assessment is Comprehensive and Meets Annual Wellness Visit Requirements

Assessment Components

- Medical history
- Comprehensive medication review and CMR when appropriate
- Health maintenance review (e.g., flu vaccination, mammogram)
- Health behaviors including smoking, alcohol use, nutrition and exercise
- Functional status (ADLs) and fall risks
- System review (e.g., pulmonary, cardiovascular)
- Depression screen (PHQ8)
- Mental status exam (Mini-Cog)
- Physical exam (e.g., BP, weight)
- Member data pre-populations – Matrix uses previously completed CHAs and claims data to inform NPs of medical and medication history

Completely Electronic
UCare Member Story:

- Member visited PCP one day prior to Matrix visit. Comprehensive member assessment uncovered headache pattern and fall risks.
- PCP contacted on the day of Matrix assessment to schedule CT scan.
- Member had procedure to remove ‘bleeding on the brain’, avoiding potential stroke.
- Member thanked the nurse profusely, indicating they would not have gone in for testing without encouragement from Matrix nurse.
Immediate Care Coordination

Getting a full real-time picture of a member’s health, there is often care that requires immediate attention.

For these issues, we ensure that the doctor knows about them, and that they are addressed.

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<th>Clinical Activity (2017)</th>
<th>Frequency</th>
<th>UCare Comprehensive Assessments</th>
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<td>A referral was made to UCare Care Management for additional follow up and coordination</td>
<td>5.1%</td>
<td>692</td>
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<tr>
<td>Physician consulted immediately due to members’ condition during assessment</td>
<td>1.1%</td>
<td>140</td>
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<td>ER contacted to resolve critical situation upon NP’s arrival at the home</td>
<td>&lt;.01%</td>
<td>9</td>
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Positive Member Feedback

**2,669** UCare members sent back the Business Reply Card

**77% gave a score of ≥8 out of 10** in response to the question:
‘How likely would you be to recommend a Matrix Home visit to a friend?’

- **Julie** was very professional, made us feel at ease, and answered all questions.
- **It was like a gift** - having someone drop by my home and then to answer questions & offer great advice!
- **I gained info from my questions/her feedback** - actually she was better than my physician.
- **Karina was patient with me and did not rush me. She spoke slowly and I could hear every word.**
- **Dan was very professional and pleasant to talk to and I appreciated the input on maintaining my independent life style.**
Personal Health Summary (PHS)
Post-assessment member summary

- Provide members with meaningful health information
  - Provide assessment summary information in a manner that encourages health literacy.
  - Include a current list of medications, immunizations and preventive screenings.
  - Align content with what is provided to PCPs and encourage follow-up.

- Exceed all CMS best practice recommendations
  - All diagnoses are described in easy-to-understand language and include the recommended actions that the nurse practitioner discussed with members during the visit.

- Create an excellent member experience
  - Members consistently report a 98% satisfaction rating of the assessment and the value provided by Matrix.
  - Connect members with their own local and community resources.
  - Create a document that members will reference and value as part of their health record.
Comprehensive Health Assessment Follow Up

Complete member charts sent to UCare
- Full CHAs are now sent as well in the JSON data format

PCP Summary sent to doctor on file
- Enhanced to comply with Continuity of Care documentation (CCD) format
- PCP data sent to Matrix

Personal Health Summary sent to member

After the home visit, we improve the member’s engagement with their health network, and we facilitate proper care coordination for the member.
Primary Care Physician Summary

- Highlights key information collected & considerations for follow-up, including:
  - Advance Directives
  - Functional Status
  - Diagnoses
  - Family and Social History
  - Allergies, Adverse Reactions, and Alerts
  - Medications
- Follows the standard format of the Continuity of Care Document (CCD) so it’s easily digestible into a physician’s practice
- Allows for electronic distribution for integration into EHRs. Particularly valuable to meet the requirement for Meaningful Use compliance and the corresponding incentives
- Providers may request full assessment
Members who received a Matrix CHA were more likely to see their PCP after our visit than members who did not receive a Matrix CHA.

These higher engagement rates were seen both immediately (within 30 days) as well as further out (up to 120 days).

Notes: CHA population based on all CHAs performed in 2016. Office visits computed using calendar 2016 and early 2017 claims data to find visits with an outpatient E&M CPT code. Included members who were enrolled 180 days after the CHA or after non-CHA baseline date. Non-CHA baseline date computed twelve times using the first day of each month, then averaged together to eliminate seasonality.
Matrix Service Delivery Model Focus: Risk, Care Management & Quality

National
- HQ in Scottsdale, AZ, regional offices in Largo, FL & San Diego, CA
- Matrix employs the broadest reaching and most scalable provider network with over 1,100 providers nationwide
- Our providers are an extension of your network for the most medically vulnerable members
- Employed service model extends to critical functions such as Call Center Agents and Certified Professional Coders (CPC)
- NCQA accredited for credentialing

Experience in Serving Diverse Populations
- Matrix visits the entire chronological spectrum, from newborns to seniors
- Matrix works with 40 payers; providing in-home care to Commercial, Medicare Advantage, Dually Eligible and Medicaid beneficiaries

Changing lives is embedded in the Matrix Culture
- From telephonic contact center to the clinician providing services, the member always comes first
- Matrix Foundation invests into the communities we serve
Introduction to Matrix Mobile

- Pioneered the delivery of mobile risk assessments, diagnostic testing and member engagement services primarily serving the MA market with over 1.5 million members assessed
- Operates 26 mobile clinics, serving dozens of health plans. In 2017, completed @ 4,000 events with 85,000 patient visits
- Mobile health assessments represent an attractive, growing space in the health assessment market:
  - Mobile HAs provide an alternate channel for member engagement
  - Diagnostic and lab capabilities enable gap closure during visits without subsequent PCP referrals
  - Provider of scale in the mobile health assessment market
  - Assessments can be performed on Medicare, Medicaid and Commercial populations