

Perspectives from Anthem on Telehealth

John F. Jesser
VP Provider Engagement Strategy
President, LiveHealth Online
Anthem Inc.

Company Backgrounds

Anthem[®]

- Created and white-labeled LiveHealth Online
- Dedicated organization to support and deliver telehealth
- Available as benefit to 16M+ commercial and individual lives
- First health plan to offer telehealth benefit to Medicare Advantage

AMERICAN WELL[®]

- Mission: expand access to quality, affordable care – available today to 100M lives
- Over \$200M invested in technology and telehealth assets
- Mobile and web platform driven by patented and flexible functionality
- Federation of State Medical Board compliant

Two distinct telehealth solutions

For Consumers

24 x 7 “urgent care in the cloud”: When your doctor is not available or there is no primary care relationship

LHO Psychology
launching 1/1/2016

For Physicians

Practice Edition

Practice defined telehealth for your patients in a convenient, private, secure setting.

HealthCare that Goes Where You Go

The mobile app is available on both iOS and Android devices.

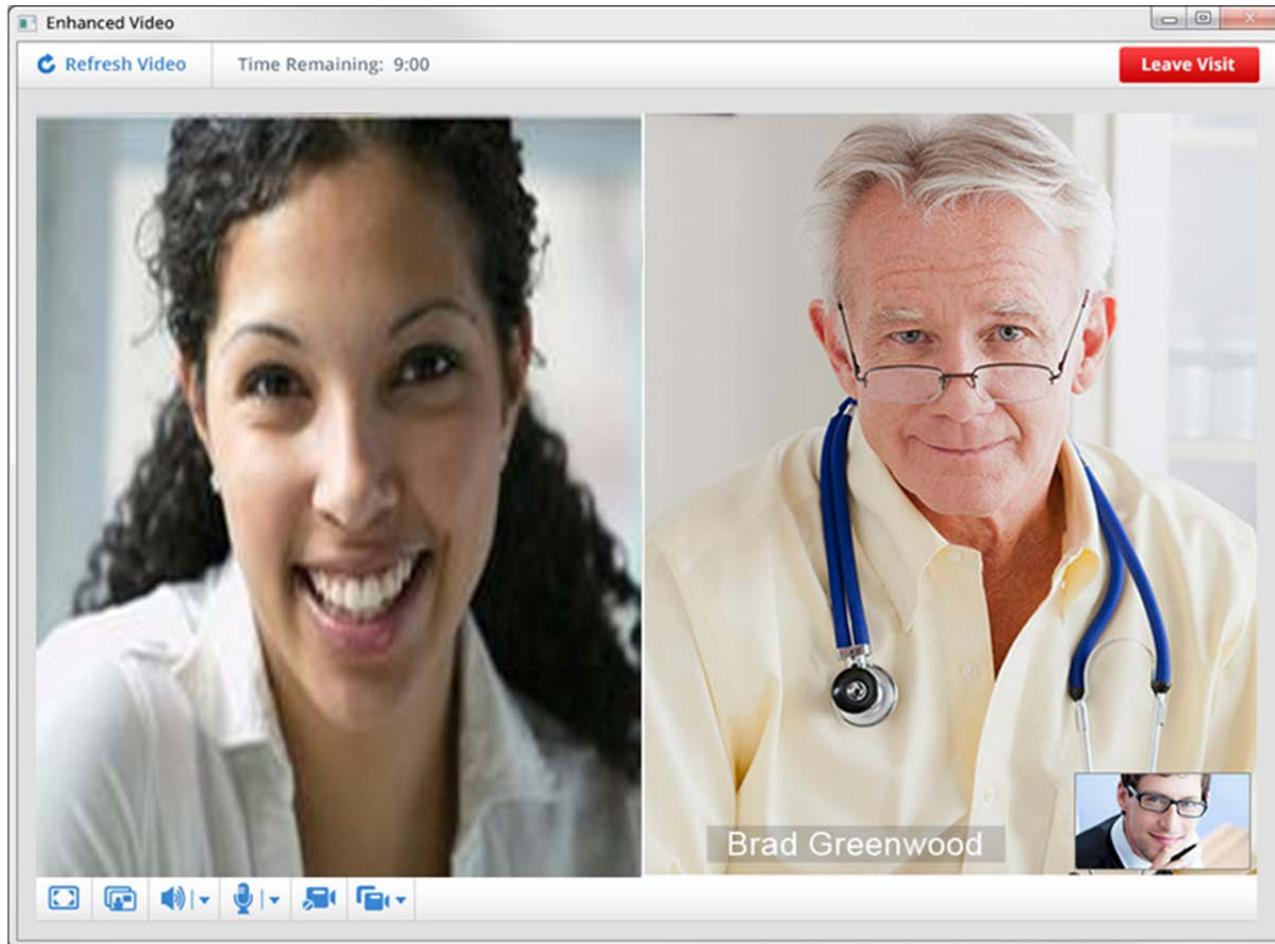
iOS



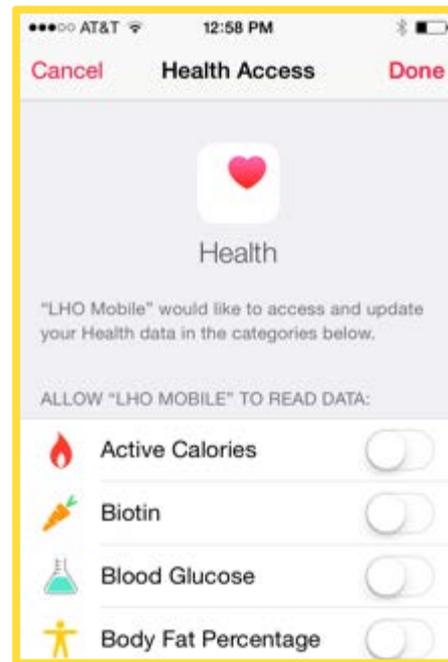
ANDROID



Multi-Point Video

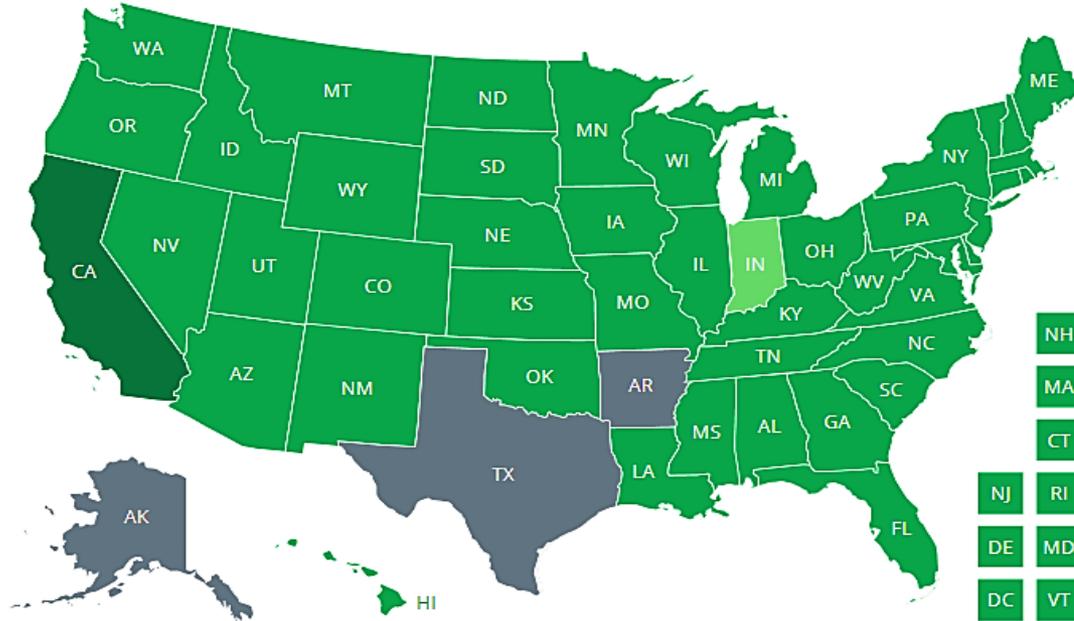


Apple Health APP integration



**Share your
biometric data with
your online doctor
with an easy swipe**

Available in 47 states & DC



Color Key

-  LiveHealth Online is available 24 hours a day, 7 days a week. The doctors can also provide prescriptions*, if needed. Spanish-speaking doctors are available using Cuidado Médico on LiveHealth Online from 7a-11pm PST, 7 days a week.
-  Doctor visits are available and doctors may provide prescriptions* if needed.
-  Doctor visits are available, but doctors may NOT provide prescriptions.
-  LiveHealth Online isn't available. Check back frequently for updates.

* Prescription availability is defined by physician judgment and state regulations.

Work Site Clinics made more affordable

- Typically, it required 5,000 employees at a site to justify an investment in a work site clinic.
- Telehealth allows virtual work site clinics for a fraction of the cost, meaning sites with 100 people can generate a positive ROI

- LiveHealth Online Consumer Post-Visit Survey Results.



Worksite solutions

Employer-branded MedSuites and kiosks offer:

- **High-definition video:** ensures best possible picture quality
- **Touch-screen technology:** makes it easy to use
- **Connected biometric devices:** (blood pressure monitors, thermometers, a weight scale and more)—helps doctors diagnose patients



MEDSUITE (ENCLOSED)



MEDSTOP Console



MEDSTOP Portable

Employer benefits

*Substantial savings**

Emergency
room

\$1,454

Urgent
care

\$156

Doctor's
office

\$112

Retail
clinic

\$77

LiveHealth
Online

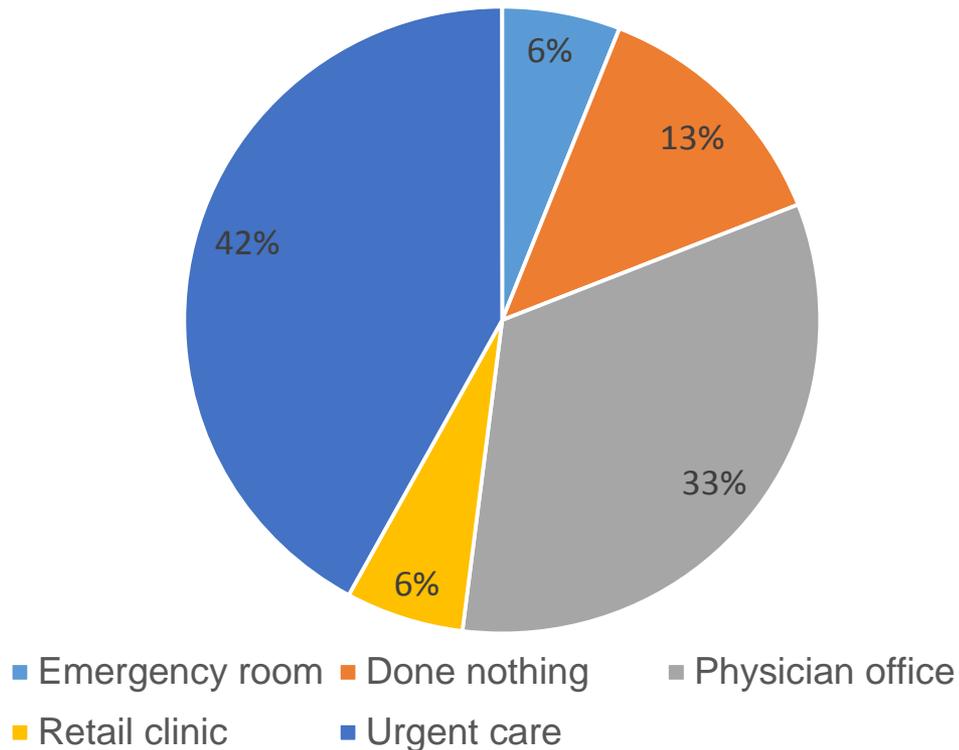
\$49



*National average allowed amounts; 2014 claims data based on Local Group and Individual, Non Refunding Members only, for LHO fully treatable diagnosis codes in Anthem's 14 Blue states.

Cost-savings (Medical + Pharmacy 3-Week Episode Cost)

Patients reported they would have used the following, if not LHO:



- Retail Health is 1.14x as expensive as LHO
- Urgent Care is 1.45x as expensive as LHO
- ER is 6.35x as expensive as LHO
- Doctor's Office is 1.60x as expensive as LHO

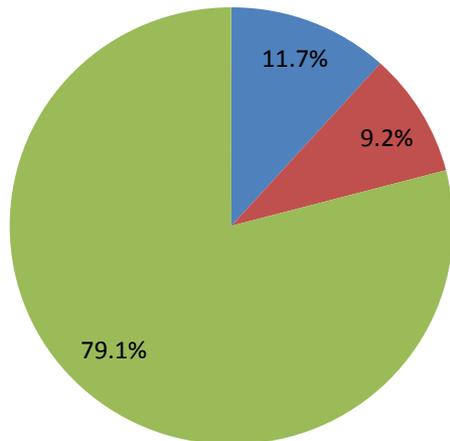
Therefore, members and employers save an average of **\$201*** per episode (including follow-up) for the most commonly treated conditions

Results based on internal LiveHealth Online study during 2014 and Q1 of 2015

*This assumes that patients who do nothing would not eventually need additional care, that patients would use the care they say they would, and that care would follow patterns

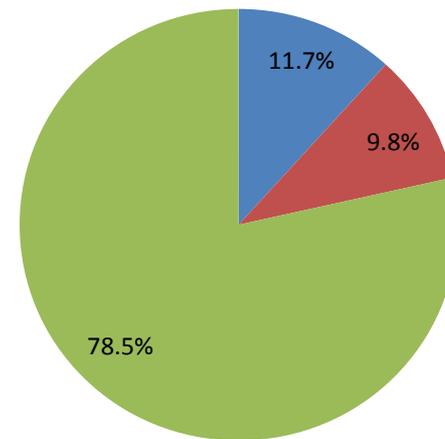
Date Range	Percent who saved 2 hours or more	Total number of respondents (n)
Cumulative (through April 2016)	79.1%	7,209
Last 6 months (11/15-4/16)	78.5%	3,065

Cumulative through April 2016



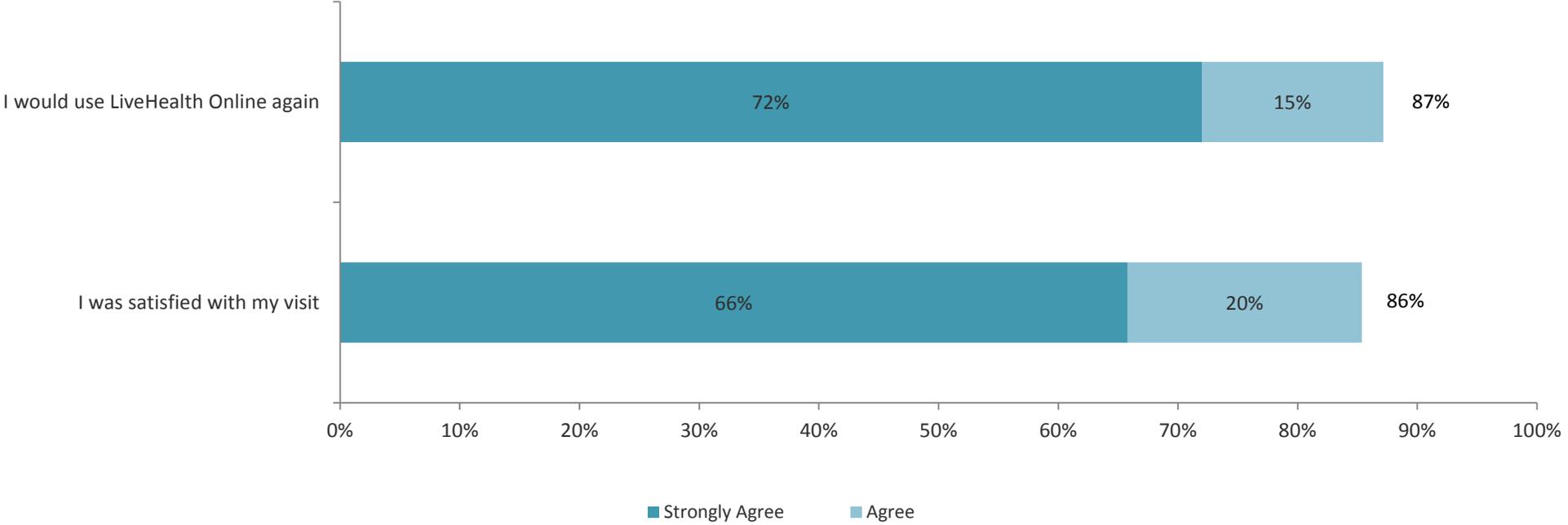
■ None ■ One hour ■ Two or more hours

Last 6 months (11/15-4/16)



■ None ■ One hour ■ Two or more hours

Over the last 6 months (11/15-4/16)



Home

My Health

My Providers

Test My Computer





Welcome to Franciscan OnDemand. We provide care for non-urgent conditions such as: Minor Cough, Cold, Rashes, Allergies, Diarrhea, Ear Pain, Fever, Flu, Headaches, or Pinkeye. We are staffed by primary care physicians.

[More](#) ▾

Find a Specific Provider

Search by Name



Provider
Receptionist One
Family Physician

NEW

Start Visit



Provider
Receptionist Two
Family Physician

NEW

Offline



Provider
Receptionist Three
Family Physician

NEW

Offline

My Services



LiveHealth Online
Medical

LiveHealth Online
Psychology

+ [Add a Service Key](#) ⓘ

Mental health in America

Mental health, substance abuse and suicidal thoughts continue to rise

**42.5
million**

(18.19%)
of adults in
America suffer
from mental
illness

**19.7
million**

(8.46%)
have a
substance
abuse problem

**8.8
million**

(3.77%)
report serious
thoughts of
suicide

**1 in 5
adults**

(20%)
reported they
did not get the
mental health
support they felt
they needed

Source:

<http://www.mentalhealthamerica.net/sites/default/files/Parity%20or%20Disparity%20Report%20FINAL.pdf>

Mental health in America - Depression

Depression is the #1 contributor to disability in the U.S., and one of the most costly health conditions for American employers:

- Nearly **63% of the annual \$83 billion** associated with depression is due to workplace losses
- More than **\$44 billion per year in lost productivity** in the workplace can be attributed to absenteeism and presenteeism
- Workers with depression are often unable to accomplish as many tasks or perform at as high a level as workers without



Source: <http://www.depressioncenter.org/work/depression-and-work/why-should-care/>

Telehealth: for Behavioral Health

A woman with blonde hair and glasses is sitting on a light-colored sofa, looking at a laptop computer. She is wearing a white short-sleeved top and blue jeans. The background shows a window with greenery outside.

Convenience and access to online behavioral health visits encourage consumers to get the care they need.

The change in patients that participate in a regular depression management program - **8.2% greater productivity** and **28.4% less absenteeism** over two years compared to patients who do not regularly participate. *

The reduction in absenteeism and the increase in productivity had an **estimated annual value** of **\$2,601** per full-time equivalent employee (\$1,982 for improved productivity and \$619 for reduced absenteeism).**

*The Business Case for Effective Mental Health Treatment, National Council for Behavioral Health. http://www.thenationalcouncil.org/wp-content/uploads/2015/01/14_Business-Case_Mental-Health.pdf

* <http://www.depressioncenter.org/work/depression-and-work/why-should-care/>

Behavioral Health Online

Online behavioral health visits make it easy and convenient to speak with licensed therapists about issues with stress, anxiety, depression, and more. Members can simply make an appointment and connect with a professional in just a few days.



Evening and weekend access based on availability*



Ability to schedule the first visit and be seen within four days—in some cases, on demand



Ability to interact privately with a psychologist or therapist from a comfortable environment like your home



Your cost share remains the same as for current in office therapy benefits

*Appointments can be scheduled from 7am to 11pm coast-to-coast; Psychology is for those 10 and over.

Coming Attractions

- Psychiatry
- Mom and Baby
- Spanish Language Expansion
- Dermatology
- Brand name provider practices

Contact Information

- John Jesser: john.jesser@anthem.com
(216)-513-6357
- www.livehealthonline.com
- iOS App Store and Google Play Store : search for LiveHealth Online