

## Employers Spoke.

Take the *pain* out of healthcare.

## We Listened.

Technology that tackles high cost care episodes from *ouch* to *positive outcome*.

## Third Party Benefits Administrators & Payers

### An Industry in Crisis

Self-insured employers are facing a healthcare cost crisis that is unsustainable. Insurance premiums are increasing at 5.5% on average per year while billions are wasted on excess administration, unnecessary services, high prices, and inefficient delivery of services. Provider costs can vary 200-300%, even in the same geographical market. And consumers, who are spending more out-of-pocket each year, lack the tools they need to make good decisions in a fragmented system and increasingly seek digital solutions to engage in their health.

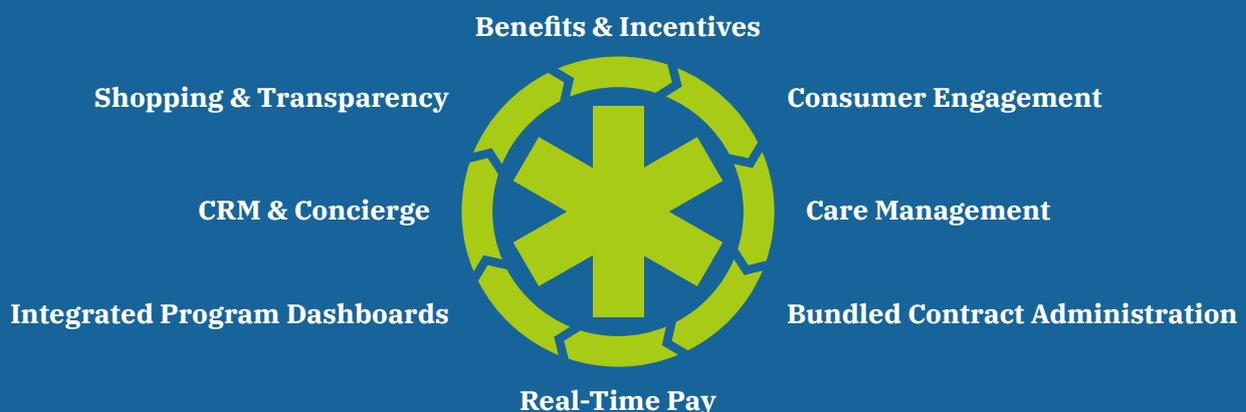
Value-based approaches have emerged offering new payment and care models that align incentives, reduce inefficiency, create better outcomes, and improve overall satisfaction. Given that the \$700B surgery market represents the largest spend category for employers at over 30% of their employee healthcare costs, tackling high cost surgery claims is a top priority. But despite their promise for substantial savings, current value-based programs are inefficient to administer and slow to deliver results. In fact, more than 70% of payers report it takes over one year to deploy an episode of care program in their markets.\*

### The Solution

Payers need a technology solution that supports the unique operations, engagement, transparency, communications, clinical workflow, and bundled contract administration requirements to rapidly and efficiently scale employer savings programs across all high cost episodes of care.

The Spoke Health Platform is the connected ecosystem hub built specifically to power value-based programs that tackle high cost care episodes while offering consumers a “high tech and high touch” experience. Our integrated platform not only enables payers to efficiently administer and scale bundled contracts and networks, but also provides robust workflow and digital tools for their care and concierge teams to help consumers navigate complex healthcare decisions and guide them to positive outcomes.

## Spoke-Powered Value-Based Program



The Spoke Health platform is comprised of three major capabilities:

**Spoke Consumer** is a multi-channel engagement and cost and quality transparency solution that helps consumers to learn about their benefits, self-navigate to select a provider, and securely communicate with a concierge or care manager before and after a stressful care procedure.

\* <https://www.changehealthcare.com/press-room/press-releases/detail/change-healthcare-study-finds-value-based-care-bending-the-cost-curve>

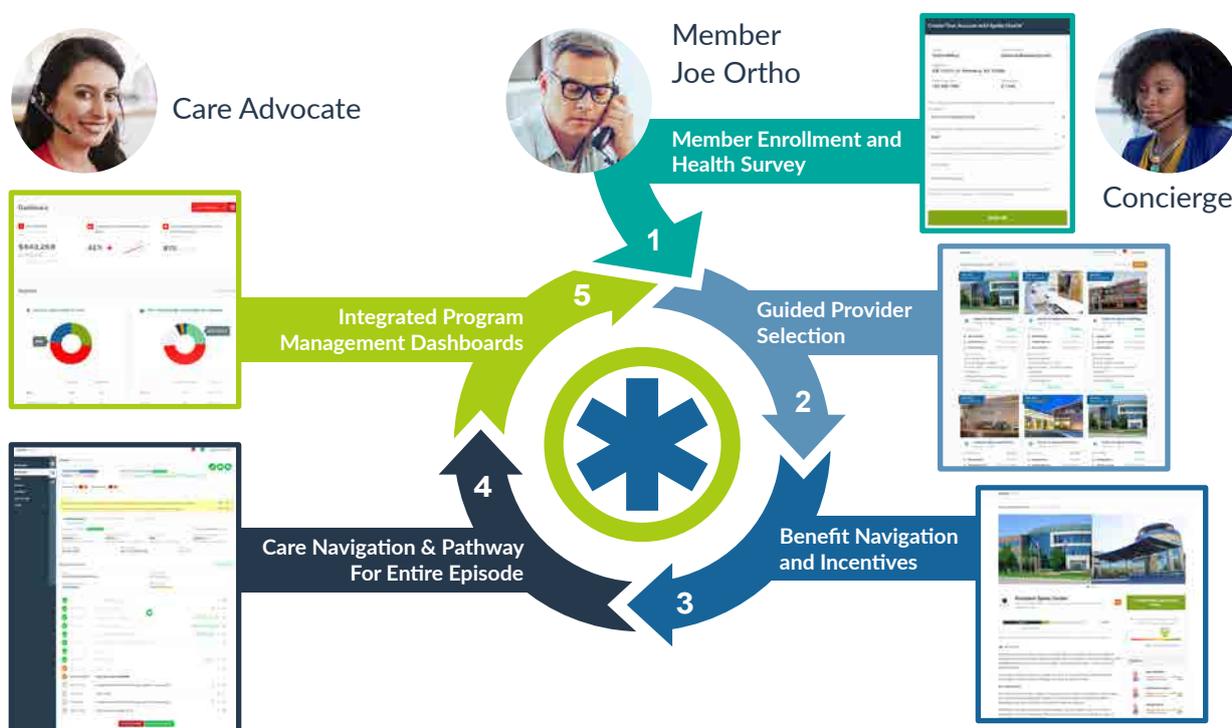
**Spoke Advocate** enables concierge and care managers to leverage embedded surveys, clinical pathways, and workflow tools to guide consumers to higher quality, lower cost providers, and create a positive healthcare experience for all stakeholders.

**Spoke Bundler** is the chassis for efficiently administering bundled provider contracts and networks. The Bundler displays all the contracted rates for each bundled contract and enables provider side-by-side comparison for accurate cost and quality transparency. The platform can be configured to support claimless, real-time provider payments to dramatically reduce administration and increase provider program engagement.

Demonstrating an ROI for the value-based program is critical for all stakeholders. The Spoke Health platform tracks and measures results for the overall value-based program including cost savings by procedure type, concierge program efficiency, health outcomes, and consumer satisfaction. These results can be shared as informative dashboards for employers, payers, and providers participating in the program.

### How It Works

The Spoke Health platform enables concierge and care advocates to help consumers navigate complex healthcare decisions and guide them to higher quality, lower cost providers and a positive outcome for an episode of care.



### Surgery Program Results\*

- ✓ 100% Client Satisfaction
- ✓ 98% Compliance with Program and Engagement
- ✓ Implemented in Weeks vs. Months (or Years!)
- ✓ 10x Increase in Patient Engagement Touchpoints
- ✓ 25-50% Savings Potential for High-Cost Procedures

\* Based on early client results.



#### Our Name

Across industries, spoke and hub systems offer exceptional efficiency. Spoke Health's hub technology platform connects all the critical spokes for value-based care, optimizing healthcare for all.



#### Our Mission

To power solutions that substantially increase efficiency and reduce healthcare costs while improving quality, outcomes, and satisfaction.



#### What Motivates Us

Every day we strive to build powerful technology solutions that make the healthcare system work better, and create healthier consumers.