

# 2023 AEP Readiness

Premier Marketing 5/12/22



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## Why are we doing this?

We started with a simple question.  
“Is healthcare today — confusing,  
expensive, impersonal — really the  
best we can do?”

**We can do better and our brokers are  
a vital part of our success.**

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## Our success story comes from our love and dedication

Our teams are well prepared to serve you and your clients

### Agent Support

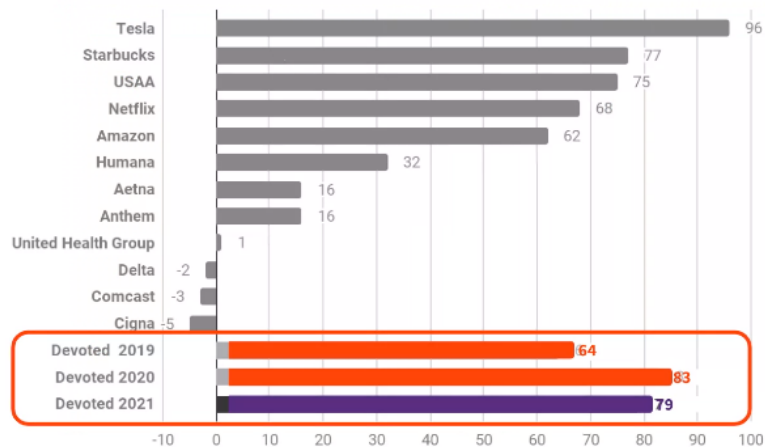
- 95% of calls answered within 30 seconds, 95% of issues resolved on the same call
- 97% of agent cases resolved within 5 business days
- Brokers rated us 4.4 out of 5 in a 2022 AEP survey
- Bi-lingual support

### Member Guides

- > 87% of calls answered within 30 seconds
- > 91% of member issues resolved on first call
- > 97% of member issues resolved within 5 days
- > 90% of claims adjudicated in 3 days
- Bi-lingual support

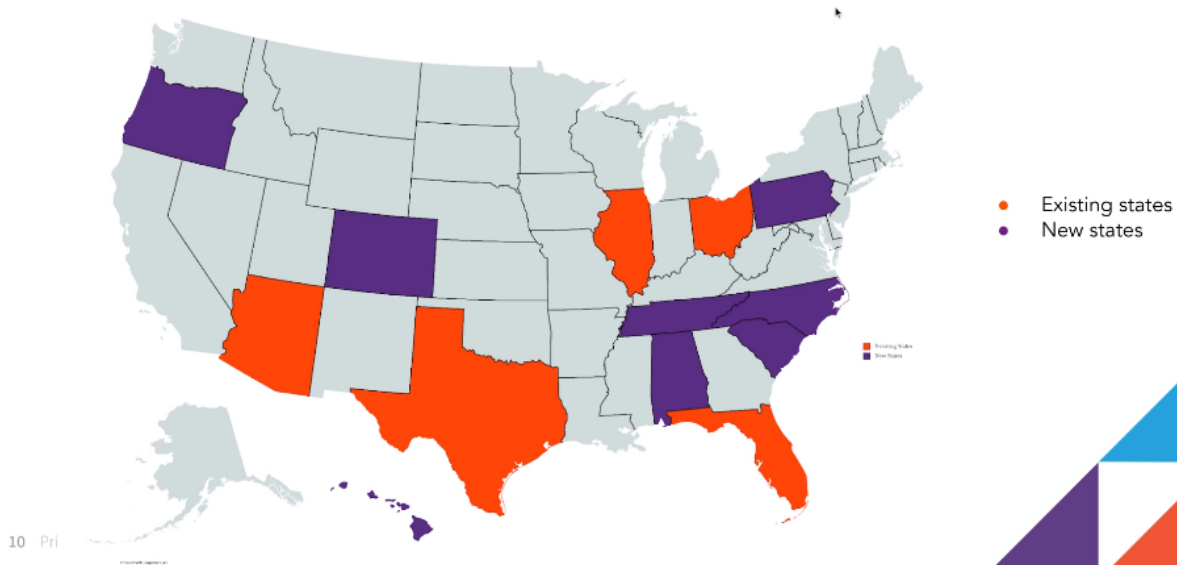
## NPS: How do we stack up?

Our dedication to outstanding service has yielded great results. Our Net Promoter Score (NPS) of 79 is on par with some of the most respected companies in the world



**62%**  
of our members  
have referred  
Devoted Health

## 2023 Coverage



## Devoted current and prospective 2023 service area

### Current service area

**FL:** Greater Orlando, Jacksonville, Tampa Bay, Manatee, LMS, Miami-Dade, Broward, Palm Beach  
**TX:** Houston, San Antonio  
**AZ:** Maricopa/Pinal, Yavapai  
**OH:** Cleveland, Youngstown, Toledo  
**IL:** Chicago

### Expansions in current states

**FL:** Treasure Coast, Daytona, Pensacola  
**TX:** Austin, El Paso  
**AZ:** Coconino, Pima  
**OH:** Cincinnati, Dayton, Lima, Mid-Ohio

### 2023: 8 new states

**AL:** Birmingham, Mobile, Montgomery, Huntsville, Pensacola, FL  
**TN:** Nashville, Knoxville, Memphis  
**PA:** Philadelphia  
**NC:** Greensboro, Winston-Salem  
**SC:** Upstate  
**CO:** Denver  
**OR:** Portland  
**HI:** Honolulu

Which markets do we share interest with Healthmarkets distribution?



## 2022 COVERAGE AREA:

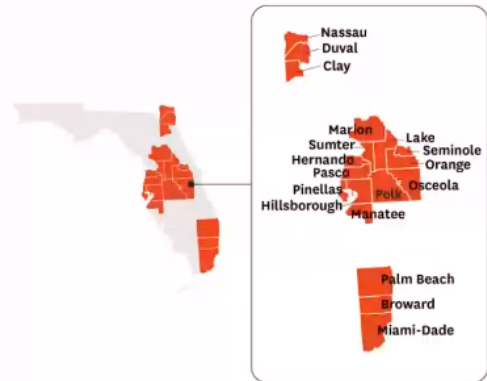
# Florida

Core HMO, Prime HMO, Essentials HMO, Dual HMO  
D-SNP, and Latitude PPO\* **(New)**

### FL counties

- |                |            |
|----------------|------------|
| • Miami-Dade   | • Nassau   |
| • Broward      | • Duval    |
| • Palm Beach   | • Clay     |
| • Hillsborough | • Marion   |
| • Pinellas     | • Lake     |
| • Seminole     | • Sumter   |
| • Osceola      | • Orange   |
| • Polk         | • Hernando |
|                | • Pasco    |
|                | • Manatee  |

\* Not available in Miami-Dade, Marion, Lake, or Sumter counties



- 2022 counties

All 2022 plans are pending CMS approval

## 2022 COVERAGE AREA:

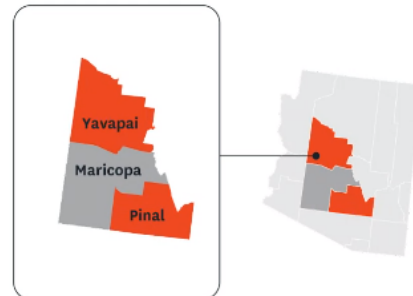
# Arizona

Core HMO, Flex HMO\*, Select HMO, Liberty HMO\* **(New)**,  
Advance HMO C-SNP **(New)**, Essence HMO C-SNP\* **(New)**

### AZ Counties

- Maricopa
- Pinal **(new)**
- Yavapai **(new)**

\* Not available in all counties



- Current counties
- 2022 new counties

All 2022 plans are pending CMS approval

# Illinois Market Insights

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Just submitted bids for 2023 in few weeks will be able to. Sneak Peeks to Brokers in July. Top Gold events to invite agents. Also have kickoff events.

They require f2f training – virtual as well but condensed. Won't offer until the first f2f kickoff has been completed.

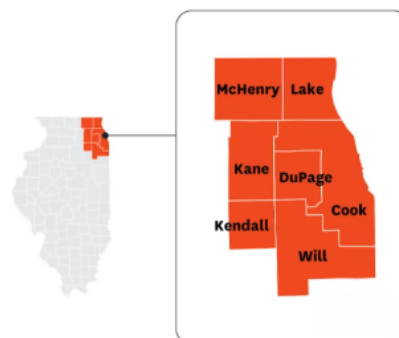
## 2022 EXPANSION STATE:

## Illinois

Core HMO, Prime HMO, Essentials HMO

### IL Counties

- Cook
- DuPage
- Kane
- Kendall
- Lake
- McHenry
- Will



- 2022 new counties

All 2022 plans are pending CMS approval

Checking to make sure we can discuss expansion markets – said is already out. Can use these graphics also.

No new counties for 2023 in IL

2024 going into IN, MO (East St. Louis area) & MI

**Illinois - Greater Chicago**

**Advocate Health Care**  
We are Advocate Aurora Health

**AMITA HEALTH**  
Glen Oaks, St. Joe's Joliet, Mercy Aurora

**RUSH**

**NorthShore**  
University HealthSystem

**VISTA**  
HEALTH SYSTEM

**JenCare** Senior Medical Center

**VillageMD**

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Other providers available in our network

Amita – will have all of their offerings – working on right now

NorthShore – Elmhurst Memorial (highly ranked and sought after hospital)

Silvercross contracting with in 2023 & Loyola System in Central Chicago & West

Robust don't have Dooley Hospital & Northwestern in Chicago – not working with Oakstreet Health at all anywhere



## Devoted Health Illinois Plans

	New! Essentials (HMO)	New! Core (HMO)	New! Prime (HMO)
<b>Plan Highlights</b>	\$85 Part B premium buydown, \$0 monthly premium, \$0 Rx deductible, dental included!	\$0 monthly premium, \$0 Rx deductible, rich benefits, dental included!	Low monthly premium (\$0 for full LIS), rich benefits
<b>Service Area</b>	Cook, DuPage, Kane, Will, Lake, McHenry, Kendall	Cook, DuPage, Kane, Will, Lake, McHenry, Kendall	Cook, DuPage, Kane, Will, Lake, McHenry, Kendall
<b>Premium</b>	\$0	\$0	\$29.10
<b>Max out-of-pocket</b>	\$4,500	\$2,900	\$2,900
<b>PCP/Specialist Copay</b>	\$0 / \$40	\$0 / \$15	\$0 / \$15
<b>Inpatient Hospital</b>	\$395 per day, days 1-5	\$150 per day, days 1-7	\$150 per day, days 1-6
<b>Outpatient Surgery</b>	\$150 ASC; \$395 OH	\$95 ASC; \$150 OH	\$95 ASC; \$150 OH
<b>Lab Copay (Office/Lab)</b>	\$0	\$0	\$0
<b>Rx Copays</b>	\$0 / \$15 / \$47 / \$100 / 33%	\$0 / \$0 / \$47 / \$100 / 33%	\$0 / \$0 / 25% / 25% / 25%
<b>Rx Deductible</b>	\$0	\$0	\$480 T3-T5

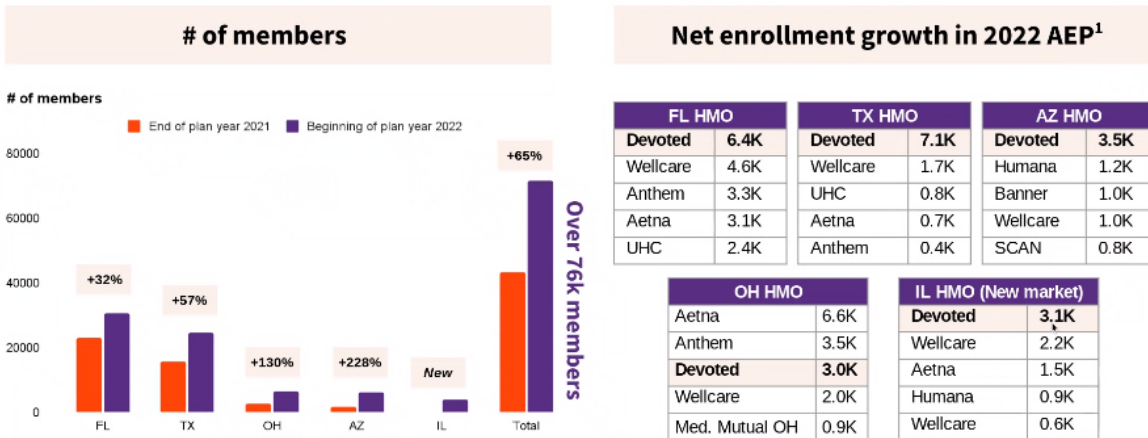
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In all states bringing PPO to Markets most are \$0 premiums

Core Plan anchor product – top of portfolio. Positions the core product in all markets to be head to head with top carrier with their plan

Successful AEP & OEP in Chicago

## We're the fastest-growing MA plan nationally and we're just getting started



(1) Source: CMS Monthly Enrollment by Contract/Plan/State/County, comparing December 2021 and January 2022 enrollment. Net enrollment growth figures will not tie to internal Devoted Health reports. Data reflects plan types that Devoted Health offers (i.e., individual MA HMO only except for FL, which includes D-SNP) and Devoted Health's service area.

## Devoted Health Extras — Illinois

	Essentials (HMO)	Core (HMO)	Prime (HMO)
Grocery Wallet	N/A	N/A	\$35 per month
Dental	Preventive	Preventive & comprehensive Up to \$5,000 comprehensive	Preventive & comprehensive Up to \$5,000 comprehensive
Hearing	\$599 / \$899 copay per aid	\$199 / \$499 copay per aid	\$199 / \$499 copay per aid
Over-the-Counter	\$50 every 3 months	\$175 every 3 months	\$300 every 3 months
Personal Emergency Response Device	\$0 per month	\$0 per month	\$0 per month
Transportation	\$0 - 24 one-way trips	\$0 - 24 one-way trips	\$0 - 30 one-way trips Unlimited to PCP
Vision	\$125 per year	\$350 per year	\$400 per year
Wellness	\$0 Silversneakers & \$300 Devoted Wellness Bucks	\$0 Silversneakers & \$150 Devoted Wellness Bucks	\$0 Silversneakers & \$150 Devoted Wellness Bucks
Wigs for Chemotherapy	\$500 per year	\$500 per year	\$500 per year

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Commitment to dental. \$5,000 use it or lose it in a calendar year. Anything covered except for implants – Dental Quest is the vendor – HMO Network. Concerned with Denta Quest network going in and have been disruptions & complaints from customers with proximity of where they live. Strive for stability. Moving from Denta Quest (based off Medicaid) to **Delta Dental (based off of group or commercial) for 2023.**

## Pennsylvania Market Insights



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# Service Areas

- Philadelphia
- Bucks
- Montgomery
- Chester
- Delaware



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## Philadelphia, Delaware, Chester, Montgomery and Bucks Counties



4 HMO's and a PPO

## Network Development Status

### Contracted

- Jefferson Health
- Einstein
- Mainline Health
- Redeemer Health
- Grandview
- Doylestown
- Tower Health
- Trinity Mid-Atlantic
- Dedicated to Seniors (Chen Med)

### Ongoing Discussions

- Temple

### 2024+

- Prime Healthcare
- University of Penn



Relying on Broker Channel to grow markets. Booking Events now – June 15 for seminars to be booked.

Will not have University of PA the 1<sup>st</sup> year.

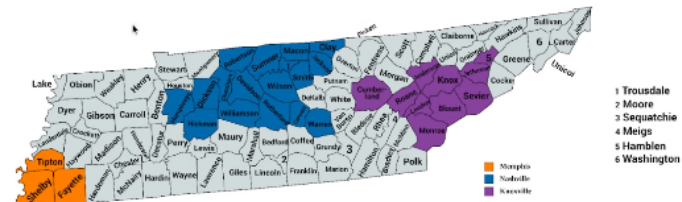
Launching a DSNP Yr 2 then University of PA will be in network

# Service Areas



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## Memphis, Nashville, & Knoxville



## Network Development Status

### High PAR Probability

- Baptist (Memphis)
- Methodist (Memphis)
- HCA (Nashville)
- Ascension (Nashville)
- Lifepoint (Nashville)
- Tennova - CHS (Knoxville)
- Covenant (Knoxville)
- St. Thomas Medical Group (Nashville)
- ChenMed (Memphis)

### Avg PAR Probability

- Summit Medical Group (Knoxville)
- Heritage Medical Group (Nashville)

### Low PAR Probability

- Vanderbilt (Nashville)
- University of TN (Knoxville)



Not having Vanderbilt in Nashville could be a pushback there. Will negotiate again down the road.

3 HMO's/\$0 & Premium PPO/DSNP

They plan to be 1 or 2 in this market

Alabama

Montgomery, Mobile (downstate on gulf), Pensicola Florida across the border. 3HMO's, \$0 PPO & DSNP  
Coming in these markets strong.

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SC Market – everybody except Punzin (spelling?) in this market

Denver Market – includes University of CO DSNP/2HMO's & 2 PPO's

Certifications – available on 6/20/22 link to send to agents and allows them to get in line for the 20<sup>th</sup>.  
When they open they will get an email explaining they have a spot in line and to go in and become RTS.

New Brokers for 2023 will also cover 2022