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We're here to take care of everything so you & your members can keep the pedal to the floor for all the laps to come.

-Devoted Pit crew



## **Our mission**

To dramatically improve the health and well-being of older Americans by caring for every person like family



**Ed and Todd Park**Devoted founders with photo of their parents



## Ranked #3 nationally on absolute # of net new MA members added during 2024 AEP

Absolute MA Member Growth - Rank				
	2022	2023	2024	
Aetna CVS	3	9	1	
Humana	4	1	2	
Devoted	7	3	3	
Elevance	5	4	187	
United	1	2	184	
Cigna	50	5	181	
Centene/Wellcare	2	188	188	

**Devoted consistently** finds itself amongst the largest carriers by growth

Source: Monthly Enrollment by Contract/Plan/State/County from CMS Growth represents Dec to Feb data. Includes LPPO, RPPO and HMO/HMOPOS; excludes EGWP.



## The Devoted Difference is combining service with strong benefits and networks



#### The Devoted Difference

- **Servicing members:** members feel the difference in every interaction, every letter, every text
- **Servicing brokers through clients:** brokers see the care that we bring to your clients
- **Servicing brokers:** brokers that work with us see how easy we are to work with and want to partner with us.

Competitively designed benefits



Strong high-quality high-value networks



# **Experience the Devoted difference**



## Our members...



#### **Know they can** always reach us

**92%** of member calls get answered within 30 seconds



#### Trust us to take care of them

Our member **NPS score** (70) is amongst the highest in the industry.

**89.4%** of members trust we're keeping our promise to get them the care they need.



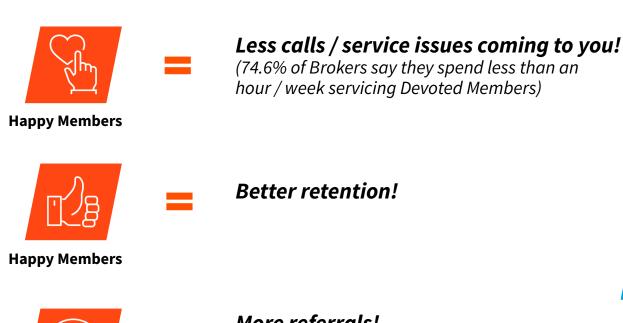
#### Reliably get the help they need

**94%** of calls get resolved on the first call.

All Devoted plans receive 5 Stars on **CAHPS for Customer** Service.



## What does this mean for you?







## Fast and Committed Service



#### **Easy on-boarding**

 95% of brokers say our onboarding and certification process was a smooth and many say it's the most efficient of any carrier



#### Pay quickly

- Commissions paid weekly on the application date
- Agent of Record protection



## **Ongoing dedicated service**

- 91% of calls are answered within 30 seconds through our US based agent call center
- Local in-market support team



## Best in class assets, tools and trainings

- Customizable marketing assets (social, flyers, direct mail)
- Comprehensive trainings

And, we listen, welcome your feedback - it shapes improvements to benefits, network, portal, support, etc.

2025 footprint & products



#### **Disclaimers**

- All plans may not be available in every market
- To find out which plans are available in your market area, check the Summary
  of Benefits or visit Devoted.com and enter your zip code <a href="here">here</a>
- New plan offerings for 2025 will not appear online until October 1
- To find information on plan benefits and availability before October 1, look out for emailed communications from our team
- All 2025 plan information in this document is pending approval from CMS

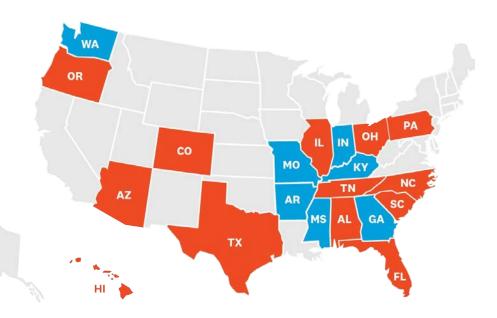


### **National expansion**

 Our footprint will cover 36.5% of Medicare Advantage enrollees nationally

 In 2025, we will be offering plans in 20 states - 7 new and 13 existing

More opportunities for multi-state sales







## How to build benefits the right way

#### **Process**

**Detailed** competitive analysis

Market Intelligence **Broker**/ **Prospect Feedback** 

**Real time** benefit utilization data

#### Results

- Competitive products that are sustainably built
- Intuitive plan design with members in mind
- Adjust plan design to help member experience

## PY25 plan and benefit designs are focused on flexibility and simplicity



#### **PPO plans**

- No referrals to allow for freedom of choice
- Co-pays instead of co-insurance for OON



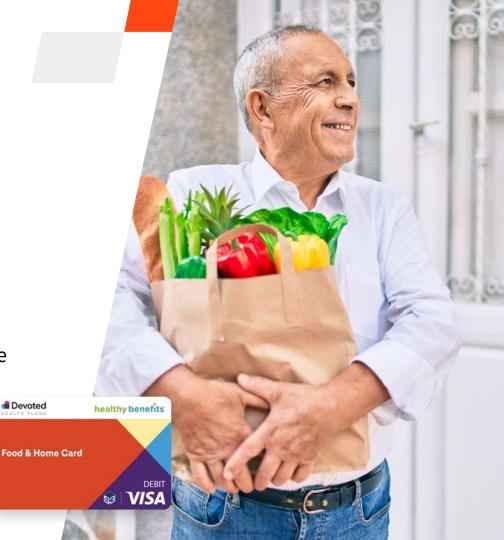
## One card for multiple benefits

 OTC has been added to Food & Home Card to provide flexibility and convenience



## A Food & Home Card for Mom and Dad

- A monthly allowance for <u>food</u>, <u>utilities</u>, <u>and rent</u> - and now OTC!
- **94%** of non-SNP members qualify
- Most members qualify within the first 30 days of joining the plan
- We use countless sources to help qualify members as easily and quickly as possible
- Top 5 qualifying conditions: high cholesterol, Hypertension, diabetes, arthritis, COPD



#### **2025 National Product Overview**

Giveback HMO and PPO

- Continuing to invest in high Part B giveback values
- Offset by less rich medical and supplemental benefits than other Devoted products

\$0 HMO and PPO

- Anchor product lines with
   balanced medical and supplemental benefits
- Over three quarters of these products have a Food & Home Card

Premium HMO and PPO

- Landing spot for people looking for strong supplemental benefits
- Most premium products are \$0 for individuals who receive 100% LIS/Extra Help

D-SNP HMO & PPO

- Full and partial dual oriented
   D-SNP products are offered in AL, AR, CO, FL, GA, MO, MS, NC, OH, PA and TX
- All D-SNP products have
   Food & Home
   Card and dental

Giveback MA Only PPO & HMO

- Designed for veterans looking for high Part B giveback values
- Offered in AL, AZ, CO, FL, GA, HI, NC, OH, SC and TX

**C-SNP HMO** 

- Special product in AZ, TN and TX offered for individuals with specific qualifying conditions
- Plans are either \$0 premium or have a premium that is reduced to \$0 for individuals who receive 100% LIS/Extra Help



## **Table of Contents**

<u>Alabama</u>

**Arizona** 

**Arkansas** (new)

**Colorado** 

**Florida** 

**Georgia** (new)

<u>Hawaii</u>

<u>Illinois</u>

**Indiana** (new)

**Kentucky** (new)

Mississippi (new)

Missouri (new)

**North Carolina** 

<u>Ohio</u>

<u>Oregon</u>

<u>Pennsylvania</u>

**South Carolina** 

<u>Tennessee</u>

<u>Texas</u>

**Washington** (new)



#### Alabama

#### **Existing Counties:**

Lawrence

Limestone

Lowndes

Marshall

Montgomery

Mobile

Morgan

Shelby

St. Clair

Walker

Winston

Talladega

Macon Madison

- Autauga
- Baldwin
- Bibb
- Blount
- Bullock
- Chilton
- Clay
- Colbert
- Coosa
- Cullman
- Dallas
- Dekalb
- Elmore
- Etowah
- Jackson
- Jefferson
- Lauderdale

#### **New Counties:**

- Butler (NEW)
- Chambers (NEW)
- Cherokee (NEW)
- Cleburne (NEW)
- Escambia (NEW)
- Pike (NEW)
- Randolph (NEW)
- Russel (NEW)
- Tallapoosa (NEW)





## **Alabama: Network highlights**

- We build networks that can deliver the level of care and quality we require for our members
- Expanding the network is not a one and done it's an ongoing process with new adds every day

National Provider Count		
Total	337,577	
Last 12 months	99,751	

Alabama Provider Count		
Total	17,886	
Last 12 months	8,952	



### **Alabama Hospitals**

#### **Birmingham**



BBH Hospitals: Brookwood, Princeton, Shelby, Citizens, Walker













#### **Montgomery**











#### Mobile













#### **North Alabama**



HH Hospitals - Huntsville, Madison, Athens Limestone, Decatur Morgan, Helen Keller, Highlands Medical Center, Marshall Medical Centers (2), Dekalb Regional, & Red Bay









## **Alabama: Birmingham Network**

#### **Contracted Provider Groups**





















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OF ALABAMA





















#### Alabama: Mobile Network

#### **Contracted Provider Groups**





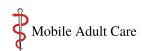
































#### **Hospitals**















## AL: Birmingham, Mobile and Montgomery Featured Plans

		Plan type	Member personas
	CHOICE GIVEBACK PPO (H9888-005-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H9888-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H9888-007-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
нмо	CORE HMO (H3080-001-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
пмо	GIVEBACK HMO (H3080-002-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction

## AL: Birmingham, Mobile and Montgomery, D-SNP Plans

		Plan type	Member personas
D-SNP	DUAL PLUS HMO (H3080-003-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H3080-004-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

### **AL: North Alabama Featured Plans**

		Plan type	Member personas
	CHOICE GIVEBACK PPO (H9888-006-000)	Giveback PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H9888-002-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H9888-007-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
D-SNP	DUAL PLUS HMO (H3080-006-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H3080-007-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

#### **Arizona**

#### **Existing Counties:**

- Cochise
- Coconino
- Graham
- Maricopa
- Pima
- Pinal
- Santa Cruz
- Yavapai
- Yuma

#### **New Counties:**

La Paz (NEW)





## **Arizona: Network highlights**

- We build networks that can deliver the level of care and quality we require for our members
- Expanding the network is not a one and done it's an ongoing process with new adds every day

National Provider Count			
Total 337,577			
Last 12 months	99,751		

Arizona Provider Count		
Total	21,806	
Last 12 months	3,504	



#### **Arizona Network**



















































### **AZ: Northern Arizona Featured Plans**

		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H6586-006-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H6586-002-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals

Other product(s) available: CORE HMO (H8173-007-000)

#### **AZ: Phoenix Featured Plans**

		Plan type	Member personas
	GIVEBACK HMO (H8173-019-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
НМО	EXTRA HMO (H8173-020-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	PREMIUM HMO (H8173-021-000)	Premium HMO	Will pay premium in exchange for richest supplemental benefits
PPO	LIBERTY CHOICE PPO (H6586-005-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
C-SNP	BE WELL PLUS HMO (H8173-014-000)	C-SNP HMO	Prefers benefits tailored to support their condition and will pay a premium for richer supplemental benefits

Other products available: CORE HMO (H8173-001-000), SELECT HMO (H8173-002-000), LIBERTY HMO (H8173-005-000), CHOICE PPO (H6586-001-000) and BE WELL C-SNP HMO (H8173-011-000)

## **AZ: Southern Arizona (Pima) Featured Plans**

		Plan type	Member personas
нмо	GIVEBACK HMO (H8173-013-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
нмо	CORE HMO	\$0 Premium HMO	Looking for well rounded benefits and the extras
DDO	CHOICE PPO (H6586-003-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
PPO	LIBERTY CHOICE PPO (H6586-005-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage

GIVEBACK HMO, CORE HMO and CHOICE PPO available in Pima county only

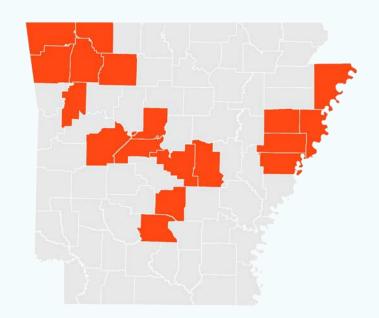
## **AZ: Southern Arizona (Rurals) Featured Plans**

		Plan type	Member personas
	GIVEBACK PPO (H6586-006-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H6586-002-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H6586-005-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage

#### **Arkansas**

#### **New Counties:**

- Benton (NEW)
- Carroll (NEW)
- Conway (NEW)
- Crittenden (NEW)
- Cross (NEW)
- Dallas (NEW)
- Franklin (NEW)
- Grant (NEW)
- Lee (NEW)
- Lonoke (NEW)
- Madison (NEW)
- Mississippi (NEW)
- Newton (NEW)
- Perry (NEW)
- Pulaski (NEW)
- St. Francis (NEW)
- Washington (NEW)
- Yell (NEW)





#### **Arkansas Hospitals**

**Little Rock** 







Northwest





**Memphis** (Northeast AR)



**NEA Baptist Memorial Hospital** Baptist Memorial Hospital-Crittenden







**Baptist Cancer Center-Blytheville NEA Baptist Fowler Family Center for Cancer Care Baptist Cancer Center-Crittenden** 



#### **Arkansas Featured Plans**

		Plan type	Member personas
PPO	CHOICE GIVEBACK PPO (H7397-002-000)	Giveback PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
	CHOICE PPO (H7397-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
D-SNP	CHOICE DUAL PLUS PPO (H7397-003-000)	D-SNP PPO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	CHOICE DUAL PPO (H7397-004-000)	D-SNP PPO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

#### Colorado

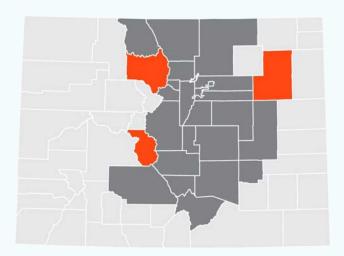
#### **Existing Counties:**

- Adams
- Gilpin
- Arapahoe
- Huerfano
- Boulder
- Jackson
- Broomfield
- Jefferson
- Clear Creek
- Larimer
- Crowley
- Lincoln
- Custer
- Park
- Denver
- Pueblo
- Douglas
- Saguache

- El Paso
- Teller
- Elbert
- Weld
- Fremont

#### **New Counties:**

- Chaffee (NEW)
- Grand (NEW)
- Washington (NEW)





# **Colorado: Network highlights**

- We build networks that can deliver the level of care and quality we require for our members
- Expanding the network is not a one and done it's an ongoing process with new adds every day

National			
Total 337,577			
Last 12 months	99,751		

Colorado		
Total	18,815	
Last 12 months	1,903	



#### **Colorado Network**





























**UCHealth Medical Group** 

Village Medical





































Health











**RADIOLOGY** 

South Denver Gastroenterology, P.C.













INVISION SALLY JOBE



HEALTH IMAGES











**FOOTHILLS** 



















## **CO: Denver Metro Featured Plans**

		Plan type	Member personas
НМО	CORE HMO (H7147-004-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	GIVEBACK HMO (H7147-005-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
	CHOICE GIVEBACK PPO (H4808-003-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H4808-002-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H4808-004-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage

## **CO: Greater Colorado Featured Plans**

		Plan type	Member personas
	CHOICE PPO (H4808-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
PPO	CHOICE GIVEBACK PPO (H4808-003-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
	LIBERTY CHOICE PPO (H4808-004-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
НМО	CORE HMO <sup>(1)</sup> (H7147-001-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras

<sup>(1)</sup> Not available in Chaffee, Grand, and Washington counties

## **Colorado D-SNP Plans**

		Plan type	Member personas
D-SNP	CHOICE DUAL PLUS HMO (H7147-003-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals
	CHOICE DUAL HMO (H7147-007-000)	D-SNP HMO	Partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

## **Florida**

#### **Existing Counties:**

- Brevard
  - Nassau
- Broward
- Orange

Clay

- Osceola
- Duval
- Palm Beach
- Escambia
- Pasco
- Flagler
- Pinellas
- Hernando
- Polk
- Hillsborough
  - Santa Rosa
- Indian River
- Seminole

Lake

- St. Johns
- Manatee
- St. Lucie
- Marion
- Sumter
- Martin
- Volusia
- Miami-Dade





## Florida Panhandle

#### **Existing Counties:**

- Escambia
- Santa Rosa





# Florida: Network highlights

- We build networks that can deliver the level of care and quality we require for our members
- Expanding the network is not a one and done it's an ongoing process with new adds every day

National Provider Count			
Total 337,577			
Last 12 months	99,751		

Florida Provider Count		
Total	48,127	
Last 12 months	5,086	



## **FL: Broward Featured Plans**

		Plan type	Member personas
НМО	EXTRA HMO (H1290-056-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	GIVEBACK HMO (H1290-014-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
D-SNP	DUAL PLUS HMO (H1290-054-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H1290-020-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

(1) Other products available: CORE HMO (H1290-002-000) and PREMIUM HMO (H1290-037-002)

# **FL: Daytona Featured Plans**

		Plan type	Member personas
НМО	EXTRA HMO (H1290-057-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	GIVEBACK HMO (H1290-049-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
D-SNP	DUAL PLUS HMO (H1290-052-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H1290-041-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

Other products available: CORE HMO (H1290-050-000) (1)

### **FL: East Coast Featured Plans**

		Plan type	Member personas
EXTRA HMO (H1290-066-000)  HMO  GIVEBACK HMO (H1290-045-000)		\$0 Premium HMO	Looking for well rounded benefits and the extras
	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction	
PPO	CHOICE GIVEBACK PPO (H9884-008-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
D-SNP	DUAL PLUS HMO (H1290-052-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H1290-039-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

<sup>(1)</sup> Other products available: CORE HMO (H1290-046-000)

# **FL: Greater Tampa Bay Featured Plans**

		Plan type	Member personas
нмо	EXTRA HMO (H1290-058-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
TIMO	GIVEBACK HMO (H1290-051-001)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
PPO	CHOICE GIVEBACK PPO (H9884-008-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
D-SNP	DUAL PLUS HMO (H1290-052-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H1290-024-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

<sup>(1)</sup> County footprint: Hernando, Hillsborough, Pasco

<sup>49 |</sup> Pri (2): & COther products available: CORE HMO (H1290-036-001) and PREMIUM HMO (H1290-037-005)

# FL: Greater Tampa Bay (Manatee) Featured Plans

		Plan type	Member personas
<b>ЦМО</b>	EXTRA HMO (H1290-061-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
НМО	GIVEBACK HMO (H1290-032-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
D-SNP	DUAL PLUS HMO (H1290-052-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H1290-034-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

(1) County footprint: Manatee

(2) Other products available: CORE HMO (H1290-025-000) and SELECT HMO (H1290-044-003)

# FL: Greater Tampa Bay (Pinellas) Featured Plans

		Plan type	Member personas
нмо	EXTRA HMO (H1290-065-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	GIVEBACK HMO (H1290-051-002)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
PPO	CHOICE GIVEBACK PPO (H9884-008-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
D-SNP	DUAL PLUS HMO (H1290-052-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H1290-024-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

<sup>(1)</sup> County footprint: Pinellas

### **FL: Jacksonville Featured Plans**

		Plan type	Member personas
нмо	EXTRA HMO (H1290-059-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	GIVEBACK HMO (H1290-031-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
D-SNP	DUAL PLUS HMO (H1290-052-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H1290-023-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

- (1) Other products available: CORE HMO (H1290-029-000) and SELECT HMO (H1290-044-002)
- (2) SELECT HMO not available in St. Johns county

# **FL: Miami-Dade Featured Plans**

		Plan type	Member personas
нмо	EXTRA HMO (H1290-062-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	GIVEBACK HMO (H1290-013-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
D-SNP	DUAL PLUS HMO (H1290-053-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H1290-019-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

(1) Other products available: CORE HMO (H1290-001-000) and PREMIUM HMO (H1290-037-001)

### **FL: North Florida Featured Plans**

		Plan type	Member personas
нмо	EXTRA HMO (H1290-060-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	GIVEBACK HMO (H1290-035-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
D-SNP	DUAL PLUS HMO (H1290-052-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H1290-033-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

(1) Other products available: CORE HMO (H1290-027-000) and SELECT HMO (H1290-044-001)

## **FL: Northwest Florida Featured Plans**

		Plan type	Member personas
PPO	CHOICE PPO (H9884-011-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	CHOICE GIVEBACK PPO (H9884-013-000)	Giveback PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
	LIBERTY CHOICE PPO (H9884-014-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
D-SNP	DUAL PLUS HMO (H1290-042-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H1290-043-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

### **FL: Orlando Featured Plans**

		Plan type	Member personas
нмо	EXTRA HMO (H1290-063-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	GIVEBACK HMO (H1290-018-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
D-SNP	DUAL PLUS HMO (H1290-052-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H1290-022-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

(1) Other products available: CORE HMO (H1290-005-000) and PREMIUM HMO (H1290-037-004)

### **FL: Palm Beach Featured Plans**

		Plan type	Member personas
нмо	EXTRA HMO (H1290-064-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	GIVEBACK HMO (H1290-015-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
D-SNP	DUAL PLUS HMO (H1290-055-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H1290-021-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

(1) Other products available: CORE HMO (H1290-003-000) and PREMIUM HMO (H1290-037-003)

## **FL: Polk Featured Plans**

		Plan type	Member personas
нмо	EXTRA HMO (H1290-065-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
D-SNP	DUAL PLUS HMO (H1290-052-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	DUAL HMO (H1290-024-000)	D-SNP HMO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

(1) Other products available: CORE HMO (H1290-036-002) and PREMIUM HMO (H1290-037-005)

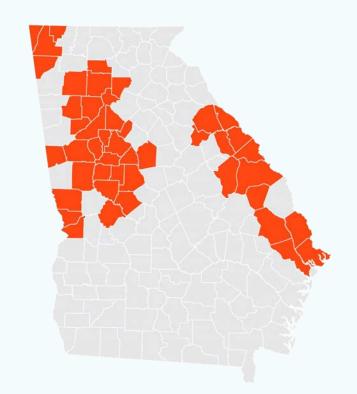
# Georgia

#### **New Counties:**

- Bartow (NEW)
- Bryan (NEW)
- Bulloch (NEW)
- Burke (NEW)
- Butts (NEW)
- Catoosa (NEW)
- Chatham (NEW)
- Chattahoochee (NEW)
- Chattooga (NEW)
- Cherokee (NEW)
- Clayton (NEW)
- Cobb (NEW)
- Columbia (NEW)
- Coweta (NEW)
- Crawford (NEW)
- Dade (NEW)
- DeKalb (NEW)
- Douglas (NEW)
- Effingham (NEW)
- Fayette (NEW)

- Forsyth (NEW)
- Fulton (NEW)
- Harris (NEW)
- Heard (NEW)
- Henry (NEW)
- Jasper (NEW)
- Jefferson (NEW)
- Jenkins (NEW)
- Lamar (NEW)
- Lincoln (NEW)
- Mc Duffie (NEW)
- Meriwether (NEW)
- Monroe (NEW)
- Muscogee (NEW)
- Paulding (NEW)
- Pickens (NEW)
- Pike (NEW)
- Richmond (NEW)
- Rockdale (NEW)
- Spalding (NEW)

- Taliaferro (NEW)
- Taylor (NEW)
- Upson (NEW)
- Walker (NEW)
- Wilkes (NEW)





# **Georgia Network**

**CHI Memorial Hospital GA** 



# AdventHealth

- -Advent Gordon
- -Advent Murray
- -Advent Redmond



**Wellstar Health System** 







-Memorial Health System







# **GA: Columbus Featured Plans**

		Plan type	Member personas
	CHOICE GIVEBACK PPO (H5453-005-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H5453-004-000)	\$0 Premium MAPD PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H5453-003-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage

## **GA: Greater Atlanta Featured Plans**

		Plan type	Member personas
	CHOICE GIVEBACK PPO (H5453-002-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H5453-001-000)	\$0 Premium MAPD PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H5453-003-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage

# **GA: Northwest Georgia Featured Plans**

		Plan type	Member personas
	CHOICE GIVEBACK PPO (H5453-005-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H5453-004-000)	\$0 Premium MAPD PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H5453-003-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage

# **GA: Savannah Featured Plans**

		Plan type	Member personas
	CHOICE GIVEBACK PPO (H5453-011-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H5453-010-000)	\$0 Premium MAPD PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H5453-003-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage

# Hawaii

#### **Existing Counties:**

- Honolulu
- Kauai

#### **New Counties:**

- Hawaii (NEW)
- Maui (NEW)





# **Hawaii: Network highlights**

- We build networks that can deliver the level of care and quality we require for our members
- Expanding the network is not a one and done it's an ongoing process with new adds every day

National Provider Count	
Total	337,577
Last 12 months	99,751

Hawaii Provider Count	
Total	4,450
Last 12 months	819



#### **Hawaii Network**

#### **Greater Honolulu**











KAPI'OLANI PALI MOMI STRAUB WILCOX







#### Kauai











## **HI: Honolulu Featured Plans**

		Plan type	Member personas
	CHOICE GIVEBACK PPO (H2686-005-001)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H2686-004-001)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	CHOICE PLUS PPO (H2686-006-001)	Premium PPO	Will pay premium in exchange for rich supplementals and network flexibility

# HI: Neighbor Islands (Hawaii & Maui) Featured Plans

		Plan type	Member personas
	CHOICE GIVEBACK PPO (H2686-009-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H2686-008-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	CHOICE PLUS PPO (H2686-010-000)	Premium PPO	Will pay premium in exchange for rich supplementals and network flexibility

# HI: Neighbor Island (Kauai) Featured Plans

		Plan type	Member personas
	CHOICE GIVEBACK PPO (H2686-005-002)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H2686-004-003)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	CHOICE PLUS PPO (H2686-006-002)	Premium PPO	Will pay premium in exchange for rich supplementals and network flexibility

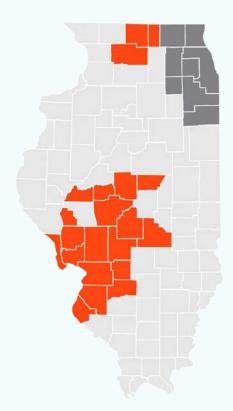
## Illinois

#### **Existing Counties:**

- Cook •
- Dupage
- Kane
- Kankakee
- Kendall
- Lake
- Mchenry
- Will

#### **New Counties:**

- Bond (NEW)
- Boone (NEW)
- Calhoun (NEW)
- Cass (NEW)
- Christian (NEW)
- Clinton (NEW)
- De Witt (NEW)
- Greene (NEW)
- Jersey (NEW)
- Logan (NEW)
- Macoupin (NEW)
- Madison (NEW)
- Menard (NEW)
- Monroe (NEW)
- Montgomery (NEW)
- Ogle (NEW)
- Sangamon (NEW)
- Scott (NEW)
- Shelby (NEW)
- St. Clair (NEW)
- Winnebago (NEW)





# **Illinois: Network highlights**

- We build networks that can deliver the level of care and quality we require for our members
- Expanding the network is not a one and done it's an ongoing process with new adds every day

National Provider Count	
Total	337,577
Last 12 months	99,751

Illinois Provider Count		
Total	30,897	
Last 12 months	9,728	



## Illinois: Greater Chicago Network



We are - COAdvocateAuroraHealth

























## Illinois: Rockford and Springfield Network



Boone, Ogle and Winnebago



- Swedish American Hospital
- All other UWM hospitals, clinics and 3,000+ providers

### **Springfield**

Cass, Christian, DeWitt, Greene, Logan, Menard, Montgomery, Sangamon, Scott, Shelby



\*950+ multi specialty providers in 140+ locations throughout Southern Illinois



#### \*HSHS Medical Group, Prairie Cardiovascular and all hospitals:

- Good Shepherd Hospital-Shelbyville
- Holy Family Hospital- Greenville
- St. Anthony's Memorial Hospital-Effingham
- St. Elizabeth's Hospital-O'Fallon
- St. Francis Hospital-Litchfield
- St. John's Hospital-Springfield
- St. Joseph's Hospital-Breese
- St. Joseph's Hospital-Highland
- St. Mary's Hospital-Decatur



## **IL: Central Illinois Featured Plans**

		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H8320-002-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H8320-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals

# **IL: Chicago Featured Plans**

		Plan type	Member personas
нмо	GIVEBACK HMO (H7151-003-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
	CORE HMO (H7151-001-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
PPO	CHOICE PPO (H6545-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals

## **IL: East St. Louis Featured Plans**

		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H8320-006-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H8320-005-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals

## **IL: Rockford Featured Plans**

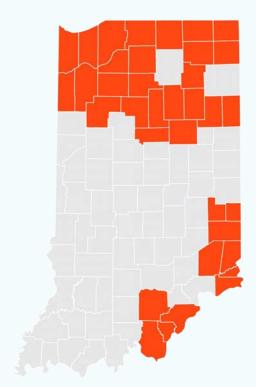
		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H8320-004-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H8320-003-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals

### **Indiana**

#### **New Counties:**

- Adams (NEW)
- Cass (NEW)
- Clark (NEW)
- DeKalb (NEW)
- Dearborn (NEW)
- Elkhart (NEW)
- Fayette (NEW)
- Floyd (NEW)
- Franklin (NEW)
- Fulton (NEW)
- Grant (NEW)
- Harrison (NEW)
- Howard (NEW)
- Huntington (NEW)
- Jasper (NEW)
- La Porte (NEW)
- Lagrange (NEW)
- Lake (NEW)

- Marshall (NEW)
- Miami (NEW)
- Newton (NEW)
- Noble (NEW)
- Ohio (NEW)
- Porter (NEW)
- Pulaski (NEW)
- Ripley (NEW)
- St. Joseph (NEW)
- Starke (NEW)
- Steuben (NEW)
- Switzerland (NEW)
- Union (NEW)
- Wabash (NEW)
- Washington (NEW)
- Wells (NEW)
- White (NEW)
- Whitley (NEW)





### **Indiana Network**

#### **Kentuckiana:**





#### **Northeast:**



### **Tri-State:**







#### **Northwest:**











#### **Kokomo**













## **IN: Northeast Indiana Featured Plans**

		Plan type	Member personas
PPO	CHOICE PPO (H7471-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	CHOICE GIVEBACK PPO (H7471-002-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
	CHOICE PLUS PPO (H7471-004-000)	Premium PPO	Will pay premium in exchange for rich supplementals and network flexibility

## **IN: Northwest/South Bend Featured Plans**

		Plan type	Member personas
PPO	CHOICE PPO (H7471-005-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	CHOICE GIVEBACK PPO (H7471-006-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
	CHOICE PLUS PPO (H7471-007-000)	Premium PPO	Will pay premium in exchange for rich supplementals and network flexibility

## **IN: Southern Indiana Featured Plans**

		Plan type	Member personas
DDO	CHOICE PPO (H7471-008-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
PPO	CHOICE GIVEBACK PPO (H7471-009-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility

## **Kentucky**

#### **New Counties:**

- Allen (NEW)
- Anderson (NEW)
- Barren (NEW)
- Bath (NEW)
- Bell (NEW)
- Boone (NEW)
- Bourbon (NEW)
- Bracken (NEW)
- Bullitt (NEW)
- Butler (NEW)
- Campbell (NEW)
- Carroll (NEW)
- Carter (NEW)
- Clark (NEW)
- Clay (NEW)
- Clinton (NEW)
- Cumberland (NEW)
- Edmonson (NEW)
- Fayette (NEW)
- Fleming (NEW)

- Franklin (NEW)
- Gallatin (NEW)
- Grant (NEW)
- Harlan (NEW)
- Harrison (NEW)
- Henry (NEW)
- Jefferson (NEW)
- Jessamine (NEW)
- Kenton (NEW)
- Knott (NEW)
- Knox (NEW)
- Leslie (NEW)
- Letcher (NEW)
- Lewis (NEW)
- Logan (NEW)
- Mason (NEW)
- Mc Creary v
- Meade (NEW)
- Menifee (NEW)
- Metcalfe (NEW)

- Monroe (NEW)
- Montgomery (NEW)
- Nicholas (NEW)
- Owen (NEW)
- Pendleton (NEW)
- Perry (NEW)
- Robertson (NEW)
- Scott (NEW)
- Shelby (NEW)
- Simpson (NEW)
- Spencer (NEW)
- Todd (NEW)
- Trimble (NEW)
- Warren (NEW)
- Wayne (NEW)
- Whitley (NEW)
- Woodford (NEW)





## **Kentucky Network**

Louisville:



### **Lexington:**













### Bowling **Green:**







### Northern **Kentucky:**





#### **BON SECOURS MERCY HEALTH**



### **Southeast Kentucky:**







# **KY: Lexington Featured Plans**

		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H5718-002-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H5718-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals

## **KY: Louisville Featured Plans**

		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H5718-002-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H5718-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals

## **KY: Northeast KY Cincinnati Featured Plans**

		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H5718-002-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H5718-003-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals

# **KY: South Central KY Bowling Green Featured Plans**

		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H5718-002-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H5718-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals

# Mississippi

#### **New Counties:**

- Benton (NEW)
- De Soto (NEW)
- Hancock (NEW)
- Harrison (NEW)
- Hinds (NEW)
- Madison (NEW)
- Marshall (NEW)
- Panola (NEW)
- Rankin (NEW)
- Tate (NEW)
- Tippah (NEW)
- Tunica (NEW)





# **Mississippi Hospitals**

**Gulf Coast** 





#### **Jackson**







### Memphis (MS)







# **Mississippi Featured Plans**

		Plan type	Member personas
PPO	CHOICE GIVEBACK PPO (H7355-002-000)	Giveback PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
	CHOICE PPO (H7355-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
D-SNP	CHOICE DUAL PLUS PPO (H7355-003-000)	D-SNP PPO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals and network flexibility
	CHOICE DUAL PPO (H7355-004-000)	D-SNP PPO	Designed for partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

### Missouri

#### **New Counties:**

- Barry (NEW)
- Barton (NEW)
- Bates (NEW)
- Caldwell (NEW)
- Cass (NEW)
- Cedar (NEW)
- Christian (NEW)
- Dade (NEW)
- Dalas (NEW)
- Greene (NEW)
- Jackson (NEW)
- Jasper (NEW)
- Jefferson (NEW)
- Lafayette (NEW)
- Lawrence (NEW)

- Mc Donald (NEW)
- Montgomery (NEW)
- Newton (NEW)
- Platte (NEW)
- Polk (NEW)
- Ray (NEW)
- St. Charles (NEW)
- St. Louis (NEW)
- St. Louis City (NEW)
- Stone (NEW)
- Taney (NEW)
- Vernon (NEW)
- Warren (NEW)
- Webster (NEW)





## **Missouri Hospitals**

### **Kansas City**

Bates, Caldwell, Cass, Jackson, Lafayette, Platte and Ray







#### St. Louis

Jefferson, Montgomery, St. Charles, St. Louis County, St. Louis City, and Warren







Our specialty is you.

### **Springfield**

Barry, Barton, Cedar, Christian, Dade, Dallas, Greene, Jasper, Lawrence, McDonald, Newton, Polk, Stone, Taney, Vernon, and Webster





# **MO: Kansas City Featured Plans**

		Plan type	Member personas
нмо	GIVEBACK HMO (H2041-004-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
	CORE HMO (H2041-003-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
D-SNP	CHOICE DUAL PLUS HMO (H2041-007-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals
	CHOICE DUAL HMO (H2041-008-000)	D-SNP HMO	Partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

## **MO: Southwest Missouri Featured Plans**

		Plan type	Member personas
нмо	GIVEBACK HMO (H2041-006-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
	CORE HMO (H2041-005-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
D-SNP	CHOICE DUAL PLUS HMO (H2041-007-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals
	CHOICE DUAL HMO (H2041-008-000)	D-SNP HMO	Partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

## **MO: St. Louis Featured Plans**

		Plan type	Member personas
НМО	GIVEBACK HMO (H2041-002-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
	CORE HMO (H2041-001-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
D-SNP	CHOICE DUAL PLUS HMO (H2041-007-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals
	CHOICE DUAL HMO (H2041-008-000)	D-SNP HMO	Partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

### **North Carolina**

#### **Existing Counties:**

- Alamance
- Alexander
- Anson
- Cabarrus
- Caswell
- Catawba
- Davidson
- Davie
- Forsyth
- Gason
- Guilford
- Mecklenburg
- Randolph
- Rockingham
- Stokes
- Union
- Yadkin

#### **New Counties:**

- Avery (NEW)
- Buncombe (NEW)
- Cherokee (NEW)
- Clay (NEW)
- Cleveland (NEW)
- Graham (NEW)
- Haywood (NEW)
- Henderson (NEW)
- Iredell (NEW)
- Jackson (NEW)
- Lincoln (NEW)
- Madison (NEW)
- McDowell (NEW)
- Mitchell (NEW)
- Person (NEW)
- Polk (NEW)
- Rowan (NEW)
- Rutherford (NEW)
- Swain (NEW)
- Transylvania (NEW)
- Yancey (NEW)





## **North Carolina: Network highlights**

- We build networks that can deliver the level of care and quality we require for our members
- Expanding the network is not a one and done it's an ongoing process with new adds every day

National Provider Count		
Total	337,577	
Last 12 months	99,751	

North Carolina Provider Count			
Total	27,742		
Last 12 months	13,214		



### **North Carolina Network**

























- Swain Community Hospital
- Central Carolina Hospital
- Frye Regional Medical Center
- Harris Regional Hospital
- Haywood Regional Medical Center
- Maria Parham Medical Center
- Person Memorial Hospital
- · Rutherford Regional Health System
- Wilson Medical Center



- Mission Hospital
- Mission Hospital McDowell
- Angel Medical Center
- **Highlands-Cashiers Hospital**
- Transylvania Regional Hospital
- Blue Ridge Regional Hospital
- Asheville Specialty Hospital
- CarePartners Rehabilitation Hospital







**EmergeOrtho** 



## **NC: Charlotte Featured Plans**

		Plan type	Member personas
PPO	CHOICE GIVEBACK PPO (H9700-002-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
	CHOICE PPO (H9700-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H9700-007-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
НМО	GIVEBACK HMO (H5299-012-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction

## **NC: Western North Carolina Featured Plans**

		Plan type	Member personas
PPO	CHOICE GIVEBACK PPO (H9700-006-000)	Giveback PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
	CHOICE PPO (H9700-005-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H9700-007-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
D-SNP	CHOICE DUAL PLUS HMO (H5299-006-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals
	CHOICE DUAL HMO (H5299-009-000)	D-SNP HMO	Partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

## **NC: Winston-Salem and Greensboro Featured Plans**

		Plan type	Member personas
	CHOICE GIVEBACK PPO (H9700-004-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H9700-003-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H9700-007-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
НМО	GIVEBACK HMO (H5299-002-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
	CORE HMO (H5299-001-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras

# **North Carolina D-SNP Plans**

		Plan type	Member personas
D-SNP	CHOICE DUAL PLUS HMO (H5299-006-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals
	CHOICE DUAL HMO (H5299-009-000)	D-SNP HMO	Partial duals (SLMB, QI, QDWI) who want extra benefits and network flexibility

### Ohio

#### **Existing Counties:**

Allen Greene Morrow **Ashland** Guernsey Ottawa Auglaize Hamilton **Paulding** Brown Hancock Perry **Butler** Hardin Pickaway Carroll Henry Portage Champaign Hocking Preble Clark Holmes Putnam Clermont Richland Huron Clinton Lake Sandusky Columbiana Licking Seneca Coshocton Shelby Logan Crawford Stark Lorain Cuyahoga Lucas Summit Darke Madison Trumbull Delaware Mahoning Tuscarawas Erie Marion Union

Medina

Mercer

Miami

Montgomery

Van Wert

Warren

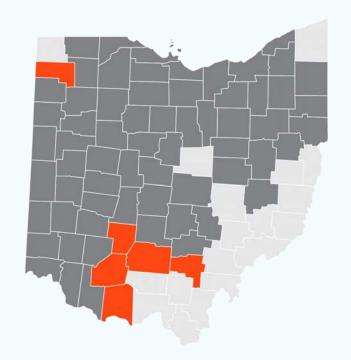
Wayne

Wood

Wyandot

#### **New Counties:**

- Adams (NEW)
- Defiance (NEW)
- Fayette (NEW)
- Highland (NEW)
- Ross (NEW)
- Vinton (NEW)





Fairfield

Franklin

Fulton

Geauga

# **Ohio: Network highlights**

- We build networks that can deliver the level of care and quality we require for our members
- Expanding the network is not a one and done it's an ongoing process with new adds every day

National Provider Count		
Total	337,577	
Last 12 months	99,751	

Ohio Provider Count			
Total	47,382		
Last 12 months	10,373		



### **Ohio Network**

#### **Primary care**











#### **Health systems**





















## **OH: Central Ohio Featured Plans**

		Plan type	Member personas
нмо	CORE HMO (H2697-007-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	GIVEBACK HMO (H2697-009-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
PPO	CHOICE EXTRA PPO (H2526-003-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H2526-002-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
D-SNP	DUAL PLUS HMO (H2697-010-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals

Other product(s) available: DUAL HMO (H2697-011-000) and CHOICE PPO (H2526-001-000)

## **OH: Cincinnati Featured Plans**

		Plan type	Member personas
НМО	GIVEBACK HMO (H2697-006-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
DDO	CHOICE EXTRA PPO (H2526-003-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
PPO	LIBERTY CHOICE PPO (H2526-002-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
D-SNP	DUAL PLUS HMO (H2697-010-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals
	DUAL HMO (H2697-011-000)	D-SNP HMO	Partial duals (SLMB, QI, QDWI) who want reasonable cost sharing and extras

Other product(s) available: CORE HMO (H2697-004-000) and CHOICE PPO (H2526-001-000)

## **OH: Dayton Featured Plans**

		Plan type	Member personas
нмо	GIVEBACK HMO (H2697-006-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
PPO	CHOICE EXTRA PPO (H2526-003-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
PPU	LIBERTY CHOICE PPO (H2526-002-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
D-SNP	DUAL PLUS HMO (H2697-010-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals
	DUAL HMO (H2697-011-000)	D-SNP HMO	Partial duals (SLMB, QI, QDWI) who want reasonable cost sharing and extras

Other product(s) available: CORE HMO (H2697-004-000) and CHOICE PPO (H2526-001-000)

### **OH: Greater Cleveland Featured Plans**

		Plan type	Member personas
НМО	GIVEBACK HMO (H2697-003-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
PPO	CHOICE EXTRA PPO (H2526-003-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H2526-002-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
D-SNP	DUAL PLUS HMO (H2697-010-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals
	DUAL HMO (H2697-011-000)	D-SNP HMO	Partial duals (SLMB, QI, QDWI) who want reasonable cost sharing and extras

## **OH: Lima Featured Plans**

		Plan type	Member personas
НМО	GIVEBACK HMO (H2697-006-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
DDO	CHOICE EXTRA PPO (H2526-003-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
PPO	LIBERTY CHOICE PPO (H2526-002-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
D-SNP	DUAL PLUS HMO (H2697-010-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals
	DUAL HMO (H2697-011-000)	D-SNP HMO	Partial duals (SLMB, QI, QDWI) who want reasonable cost sharing and extras

Other product(s) available: CORE HMO (H2697-004-000) and CHOICE PPO (H2526-001-000)

## **OH: Mid-Ohio Featured Plans**

		Plan type	Member personas
НМО	GIVEBACK HMO (H2697-003-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
DDO	CHOICE EXTRA PPO (H2526-003-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
PPO	LIBERTY CHOICE PPO (H2526-002-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
D-SNP	DUAL PLUS HMO (H2697-010-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals
	DUAL HMO (H2697-011-000)	D-SNP HMO	Partial duals (SLMB, QI, QDWI) who want reasonable cost sharing and extras

### **OH: Toledo Featured Plans**

		Plan type	Member personas
НМО	GIVEBACK HMO (H2697-003-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
DDO	CHOICE EXTRA PPO (H2526-003-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
PPO	LIBERTY CHOICE PPO (H2526-002-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
D-SNP	DUAL PLUS HMO (H2697-010-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals
	DUAL HMO (H2697-011-000)	D-SNP HMO	Partial duals (SLMB, QI, QDWI) who want reasonable cost sharing and extras

## **OH: Youngstown Featured Plans**

		Plan type	Member personas
НМО	GIVEBACK HMO (H2697-003-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
PPO	CHOICE EXTRA PPO (H2526-003-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H2526-002-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
D-SNP	DUAL PLUS HMO (H2697-010-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals
	DUAL HMO (H2697-011-000)	D-SNP HMO	Partial duals (SLMB, QI, QDWI) who want reasonable cost sharing and extras

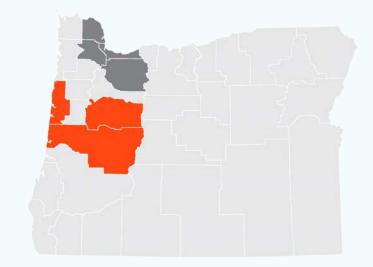
## **Oregon**

### **Existing Counties:**

- Clackamas
- Columbia
- Multnomah
- Washington

#### **New Counties:**

- Lane (NEW)
- Lincoln (NEW)
- Linn (NEW)





## **Oregon: Network highlights**

- We build networks that can deliver the level of care and quality we require for our members
- Expanding the network is not a one and done it's an ongoing process with new adds every day

National Provider Count		
Total	337,577	
Last 12 months	99,751	

Oregon Provider Count			
Total	9,891		
Last 12 months	1,776		



## **Oregon Network**























































## **OR: Eugene (The Valley) Featured Plans**

		Plan type	Member personas
	CORE HMO (H2923-003-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
НМО	GIVEBACK HMO (H2923-004-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
	PREMIUM HMO (H2923-006-000)	Premium HMO	Will pay premium in exchange for richest supplemental benefits

## **OR: Portland Featured Plans**

		Plan type	Member personas
	CORE HMO (H2923-001-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
НМО	GIVEBACK HMO (H2923-004-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
	PREMIUM HMO (H2923-005-000)	Premium HMO	Will pay premium in exchange for richest supplemental benefits
PPO	CHOICE PLUS PPO (H7199-002-000)	Premium PPO	Will pay premium in exchange for rich supplementals and network flexibility
	CHOICE PPO (H7199-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals

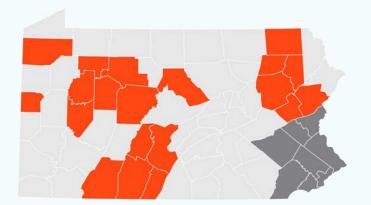
## **Pennsylvania**

#### **Existing Counties:**

- Berks
- Bucks
- Cheter
- Delaware
- Lehigh
- Montgomery
- Northampton
- Philadelphia

#### **New Counties:**

- Armstrong (NEW)
- Bedford (NEW)
- Blair (NEW)
- Carbon (NEW)
- Clarion (NEW)
- Clearfield (NEW)
- Clinton (NEW)
- Crawford (NEW)
- Elk (NEW)
- Forest (NEW)
- Fulton (NEW)
- Huntingdon (NEW)
- Jefferson (NEW)
- Lackawanna (NEW)
- Lawrence (NEW)
- Luzerne (NEW)
- Monroe (NEW)
- Somerset (NEW)
- Susquehanna (NEW)
- Wyoming (NEW)





## Pennsylvania: Network highlights

- We build networks that can deliver the level of care and quality we require for our members
- Expanding the network is not a one and done it's an ongoing process with new adds every day

National Provider Count		
Total	337,577	
Last 12 months	99,751	

Pennsylvania Provider Count		
Total	34,554	
Last 12 months	14,891	



## Pennsylvania: Central & Western Network





















## Pennsylvania: Southeastern & Northeastern Network























### **PA: Eastern PA Featured Plans**

		Plan type	Member personas
	CHOICE GIVEBACK PPO (H6018-003-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H6018-001-000)	\$0 Premium PPO  Values network flexibility, well round benefits and extra supplementals	
	CHOICE PLUS PPO (H6018-002-000)	Premium PPO	Will pay premium in exchange for rich supplementals and network flexibility
нмо	CORE HMO <sup>(2)</sup> (H6852-001-000)	\$0 Premium HMO	Will pay premium in exchange for richest supplemental benefits
D-SNP	DUAL PLUS HMO (H6852-005-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals

- (1) County footprint: Berks, Lehigh, Northampton
- (2) Does not include Berks county

## **PA: North Central Featured Plans**

		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H6018-011-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H6018-010-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
D-SNP	DUAL PLUS HMO (H6852-005-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals

### **PA: Northeastern PA Featured Plans**

		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H6018-008-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H6018-007-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
D-SNP	DUAL PLUS HMO (H6852-005-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals

(1) County footprint: Carbon, Lackawanna, Luzerne, Monroe, Susquehanna, Wyoming

## **PA: Philadelphia Featured Plans**

		Plan type	Member personas
	CHOICE GIVEBACK PPO (H6018-003-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H6018-001-000)	\$0 Premium PPO Values network flexibility, well rounde benefits and extra supplementals	
	CHOICE PLUS PPO (H6018-002-000)	Premium PPO	Will pay premium in exchange for rich supplementals and network flexibility
НМО	CORE HMO (H6852-001-000)	\$0 Premium HMO	Will pay premium in exchange for richest supplemental benefits
D-SNP	DUAL PLUS HMO (H6852-007-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals

## **PA: West Central PA Featured Plans**

		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H6018-011-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H6018-010-000) \$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals	
D-SNP	DUAL PLUS HMO (H6852-005-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals

## PA: Western/Northwestern, PA Featured Plans

		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H6018-011-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
CHOICE PPO (H6018-010-000) \$0 Premiu	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals	
D-SNP	DUAL PLUS HMO (H6852-005-000)	D-SNP HMO	Full duals (QMB+, SLMB+, FBDE) and QMBs who want best in class supplementals

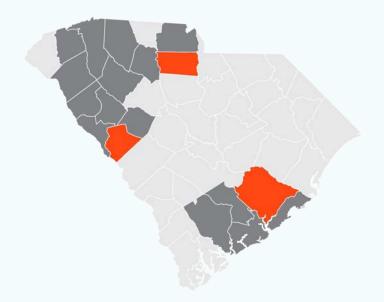
### **South Carolina**

#### **Existing Counties:**

- Abbeville
- Anderson
- Charleston
- Colleton
- Dorchester
- Greenville
- Greenwood
- Laurens
- McCormick
- Pickens
- Saluda
- Spartanburg
- Union
- York

#### **New Counties:**

- Berkeley (NEW)
- Chester (NEW)
- Edgefield (NEW)





## **South Carolina: Network highlights**

- We build networks that can deliver the level of care and quality we require for our members
- Expanding the network is not a one and done it's an ongoing process with new adds every day

National Provider Count		
Total	337,577	
Last 12 months	99,751	

South Carolina Provider Count		
Total	17,327	
Last 12 months	5,868	



### **South Carolina Network**





































## **South Carolina Featured Plans**

		Plan type	Member personas
	CHOICE GIVEBACK PPO (H7028-002-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H7028-001-000) \$0 Premium PPO		Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H7028-003-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
имо.	CORE HMO (H3041-001-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
НМО	PREMIUM HMO (H3041-003-000)	Premium HMO	Will pay premium in exchange for richest supplemental benefits

### **Tennessee**

#### **Existing Counties:**

- Anderson
- Bledsoe
- Blount
- Bradley
- Campbell
- Cannon
- Cheatham
- Clay
- Cocke
- Cumberland
- Davidson
- **Fayette**
- Giles
- Grainger
- Grundy
- Hamilton
- Hancock
- Hawkins

- Humphreys
- Jackson
- Jefferson
- Johnson
- Knox Lawrence
- Lincoln
- Loudon Macon
- Marion
- Meigs
- Monroe
- Moore
- Morgan
- Polk
- Rhea
- Robertson Rutherford
- Hickman Scott

- Sequatchie
- Sevier
- Shelby
- Smith
- Sullivan Sumner
- **Tipton**
- Trousdale
- Unicoi
- Union
- Van Buren
- Warren
- Washington
- Wayne
- Williamson
- Wilson

#### **New Counties:**

- Claiborne (NEW)
- Fentress (NEW)
- Hamblen (NEW)
- Hardeman (NEW)
- Haywood (NEW)
- Houston (NEW)
- Roane (NEW)
- Stewart (NEW)





## **Tennessee: Network highlights**

- We build networks that can deliver the level of care and quality we require for our members
- Expanding the network is not a one and done it's an ongoing process with new adds every day

National Provider Count		
Total	337,577	
Last 12 months	99,751	

Tennessee Provider Count		
Total	19,822	
Last 12 months	8,140	



## **Tennessee Hospitals**

### Memphis







#### **Nashville**















#### **Tri-cities**





#### Knoxville







#### Chattanooga









## **Tennessee: Chattanooga Network**

### **PCPs and Specialists**































### **Hospitals**









### **Tennessee: Knoxville Network**

### **Hospitals**







### **PCPs and Specialists**

































## **Tennessee: Memphis Network**

### **Contracted provider groups**













**Hospitals** 















BAPTIST































### **Tennessee: Nashville Network**

#### **Contracted provider groups**









Advanced















2025 GRAND \_=







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**NASHVILLE** 









## Tennessee: Nashville (and contiguous counties) Network

### **Hospitals**



- ✓ St. Thomas Dekalb
- ✓ St. Thomas Hickman
- ✓ St. Thomas Highlands
- ✓ St. Thomas Rutherford
- ✓ St. Thomas Stones River
  - St. Thomas Hickman
  - ✓ St. Thomas MidTown
- ✓ St. Thomas River Park
  - ✓ St. Thomas West





- ✓ Skyline Madison Campus
  - TriStar Ashland City
  - ✓ TriStar Centennial
- ✓ TriStar Hendersonville
  - ✓ TriStar Horizon
  - TriStar Northcrest
  - ✓ TriStar Skyline
- ✓ TriStar Southern Hills
  - ✓ TriStar Stonecrest
  - ✓ TriStar Summit

# LIFEPOINT

- ✓ Riverview Regional
- ✓ Sumner Regional
  - ✓ Trousdale



✓ Williamson



### **Tennessee: Tri-Cities Network**

























### **Hospitals**



#### *Including:*

- **Bristol Regional Medical Center**
- **Franklin Woods Community** Hospital
- **Greeneville Community** Hospital
- **Holston Valley Medical Center**
- **Indian Path Community** Hospital
- **Johnson City Medical Center**
- **Sycamore Shoals Hospital**
- **Unicoi County Hospital**
- **Woodridge Hospital**



## **TN: Chattanooga Featured Plans**

		Plan type	Member personas
PPO	CHOICE GIVEBACK PPO (H9231-002-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
	CHOICE PPO (H9231-007-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
нмо	CORE HMO (H7605-009-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras

### **TN: Knoxville Featured Plans**

		Plan type	Member personas
222	CHOICE GIVEBACK PPO (H9231-002-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H9231-007-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
НМО	CORE HMO (H7605-001-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	CHOICE GIVEBACK HMO (H7605-002-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction

# **TN: Memphis Featured Plans**

		Plan type	Member personas
222	CHOICE GIVEBACK PPO (H9231-012-000) <sup>(1)</sup>	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H9231-011-000) <sup>(1)</sup>	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
ш	CORE HMO (H7605-004-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
НМО	GIVEBACK HMO (H7605-005-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
C-SNP	BE WELL PLUS HMO (H7605-006-000) <sup>(2)</sup>	C-SNP HMO	MA switcher with Diabetes looking for benefits tailored to support their condition

<sup>(1)</sup> Not available in Tipton county

<sup>(2)</sup> Not available in Hardeman and Haywood counties

### **TN: Nashville Featured Plans**

		Plan type	Member personas
<b>DD</b> 0	CHOICE GIVEBACK PPO (H9231-005-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H9231-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
НМО	CORE HMO (H7605-007-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	GIVEBACK HMO (H7605-008-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction

# **TN: Tri-Cities Featured Plans**

		Plan type	Member personas
PPO	CHOICE GIVEBACK PPO (H9231-006-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
	CHOICE PPO (H9231-010-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
нмо	CORE HMO (H7605-010-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras

### **Texas**

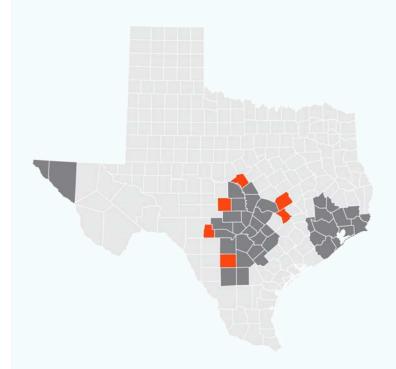
#### **Existing Counties:**

- Atascosa
- Bandera
- Bexar
- Blanco
- Brazoria
- Burnet
- Caldwell
- Chambers
- Comal
- El Paso
- Fort Bend
- Galveston
- Gillespie
- Gonzales
- Guadalupe
- Hardin
- Harris
- Hays
- Hudspeth

- Jefferson
- Karnes
- Kendall
- Kerr
- La Salle
- Lampasas
- Liberty
- Llano
- Mc Mullen
- Medina
- Montgomery
- Orange
- San Jacinto
- San Saba
- Travis
- Waller
- Williamson
- Wilson

#### **New Counties:**

- Frio (NEW)
- Lee (NEW)
- Mason (NEW)
- Milam (NEW)
- Mills (NEW)
- Real (NEW)





# **Texas: Network highlights**

- We build networks that can deliver the level of care and quality we require for our members
- Expanding the network is not a one and done it's an ongoing process with new adds every day

National Provider Count		
Total	337,577	
Last 12 months	99,751	

Texas Provider Count		
Total	25,675	
Last 12 months	2,294	



### **Texas: Austin Network**





### Harbor Health













GEORGETOWN CENTER FOR ADULT MEDICINE





Family Physicians

Your home for medical care



























### **Texas: El Paso Network**















### **Texas: Houston/Beaumont Network**



























### **Texas: San Antonio Network**























































### **TX: Austin Featured Plans**

		Plan type	Member personas
нмо	CORE HMO (H7993-014-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	CHOICE GIVEBACK PPO (H6813-001-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H6813-002-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals
	LIBERTY CHOICE PPO (H6813-006-000)	Giveback MA Only PPO	Prefers Part B premium reduction and network flexibility over Rx coverage
D-SNP	DUAL PLUS HMO (H7993-015-000)	D-SNP HMO	Dual eligible beneficiaries who want extra supplemental benefits

### **TX: El Paso Featured Plans**

		Plan type	Member personas
НМО	GIVEBACK HMO (H7993-008-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
	CORE HMO (H7993-007-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
D-SNP	DUAL PLUS HMO (H7993-017-000)	D-SNP HMO	Dual eligible beneficiaries who want extra supplemental benefits

### TX: Greater Houston & Beaumont Featured Plans

		Plan type	Member personas
НМО	EXTRA HMO (H7993-019-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	GIVEBACK HMO (H7993-006-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
D-SNP	DUAL PLUS HMO (H7993-010-000)	D-SNP HMO	Dual eligible beneficiaries who want extra supplemental benefits

<sup>(1)</sup> EXTRA and GIVEBACK are available in Brazoria, Chambers, Fort Bend, Galveston, Hardin, Harris, Jefferson, Liberty, Montgomery, Orange, San Jacinto and Waller counties

<sup>(2)</sup> DUAL PLUS is available in Chambers, Hardin, Harris, Jefferson, Liberty and Orange counties

<sup>(3)</sup> Other products available in Chambers, Harris, Jefferson, Liberty and Orange counties: CORE HMO (H7993-001-000) and PREMIUM HMO (H7993-002-000)

### **TX: San Antonio Featured Plans**

		Plan type	Member personas
	GIVEBACK HMO (H7993-021-000)	Giveback MAPD HMO	Will trade medical benefits for high Part B premium reduction
НМО	CORE HMO (H7993-003-000)	\$0 Premium HMO	Looking for well rounded benefits and the extras
	LIBERTY HMO (H7993-020-000)	Giveback MA Only HMO	Prefers Part B premium reduction over Rx coverage
C-SNP	BE WELL HMO (H7993-005-000)	C-SNP HMO	MA switcher with Diabetes looking for benefits tailored to support their condition
D-SNP	DUAL PLUS HMO (H7993-012-000)	D-SNP HMO	Dual eligible beneficiaries who want extra supplemental benefits

<sup>(1)</sup> C-SNP is only available in Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina and Wilson counties

Other product(s) available: PREMIUM HMO (H7993-004-000)

# Washington

#### **New Counties:**

- Clark (NEW)
- Cowlitz (NEW)
- Jefferson (NEW)
- Kitsap (NEW)
- Pierce (NEW)
- Skamania (NEW)
- Wahkiakum (NEW)





## **Washington Network**



PeaceHealth St. Joseph Medical Center PeaceHealth Peace Island Medical Center PeaceHealth St. John Medical Center PeaceHealth United General Medical Center PeaceHealth Southwest Medical Center Medical clinics







Legacy Salmon Creek Medical Center Medical clinics Go-Health Urgent Care







Virginia Mason Medical Center

St. Anne Hospital

St. Anthony Hospital

St. Clare Hospital

St. Elizabeth Hospital

St. Francis Hospital

St. Joseph Medical Center

St. Michael Medical Center

Rehabilitation Hospital

Wellfound Behavioral Health Hospital

Medical clinics

Urgent care

Walk-in care

Virtual visits



### **WA: Greater Seattle Featured Plans**

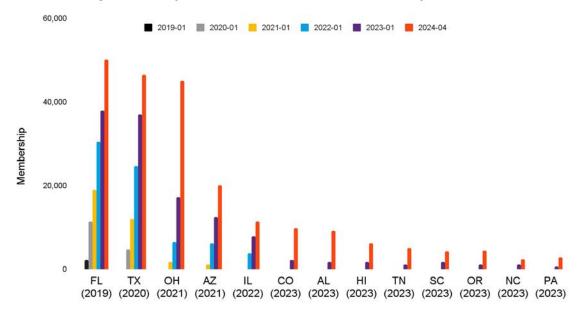
		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H8917-002-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H8917-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals

# **WA: Southwest Washington Featured Plans**

		Plan type	Member personas
DDO	CHOICE GIVEBACK PPO (H8917-002-000)	Giveback MAPD PPO	Will trade medical benefits for high Part B premium reduction and network flexibility
PPO	CHOICE PPO (H8917-001-000)	\$0 Premium PPO	Values network flexibility, well rounded benefits and extra supplementals

# We succeeded and expanded in every single market

#### Membership Growth (States launched from 2019-2024)



Plan State

- Our approach isn't to "buy" the market in a single year,- because that isn't sustainable and it leads to a poor member experience.
- The Devoted model is to build a flywheel that kicks in organically over time as brokers, providers, and members build trust with the organization
- As we mature in a market we continue to find that the **positive experiences** that folks have with the plan drive rapid acceleration and engagement.

We are one of 7 plans in the country who have at least 2k members in 13 states



# While keeping our promise to deliver strong, consistent service — year over year

#### In every market, every year, we've earned a 5-star CAHPS rating for customer service

Member Experience Survey	2021*	20	22	2023			2024						
	FL	FL	ТХ	FL	ТХ	ОН	AZ	FL	ТХ	ОН	AZ	IL	Percentile Rank*
Customer service	(5)	5	5	5	5	5	5	5	5	5	5	5	89th

#### And our NPS has remained strong

	2021	2022	2023	2024		
NPS	70	73	72	70		



### **Grow and win with Devoted!**

Our commitment to service is what makes us different - from intuitive plan designs, to the care and support of each member and business partner.

# Individualized care and attention

- Service, community, and digital guides to cover variety of member needs
- Member guides proactively reach out to members instead of waiting for them to call us

# Simplicity, intuitive, ease of use

- Easy onboarding
- Best in class agent facing assets, tools, training
- Options to text or use our member portal
- Simple to read member facing materials

#### **Speed**

- US based agent support team answers 91% of calls within 30 seconds or less
- US based member service guides answer 92% of calls in 30 seconds\* or less, resolve member issues on first call 90% of the time

#### **Consistency**

- One system for guide teams
- Member NPS of 64+ for the last six years; 70 in 2024
- Fastest growing MA plan in the country, and top 10 for absolute MA growth three years in a row\*\*



<sup>\*</sup>Based on internal call center data from June 2024. Wait time may vary throughout the year.

<sup>\*\*</sup> Source: Medicare Advantage/Part D Contract, Enrollment Data, Centers for Medicare & Medicaid Services, 2024. In AEP 2024, Devoted was the fastest-growing Medicare Advantage plan based on annual membership (for plans over 50k members, excluding 800-series plans.

https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/MCRAdvPartDEnrolData/Monthly-Enrollment-by-Contract-Plan-State-County Data excludes 800-series (employer sponsored), SNP, MMP, and PACE plan MA enrollment. Only Parent Organizations with 50,000 or more Full-Pay members as of December 2023 or 165 เล่านานาน 2024 shown Drydnizations with over 300,000 Non-SNP/MMP/PACE/employer members as of January 2024 highlighted in purple.

# Come experience the Devoted difference - it's easy, get certified and let us serve you!



- PY25 Certification has launched! If you've previously registered go back to our Agent Portal: agent.devoted.com to certify. If you haven't registered yet reach out to your upline to get your unique certification link. Certified agents will have early access to network/ benefit details.
- **Explore our broker resources**: Get the most up-to-date information about Devoted Health.
  - Agent portal: Use agent.devoted.com to get certified to sell plans, view your book of business, commissions, and more.
  - <u>Marketing portal</u>: Once you are certified, visit <u>devoted.com/storefront</u> to order sales and marketing materials to help make AEP 2024 your most successful year yet.
  - **<u>Devoted Health website</u>**: Go to **devoted.com/brokers** to review our current network partners, search our drug formulary, and learn more about how we make healthcare easier and more affordable for our members.



