



Developing an Extraordinary Partnership



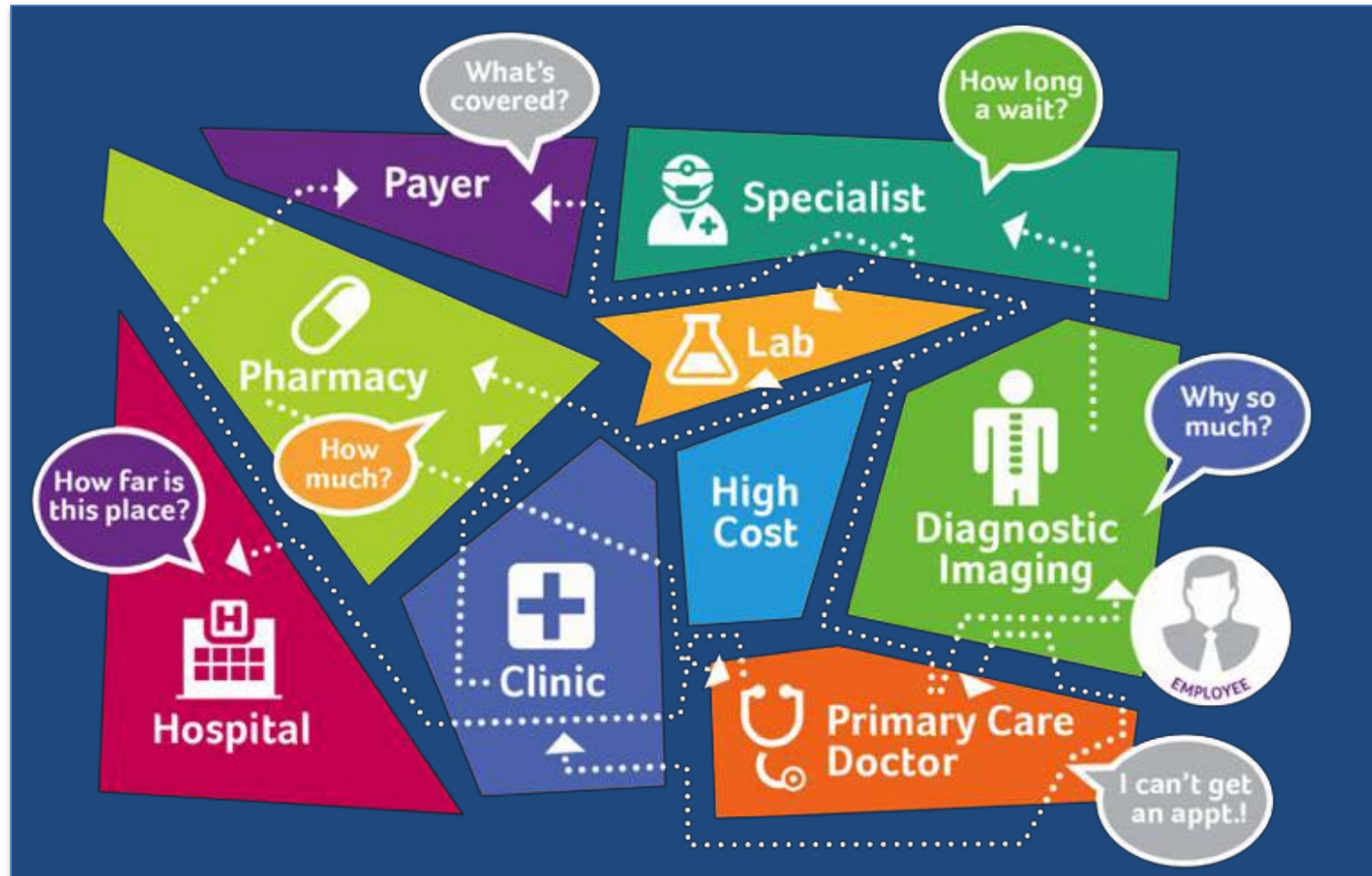
May 7, 2015



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- Program Transformation & Strategy
 - Improving Health & Reducing Cost
 - Advocacy & Support
 - Medical –RX Transition
 - Dental – What makes us different
 - Automated Benefits Management
 - Member Tools

Why Provider Collaboration?

Complexity. Confusion. Inefficiency.



Collaboration creates more value than Aetna or providers can deliver alone

Providers

Focus on those who need them most in the 1:1 setting



One-on-one patient engagement and clinical credibility



Information on all patients and resources to support between visits



Big data analytics, leading technology and care management programs



Strategic plan– multi-year view

Smooth Transition

- Maintain current plan options + introduce lower cost options- fix contribution
- Increase health improvement & wellness programs
- Streamline Administration
- Begin to Develop Reserve

Provider Collaboration Offerings

- **Accountable Care programs in OKC, Tulsa, Stillwater**
- **Additional Provider Collaborations where available**
- **Continue to fund reserve**
- **Increase member engagement**

Self-Insurance Transition

- **Create banking and budgeting features for each entity**
- **Initial Year –level funding**
- **Transition to fully reserved program**

Efficiency & Cost Metrics

- Establish benchmarks for cost, utilization & quality metrics
- Monthly stewardship review for each entity and organization as a whole
- Create accountability at the individual entity level

*ACO and HEDIS measures are nationally recognized quality standards from CMS and NCQA.

Health Improvement & Wellness

Clinical Programs

- Patient Safety (MedQuery®)
- Disease Management (Aetna Health ConnectionsSM)
- Member Messaging (Standard)
- Personal Health Record (PHR)
- Preventive Care Considerations (Electronic)
- Maternity Management (Beginning Right®)

Wellness Web Tools

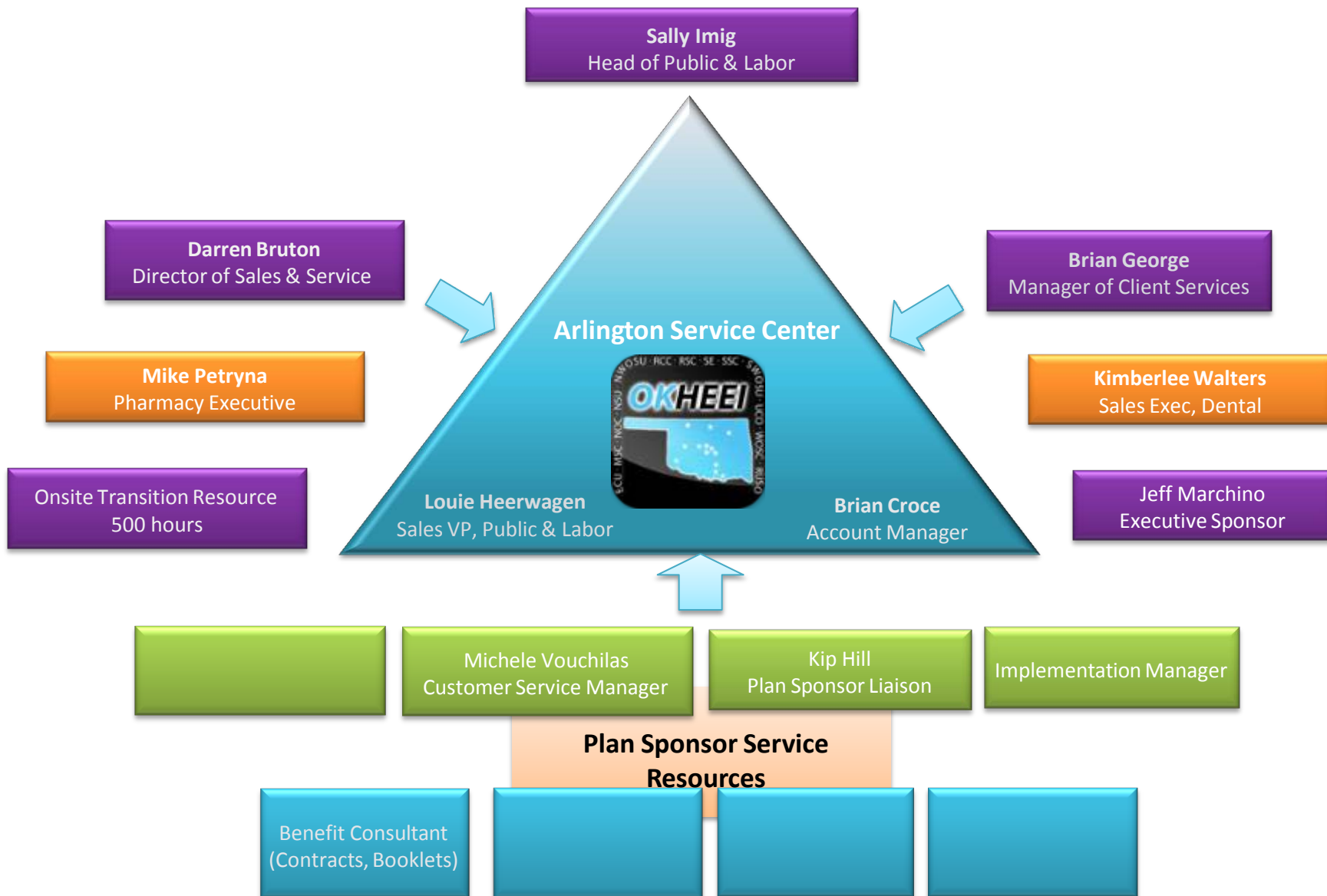
- Aetna Navigator® - Member Self Service Web Portal
- Health Risk Assessment (Simple Steps To A Healthier Life®)
- Web-Chat Technology - Virtual Assistant Ann
- Health Improvement Decision Support Tools
- Online Wellness Programs
- Surgery Decision Support (Welvie) – Online Program Only
- Aetna IntelliHealth®

Other Wellness Programs

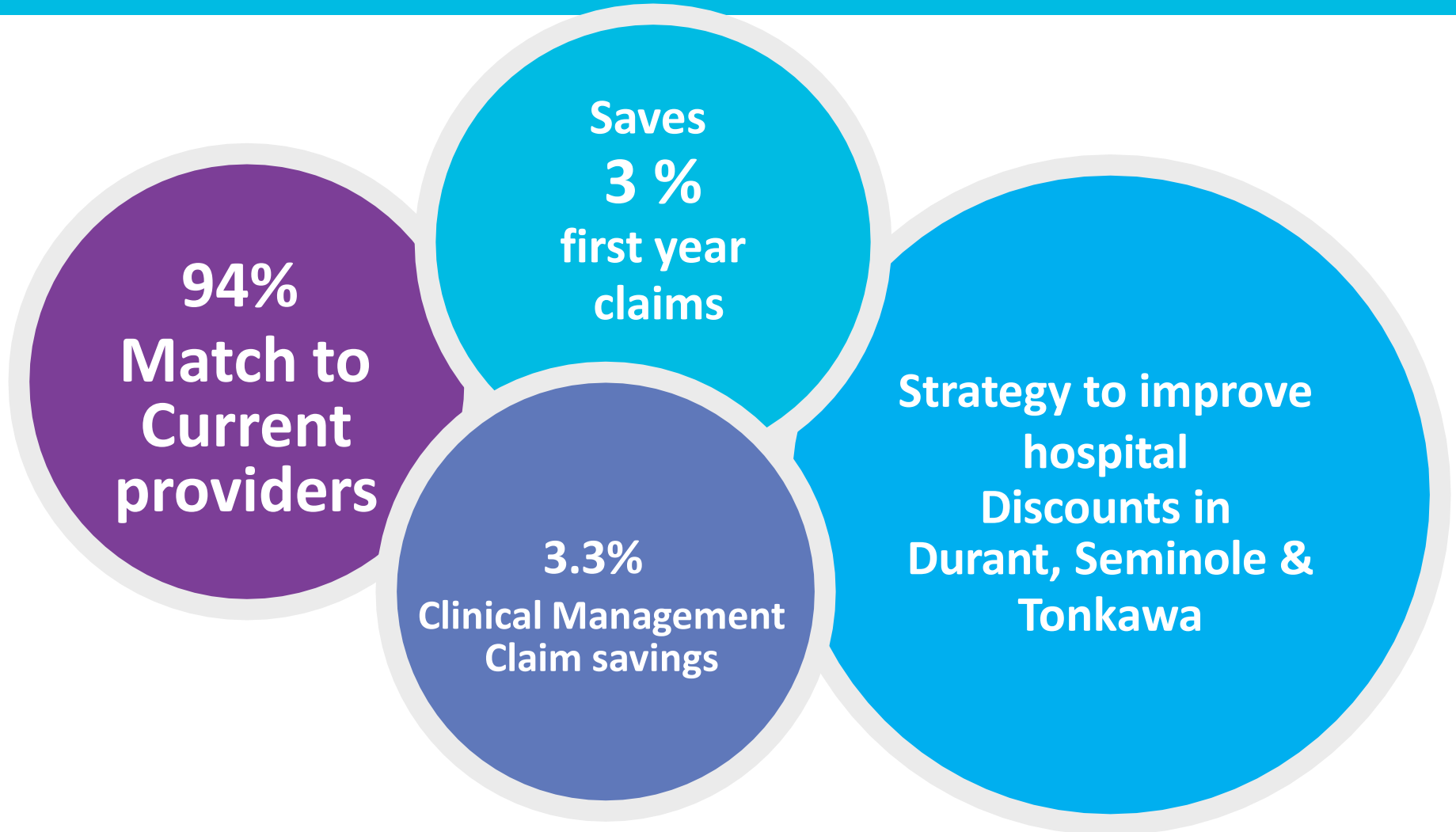
- Aetna VisionSM Discount Program
- Aetna FitnessSM Discount Health Club Program
- Aetna Natural Products and ServicesSM Program
- Wellness Allowance – \$50k per year
- Clinical Consultant Support



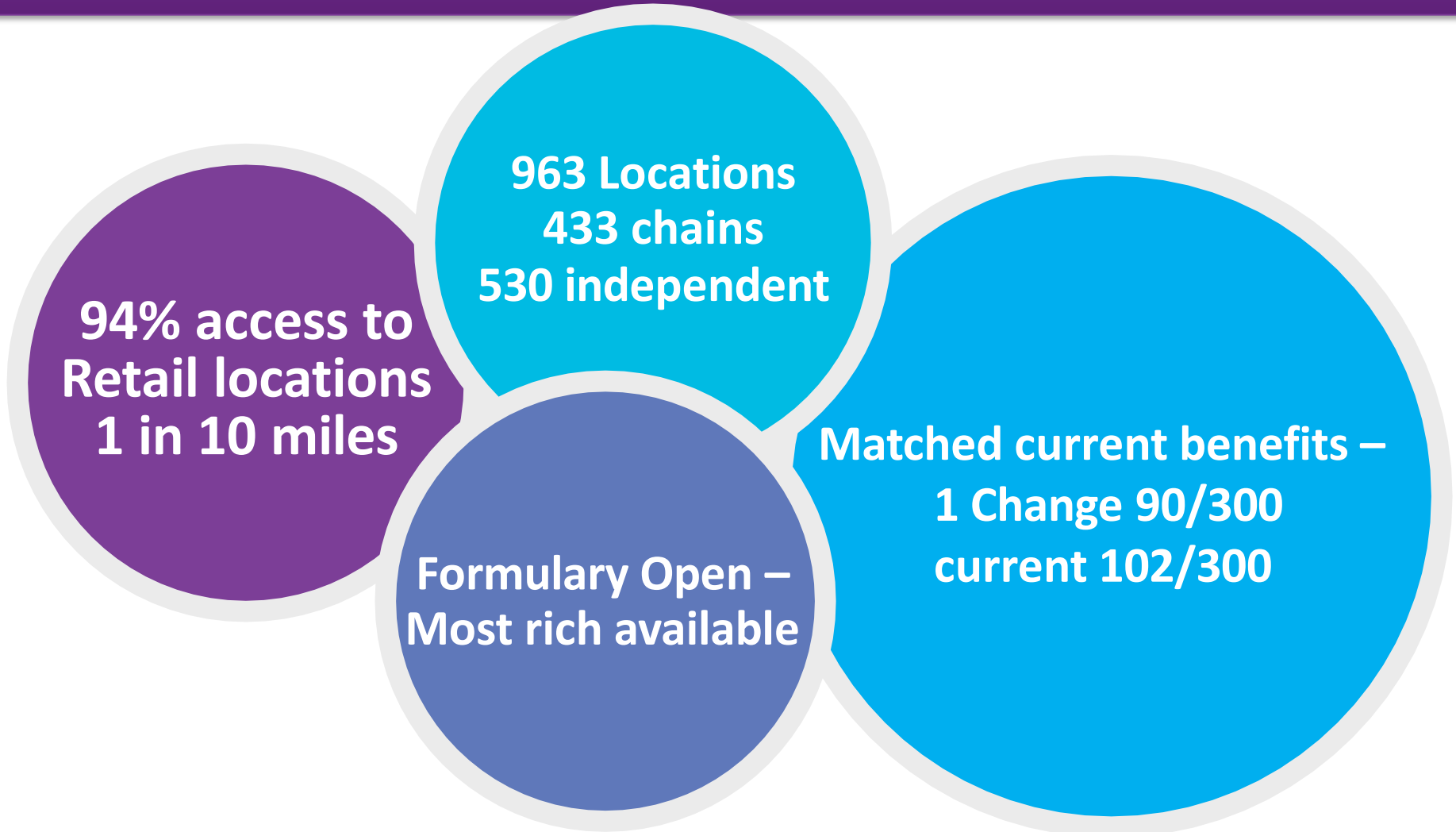
Advocacy & Support Team



Medical Network Transition



Pharmacy Network Transition



Dental Benefits you can sink your teeth into



Networks and discounts for optimal results

- National Networks, Over 262K PPO and 91K DMO locations
- Deep Discounts – OK averages 34%
- Aetna matches on 50% of PAR BCBS Providers and 27% of Non-PAR BCBS Providers
- Customized Recruiting Strategy
- Less than 2.5% of claims eligible for balance billing with UCR @ 90th percentile



Transparency tools

- Estimate costs of services *before* receiving care*
- Get information from experts using Simple Steps To Better Dental Health[®]
- Find dentists and specialists nearby
- Handle emergencies with information from the iTriage[®] app

*Only applies to PPO plan

¹Ongoing statistical research

²Aetna DMI Program Book of Business report, as of December 2012.



Caring customer service

- Met monthly service center metrics since December, 2002!
- 24/7 member care phone service
- Claims Single Point of Contact
- Oral Surgery Center of Excellence



Integrated Efficiencies

Think SINGLE!

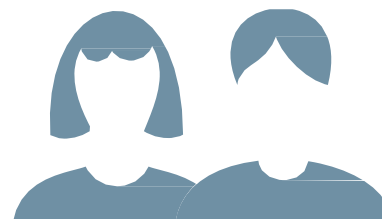
- Claims System; Account Management; Eligibility file; Billing; Member Portal and Tools ; Implementation

Dental/Medical IntegrationSM program

- Up to 20 percent of employees are healthier¹
- Identified 1.9 million at-risk members²
- Paid \$50 million in enhanced dental benefits²



Aetna Dental/Medical IntegrationSM Program for better health



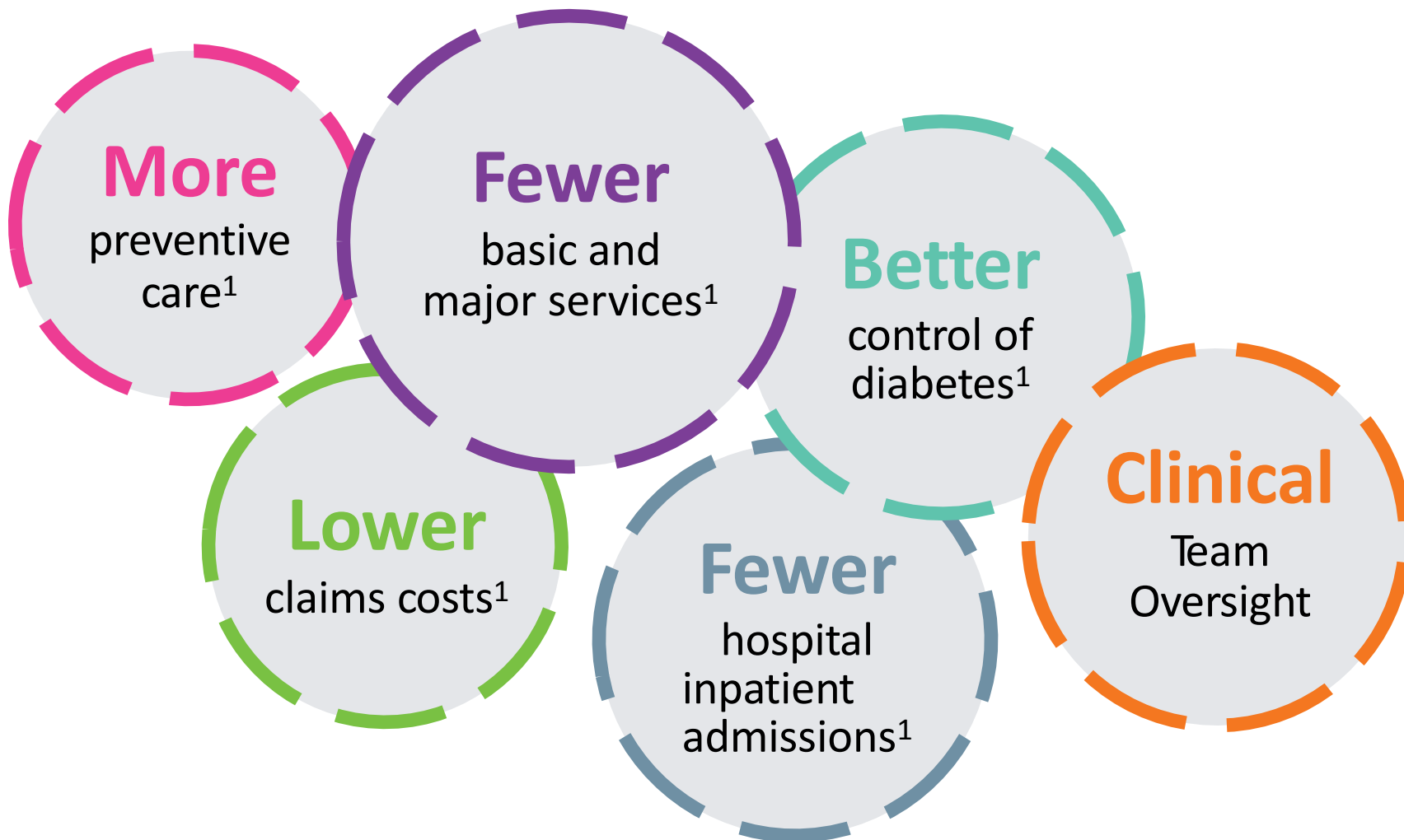
It's simple for everyone

- Aetna does the work
- We identify members who are pregnant, have diabetes or have cardiovascular disease
- We automatically enroll them

Extra support and benefits help engage members

- Education by mail, e-mail or phone
- Dental coordinator helps choose a dentist and make an appointment
- Member receives enhanced dental benefit of extra cleaning and gum care
- Follow-up support helps get the care that's needed
- Services don't count towards employees' calendar year maximums

When medical talks to dental: healthy populations emerge



¹Ongoing, statistically-valid analysis of Aetna DMI customers. Aetna Informatics, 2012-2014.



Powerful technology

- **Impressive performance:**
 - 5 million+ users
 - 97% retention rate
 - High net promoter score
- **Simplified benefits administration** to handle year-round enrollment, life events, ACA compliance, reporting and call center support
- **Industry leading connectivity** to manage demographics, payroll deductions and eligibility

Top-notch user experience

- All OKHEEI schools on **one easy to use electronic platform**
- Each school has **its own permission levels;** see only what authorized to see
- Ask Emma, an **interactive decision support tool**
- **Defined contribution capabilities,** with integrated wellness incentives



Automated Benefits Management

Exchange data with HR and payroll systems

View dashboards and run custom reports

View user information and history

Approve life events and Evidence of Insurability

Automated calculations of rates and coverage amounts

ACA Compliance



Customize with your logo

Add your video and marketing materials for employee education

Link to employer sites and other important references

Follow ACA compliance notifications

Add single sign-on from your intranet

You can configure the site yourself. No coding needed.

Aetna Navigator

Using your Guest ID

It's easy to use your Guest ID.

Here's how:

1) Go to www.aetna.com.

Select Aetna Navigator

Member Log In

2) Enter your Guest ID as your user name and password. It's important to remember that your Guest ID is case sensitive.

Guest ID: aetnatools1

is ready to help you. [Ask a question](#)

Member Log In

User Name:

Password:

[SECURE LOGIN](#)

[Forgot Your Password Or User Name? Register](#) | [View Privacy](#)

Why Register?

- Look up a claim status
- Find a doctor
- Check account balances
- Find costs of tests and doctor visits
- Order Medications Online

[Take a Tour](#) [REGISTER NOW](#)

Aetna Mobile, convenience "on the go"

Use your web-enabled phone or mobile device to:

- Look up the status of a claim
- Find doctors, hospitals, specialists or walk-in clinics
- Check the price of the prescription drug

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Navigator Tour Demo