



Modernizing the healthcare experience

February 24, 2022

Salt Lake City

welcome to brighter

Agenda

1. Introductions
2. Discussion overview
3. Discussion
 - Richard Clegg – O.C. Tanner
 - Chavalah Brothers – O.C. Tanner
 - Penny O'Brien – Marathon Health
 - David Keyt, MS, GBA – Mercer
4. Q&A

Introductions



**Chavalah
Brothers**

Wellness and
Safety Leader



**Richard
Clegg**

VP Finance &
Corporate Treasurer



**Penny
O'Brien**

VP Business
Development &
Health Promotion



**David
Keyt**

Principal, Worksite
Clinic Consulting
Group Leader

Discussion overview

Healthcare should—and can—work better for your employees. That means care that's convenient, easy to access, offers an experience focused on wellness, lowering costs, improving outcomes, and measurably better health. We will share survey insights, the impact COVID has had on the virtual environment and network options.

Including:

- Improving health through proactive advanced primary care
- Slowing things down and taking time to understand the patients needs
- Experience and successes from having an onsite clinic

**David Keyt, Worksite Clinic Consulting Group Leader
Mercer**



2021 survey of

worksite clinics

in collaboration with NAWHC

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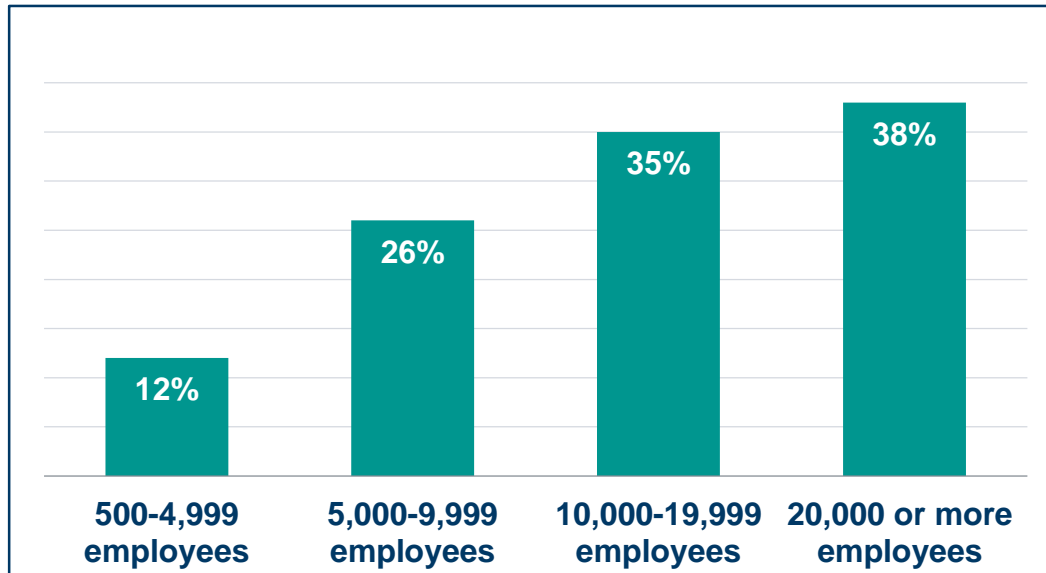
About the survey

- The Mercer Survey on Worksite Clinics report is the industry standard for benchmarking program services and identifying trends and developments in employer sponsored clinics.
- The survey was sent to employers with on-site or near-site clinics in March-April 2021, with the help of the NAWHC and vendor partners.
- 142 employers with onsite clinics responded. Over two-thirds (100 respondents) have fewer than 5,000 employees and 30 percent (42 respondents) have 5,000 or more.

Employers offering worksite or near-site clinic

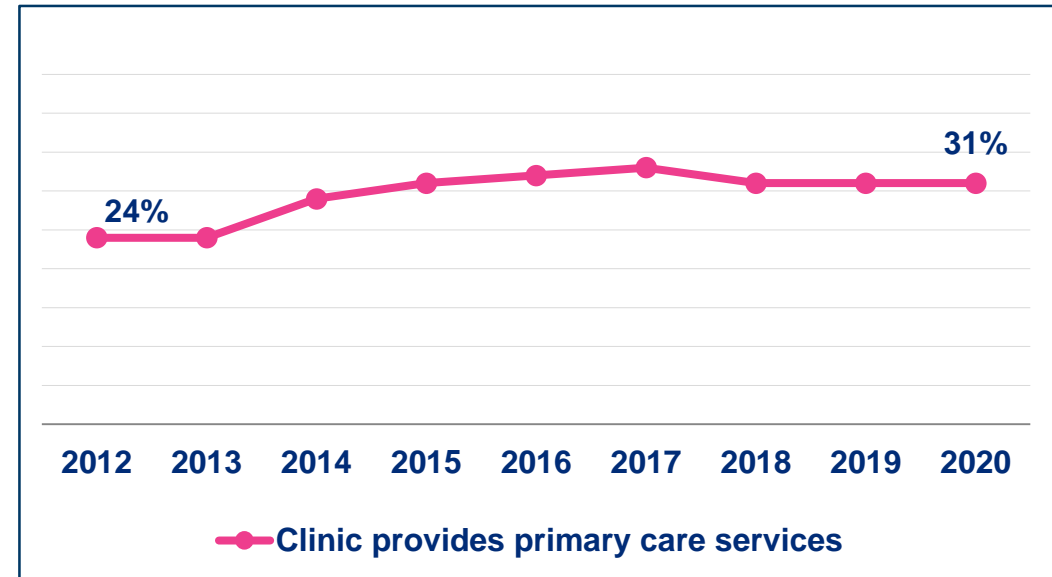
Employer-sponsored clinics continue to be a key health and benefits strategy

Offer a Primary Care Clinic



Mercer's Survey of Worksite Clinics 2021

Among employers with 5,000+ employees

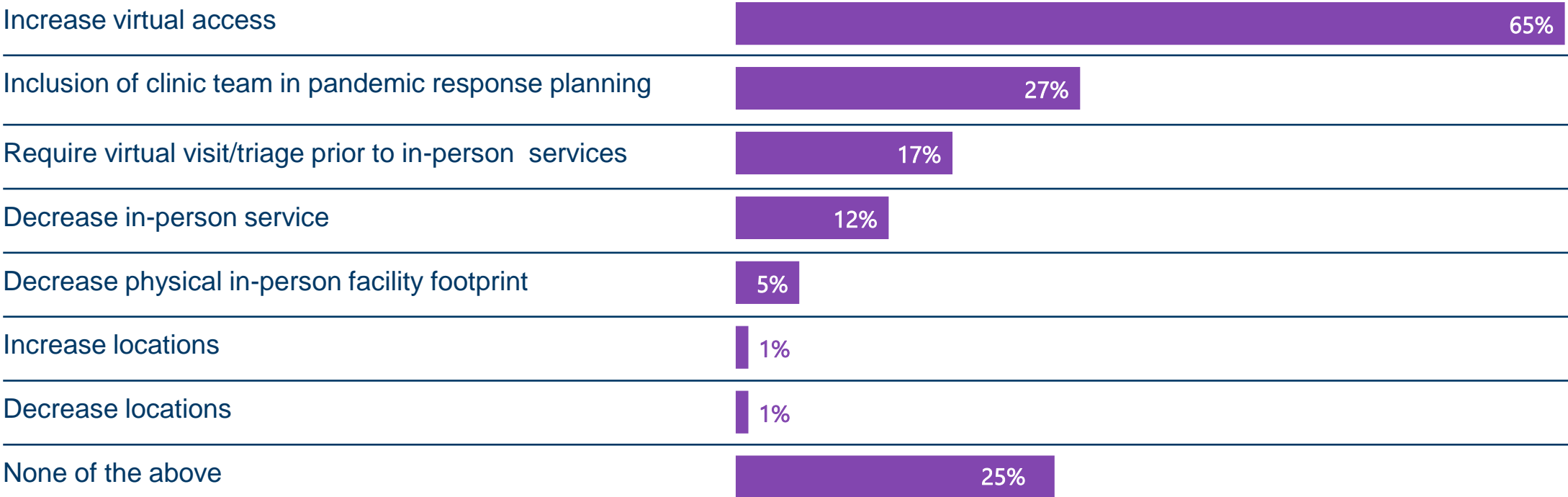


Mercer National Survey of Employer-Sponsored Health Plans

Only 1% of survey respondents reported decreasing the number of clinics offered due to the pandemic

14% of Utah 500+ respondents offer primary care services

Changes in clinic strategy or approach resulting from COVID-19



Mercer's Survey of Worksite Clinics 2021

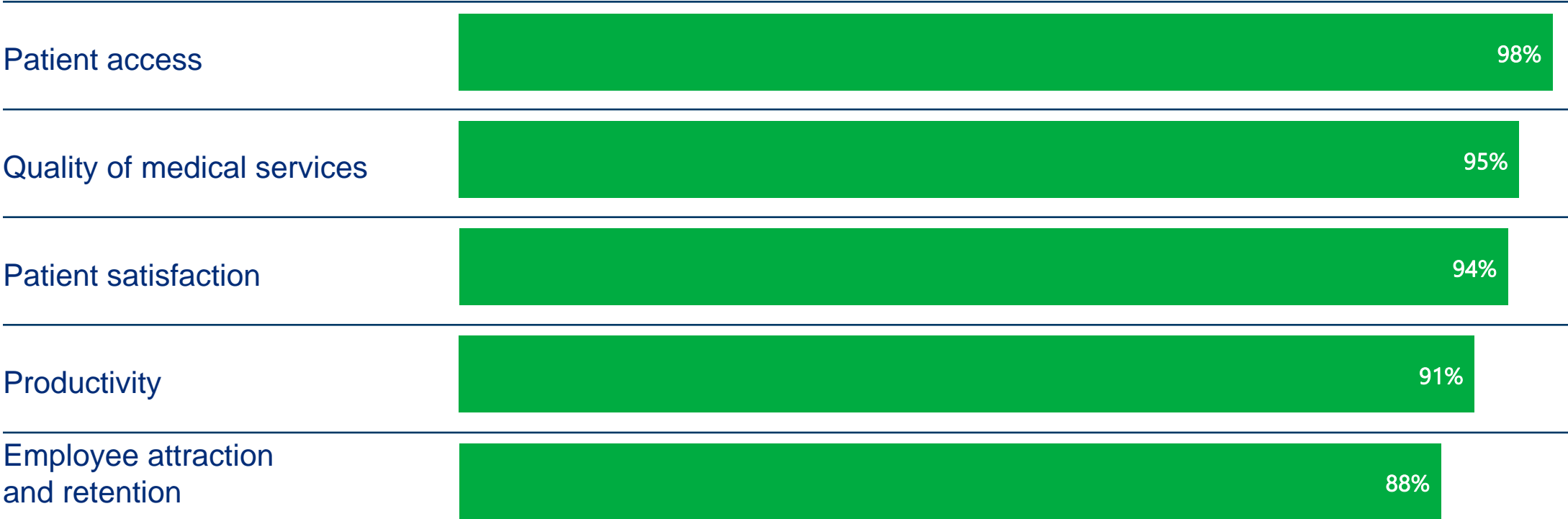
Clinic offers telehealth services connecting employees to providers for appropriate care

- Telehealth services delivered by the providers in the clinic during business hours: **78% (up from 21% in 2018)**
- Clinic has a contract with telehealth vendor (such as MDLive or Teladoc) and makes services available to employees: **7%**
- Telehealth services are contracted through clinic vendor, delivered by centralized providers in coordination with the clinic care team: **7%**



Objectives for establishing a worksite clinic

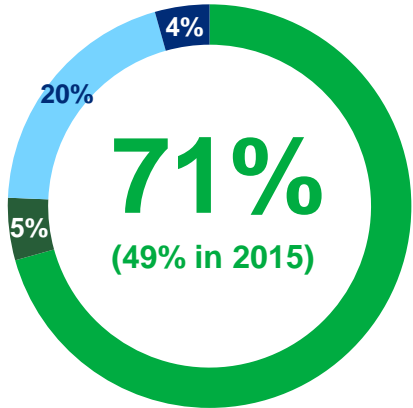
Percentage of respondents rating objective “Important” or “Very important” on a five-point scale



Employer-sponsored clinic trends

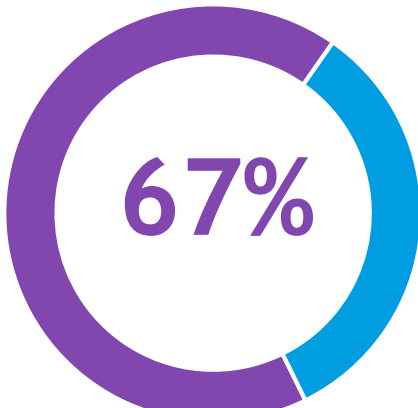
The focus on providing access to quality care continues to influence services provided by the clinic:

Most employers allow members to select the clinic provider as their PCP



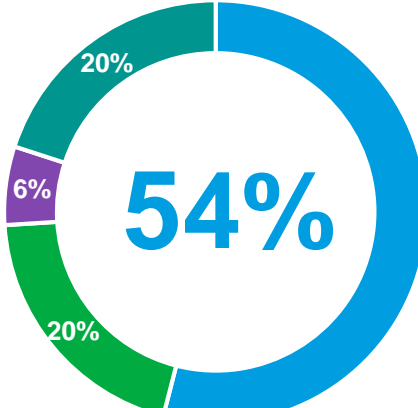
- Members may select as PCP
- Considering allowing
- Not allowed to select as PCP
- Occupational services only

Clinic care team proactively calls eligible patients to close gaps in care



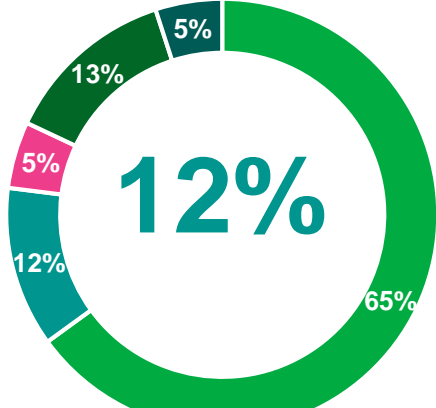
- Proactively call patients
- Do not proactively call patients

More than half of clinics follow-up with members who screen positive for BH issues



- Screen, refer and follow-up
- Screen and refer
- Screen only
- None of these

Emphasis on targeting referrals to providers based on quality is increasing



- INN providers
- Custom quality-based list
- Carrier narrow/specialty network
- No referrals
- Other

Mercer's Survey of Worksite Clinics 2021

Primary care services offered

Lab	84%
Screenings	82%
Preventive care exams	80%
Immunizations	74%
Chronic disease management	71%
Health coach	58%
Urgent care (other than workplace injury)	57%
Diabetes educator	46%
Mini-dispensary pharmacy	39%
Behavioral health	33%
Dietician	27%
Mental health or employee assistance program counseling	24%

Physical therapy	18%
Comprehensive pharmacy	16%
X-ray	14%
Concierge pharmacy	11%
Chiropractic	8%
Acupuncture	4%
Pharmacist coach	3%
Vision	2%
Dental services	1%
Other	4%
None of these services	1%
Clinic only provides occupational services	3%

Mercer's Survey of Worksite Clinics 2021

Health management services offered

Biometric screening	86%	Health advocacy (e.g. navigational or clinical)	23%
Weight management	67%	Second opinion	8%
Face-to-face lifestyle coaching	66%	Resiliency	6%
Face-to-face chronic condition coaching	64%	Disability management	4%
Smoking cessation	55%	Centers of Excellence	3%
Stress management	45%	Financial counseling	1%
Nutrition management	41%	Infusion services	1%
Referral management	39%	Bundled payment	--
Care coordinator	37%	None of these services	4%
Case management	26%		

Mercer's Survey of Worksite Clinics 2021

Return on investment (ROI) for the worksite clinic in the most recent reporting period

Majority of respondents (56%) haven't attempted to measure ROI

Return	Percent of respondents
Less than 1.00	11%
1.00-1.49	15%
1.50-1.99	5%
2.00-2.49	6%
2.50-2.99	2%
3.00-3.99	2%
4.00 or more	3%
Have not measured ROI	56%

Among respondents measuring ROI...

76% Report ROI of 1:1 or higher

31% Report ROI of 2:1 or higher

12% Report ROI of 3:1 or higher

**Penny O'Brien, VP Business Development & Health Promotion
Marathon Health**

Improving health through proactive primary care

Improving health isn't about going faster. It's about slowing down: taking the time to understand the patient and their needs.

We've created healthcare that actually works and are focused on continued innovation.





A culture of care

We've built a care model that encourages doctors and our primary care teams to develop trusted relationships, revealing insights that improve outcomes and transform lives.

It's what we call The Marathon Way

- Building a best-in-class team and taking care of them as part of our Ambassador-first culture
- Making it easier for providers to focus on care and spend more time with patients
- Creating teams of healthcare professionals that are custom fit for individual clients
- Providing long-term treatment, not just one-time solutions

Industry leading
provider retention rate **92%**



The Marathon Method

Delivering our Quadruple Aim guides everything we do



Empower world-class clinicians to change patients' lives



Create amazing patient experiences, before, during and after the visit



Improve health outcomes with an impactful health management approach



Lower healthcare costs both now and in the future



Industry-leading core services



Primary & urgent care

- ✓ Acute and preventive care
- ✓ Routine physicals and wellness visits/check-ups
- ✓ Work-related injury triage
- ✓ Concierge referral coordination



Chronic condition management

- ✓ Chronic condition care
- ✓ Care coordination and case management
- ✓ Health advocacy
- ✓ After-hours care



Lab & pharmacy services

- ✓ 150+ cost-saving medications
- ✓ 3,000+ labs, including blood work and analysis
- ✓ Work-related immunizations
- ✓ EKG & PFT diagnostic tests



Health center design & promotion

- ✓ Physical space design
- ✓ Signage
- ✓ Member marketing campaigns to drive engagement
- ✓ Incentive design
- ✓ Client reporting
- ✓ Claims import and analysis



Integrated wellness

- ✓ Biometric screenings
- ✓ 1:1 health coaching
- ✓ Group wellness programming

*additional buy-up services also available



Behavioral Health

“In many communities around the country, there are long waitlists to see a behavioral health provider — in some cases up to two years. Our providers are part of an integrated care team that works in unison with the health center’s medical clinician, so patients don’t have to wait to get the care they need.”

– Denise Meyers, MS, National Director for Mental Health Services for Marathon Health



Employer Challenges

- One in five Americans suffer a mental health disorder, yet 70% of adults with mental health conditions and 92% with substance abuse do not receive treatment
- More workers are absent due to stress and anxiety than physical injury or illness; employers carry the burden of mental health issues resulting in 70 million lost workdays each year
- 60% of adults with a substance abuse problem are employed full time. Drug and alcohol abuse cost employers \$276 billion each year

Marathon Health Behavioral Services

- Patient-centered, outcomes-based therapy with master’s level, licensed counselors, treating stress, anxiety, depression, grief and substance abuse
- Collaboration with health center providers who provide support in medication management, referrals and care coordination
- Behavioral health visits offered at the health center, through virtual care and via the mobile app

Outcomes

31%

Decrease in depression with patients actively engaged in counseling with multiple results of Personal Health Questionnaire-9 scores to measure progress

\$1.2M

Employer net savings when patients utilize behavioral health care

\$92.36 Engaged vs \$301.97 Non-Engaged

Employees with 7+ behavioral health visits in the last 2 years have lower medical claims spend on mental health services compared to employees who have not used any Marathon Health services in the last 2 years

*Data based off one client in X service area





Key benefits of the Marathon Health network

Greater access and higher engagement

- Multiple access points have been shown to drive higher engagement with both employees and their eligible dependents
- Fully developed networks have 300+ hours of operation per week

Market density

- Deeper market knowledge (and leverage) allows us to provide exceptional care navigation
- Allows for hiring and retaining top talent

Standard services throughout

- Health center services are consistent throughout each location
- Each employer buys into the full network and can fully utilize all services

Access to any Marathon Health Network

- Marathon Health networks are interconnected and allow for employers with populations throughout to extend access outside of main location
- As new networks are added this adds coverage for dispersed employers

Standard and consistent pricing model

- Per Employee Per Month (PEPM) pricing model is pre-determined and does not differ based on employer size or profile



Everyone deserves high-quality healthcare no matter where they live

And Marathon Health is lighting the way.

Introducing  **Marathon Health**
anywhere

We've taken our relationship-driven model, enhanced with digital tools and services and made them accessible virtually anywhere.

Now, for the first time, Marathon Health Anywhere allows you to provide a fundamentally different approach to healthcare for your entire employee population.

We believe where your employees live shouldn't limit the options you provide for them and their families.



Making healthcare personal

We're not simply reacting to the limitations of healthcare. By combining our on-site provider model with a vastly expanded network, we're making a positive impact on outcomes and costs.

We've seen what works and are taking the steps to expand our approach, shortening the distance between the way things are and the way things should be.

Thank you



Chavalah Brothers, Wellness & Safety Leader

Richard Clegg, VP Finance & Corporate Treasurer

O.C. Tanner

Return on investment (ROI)



Return (Benefit)

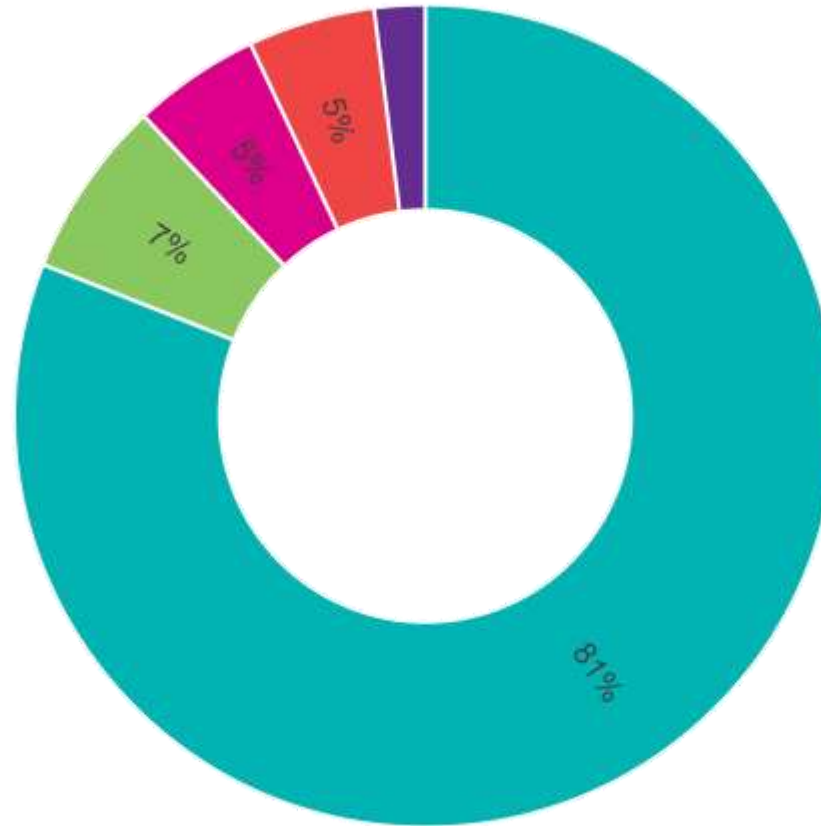


Investment (Cost)

= ROI (1.05)

$$\frac{\text{Return (Benefit)}}{\text{Investment (Cost)}} = \text{ROI (1.05)}$$

Health center costs as a % of total health care



■ Health Care Claims ■ Dental ■ Stop Loss ■ Health Center ■ Other

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