



## Health Plan Overview

October 24, 2017

## Our Mission



*As people of Providence,  
we reveal God's love for all,  
especially the poor and vulnerable  
through our compassionate service.*

# Providence in Oregon



**160**   
YEARS OF SERVICE

 **20k+**  
CAREGIVERS

 **1m+**  
MANAGED LIVES

**\$1b+**   
PBM BENEFITS MANAGEMENT

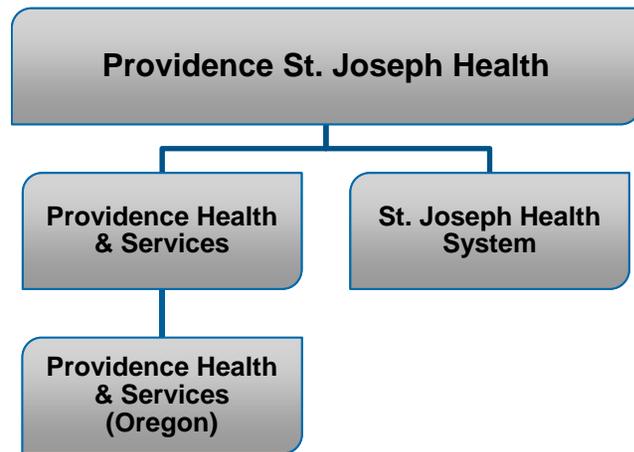
 **5 Star** (2018)  
Providence Health Assurance  
MEDICARE ADVANTAGE PLAN

**8**   
TOP-RATED  
HOSPITALS

 **90**  
CLINICS

 **3k+**  
PHYSICIANS

# Post Merger Organizational Structure



## About Providence St. Joseph Health

Providence Health & Services and St. Joseph Health officially came together on **July 1, 2016**. The affiliation created a new parent organization, Providence St. Joseph Health. The parent structure will allow our organizations to work together in a unified fashion to meet the needs of our communities.

## About the affiliation, PHP & PHA

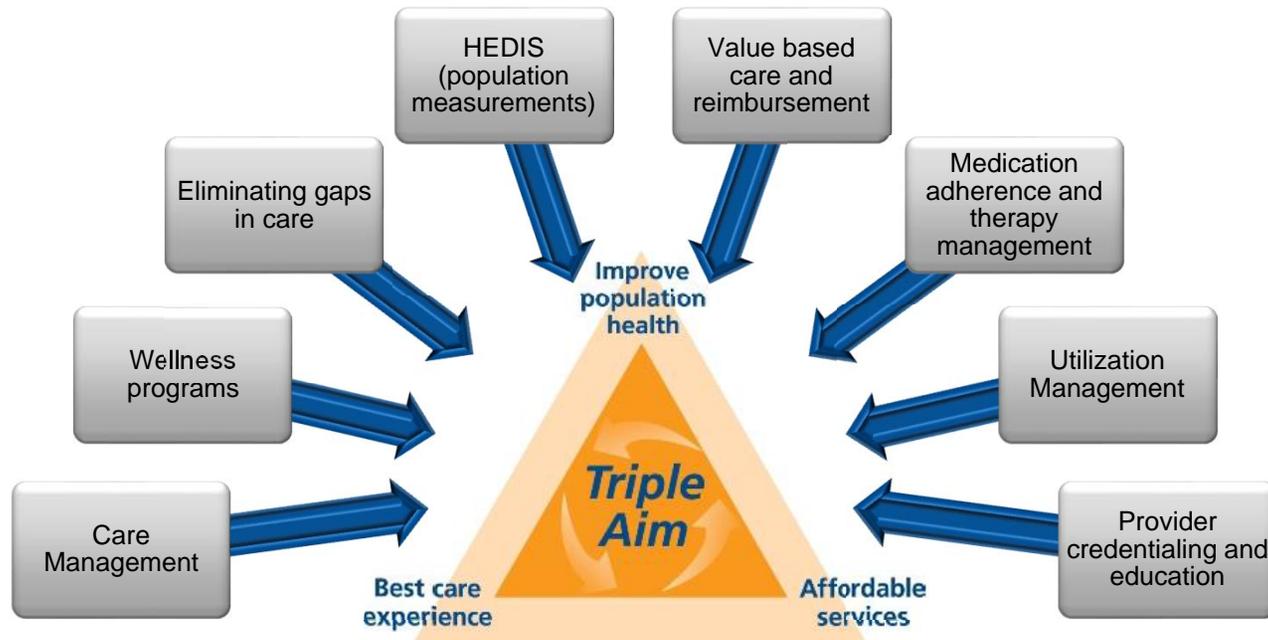


- ▶ There are no plans to change the business relationships or the governance and management of Providence Health Plan and Providence Health Assurance as a result of Providence Health & Service’s affiliation with St. Joseph Health.
- ▶ Providence Health Plan and Providence Health Assurance continue to operate as individual legal entities; Providence Health Plan and Providence Health Assurance continue to maintain boards of directors that are independent of the Providence Health & Services and Providence St. Joseph Health boards.
- ▶ The Providence St. Joseph Health affiliation has no impact on Providence Health Plan and Providence Health Assurance product offerings, benefit designs or rates.



# Our Commitment to the Triple Aim

**Providence employs the following systems of care to *improve population health, provide affordable services, and offer the best care experience***



# Operational Performance Metrics

## Realized Performance Metrics



**93.7%**  
first call resolution rate



**95.8%**  
of total clean claims  
processed within 30 days



**97.2%**  
overall processing accuracy



**99.8%**  
financial payment accuracy

## Projected 2017 Performance

**1.4M**

member phone inquiries

**400K+**

Provider calls

**7M+**

claims

**\$2B+**

in medical expense paid  
(includes self funded)

**~3K**

Appeals and Grievances  
resolved

**1M+**

member adds,  
terminations, and  
changes

# How We See the future of Health Care

As provider-sponsored health plans, Providence Health Plan and Providence Health Assurance remain positioned to support health improvement initiatives within the state of Oregon and the communities we serve.

