



Lucent Health
DATA DRIVEN + HUMAN FOCUSED

Today's Conversation

- About Lucent Health
- Why Lucent Health
- Unique Solutions
- Narus Health Concierge and Care Management
- Technology and Reporting
- Your Dedicated Service Team / Implementation

Why Lucent Health?

Data Driven + Human Focused

- Help employers, by partnering with them to design customized health benefits solutions that mitigate risk and reduce costs.
- Help members by equipping our Lucent Health Care Management Team (powered by Narus Health) to navigate complex conditions.



About Lucent Health: **Who We Are**



450

Employees



500+

Clients



200,000

Members

2 Billion



Annual Claims
Processing

5

Offices
Nationwide

Appleton, WI
Dallas, TX
Nashville, TN
Portland, OR
Sacramento, CA



1 Data Warehouse
1 Phone System
1 Financial System
1 Data Analytics Platform

How Lucent Health Can Help

- Save money and take care of members
- Mitigate risk and fundamentally reduce plan costs through various cost-control solutions
- Flexibility – customized plan designs and ability to administer tiered benefits
- Enhanced care and case management through care coordination, concierge, telemedicine and nightly data feeds allowing for proactive engagement and a superior member experience
- Partnering with clients to help educate and support HR and their employees in all aspects of their self-funded plan

Products & Services: **Lucent Health Traditional Plans**

Lucent helps employers work with national PPO plans and has access to virtually every regional and local network. We customize a network to meet the specific needs of your employee base.



Products & Services: **Lucent Health Value-Based Payment Plans**

Problem: “charge and discount” based pricing and lack of transparency

Solution: Value-Based Payments (VBP/RBP)

How does it work?

In general, VBP is based on a percentage of Medicare (often 140% - 200%) and uses that to determine payments to hospitals.

The result is a lower price based on value, with a baseline that is transparent and fair for all parties involved.

800%

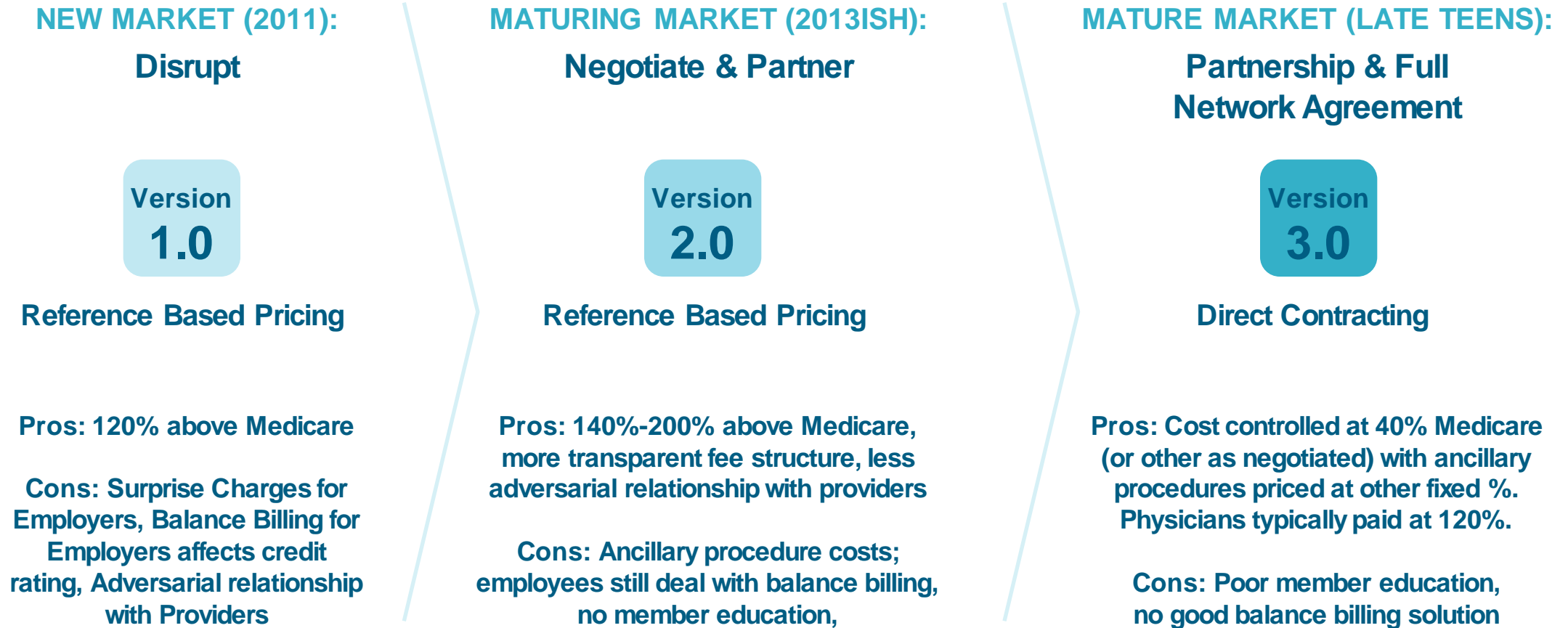
Avg price for a routine procedure in Denver, CO



\$2.20 - \$18.41

Per gallon

Products & Services: **Lucent Health Value-Based Payment Plans**



Products & Services: **Lucent Health Value-Based Payment Plans**

MATURE MARKET (TODAY - FUTURE):

Front End Provider Acceptance, Advocacy Tools, Proactive Engagement

**Version
4.0**

**Direct Contracting
Balance Billing Assist
Legal Representation**

Pros:

- **120% - 200% of Medicare (or other as negotiated) with ancillary procedures priced at other fixed %.**
- **Direct Contracting**
- **Balance Billing Assist**
- **Legal Representation**
- **Exceptional Care Management**
- **Clear Member Education**
- **Integrated Concierge Care**
- **Dual Option**
- **Narrow Networks**

Products & Services: **Lucent Health Value-Based Payment Plans**

Lucent Health VBP plans are the fourth generation of RBP plans, maintaining the savings achieved by RBP, without the negatives to employers and employees.

76.6%

Average facility discount vs. 51.4% for PPO

98%

No balance billing

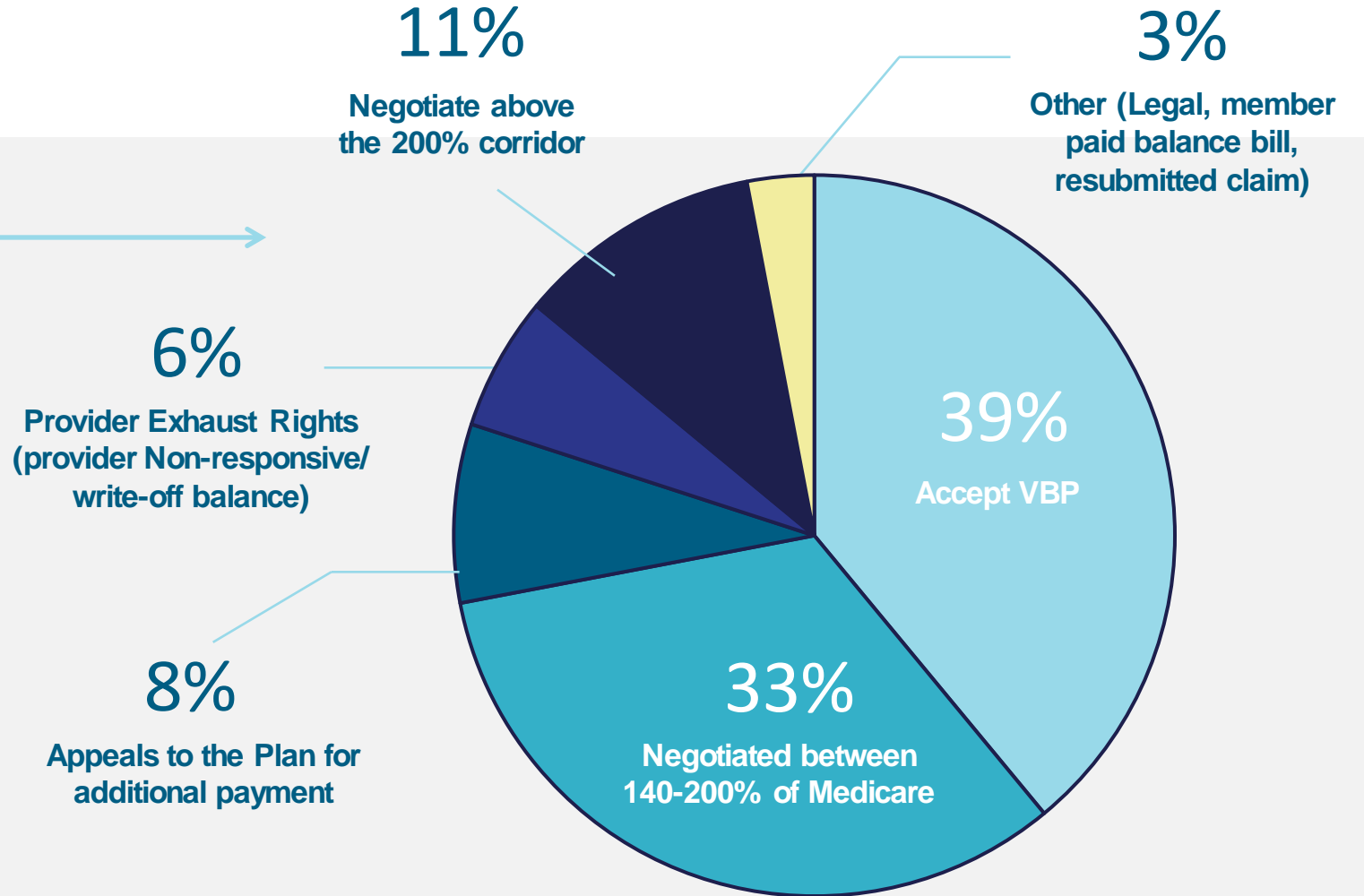
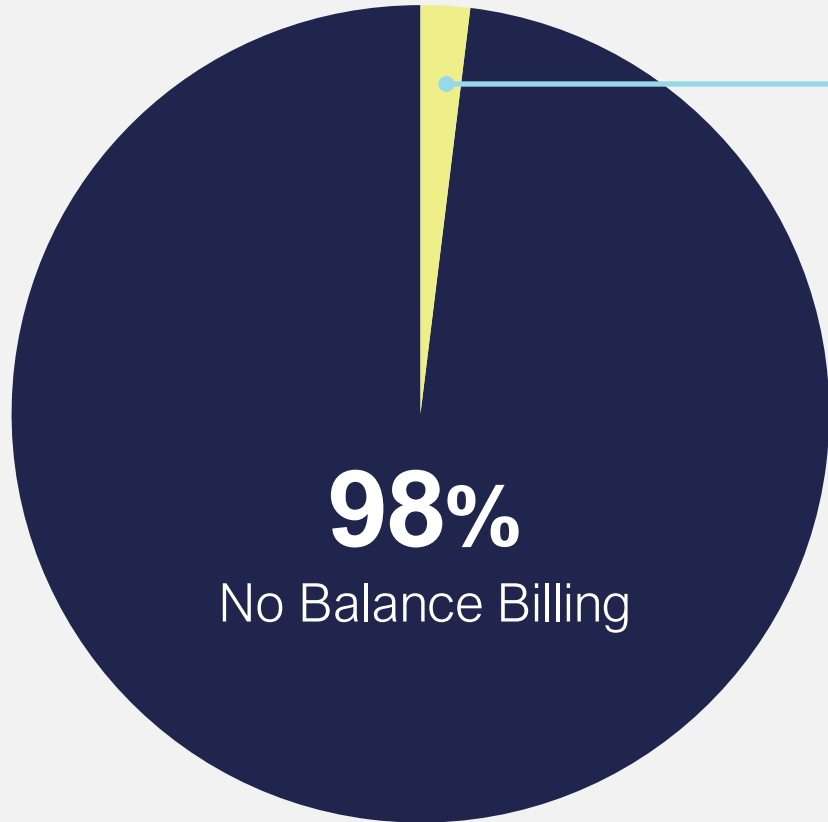
\$ 3,000

Average savings per employee per year

95%

Client retention rate

Resolving the Other **2%**



Products & Services: **Lucent Health Level Funded Plans**



Lucent Health's VBP Solution

Deliver savings of 25% to 30% and hold annual cost growth level



Concierge Care

Team to coordinate various healthcare needs with your doctors, caregivers and pharmacists



Complex Care Management

Compassionate, experienced team providing 24/7/365 clinical support for enrolled members



Specialty Drug Carve Out—Deep Rx Discounts

A fully integrated PBM and client keeps the rebates



Transplant Carve Out

Mitigate risks associated with high-cost transplants with predictable premium structure.



Telehealth Option

- Virtual care through Teladoc via phone or video chat
- Greater access to physician care, more savings



Transparent Reporting

Client well-informed on plan performance



Web Portal—Mobile App

Employees have full access to their benefits from their phone



Secure Stop-loss Contracts

A rated or better carriers with 12/24 protection



Return of Funds

Employer keeps 100% of excess benefit dollars after the contract period plus all rebates

Strategically Aligned with Pareto Health

- 150+ clients covering roughly 15k lives
- 98% client retention rate
- Preferred pricing
- 5% reduction in agg factors (2.5% - PRxC, 2.5% - ICM solutions)
- Streamlined implementation process
- Fully integrated with all ICM solutions
- Member of the captive

Minimum Essential Coverage Health Plans				
MEC Plans	Base MEC	MEC Plus	Premium MEC	Super MEC
Preventative MEC (63 Items – In-Network only)	100%	100%	100%	100%
Drug Formulary	N/A	Up to \$50	N/A	N/A
Office Visits (Specialists Not Included)	N/A	6 per year with \$20 copay	6 per year with \$20 copay	6 per year with \$20 copay
Inpatient				
Day 1 hospital confinement benefit amount per day	N/A	N/A	\$2,000 per day x 1 day	\$3,000 per day x 1 day
Days 2+ hospital confinement benefit amount per day	N/A	N/A	\$200 thereafter	\$300 thereafter
Maximum Benefit	N/A	N/A	30 days per year	30 days per year
ICU benefit amount per day	N/A	N/A	N/A	\$300 per day x 10 days
Accident maximum benefit amount per year includes emergency room for injuries	N/A	N/A	\$3,000 per year	\$5,000 per year
Emergency room for illness only	N/A	N/A	\$200 per day up to 2 days	\$250 per day up to 2 days
CRITICAL ILLNESS ⁽²⁾ Payable for 10 conditions	N/A	N/A	\$5,000	\$5,000
PRESCRIPTION⁽⁵⁾				
Retail - Generic RX copay			\$10	\$10
Mail Order - Generic RX copay	N/A	N/A	\$30	\$30
Monthly benefit maximum - Individual/Family			\$50/\$100	\$50/\$100
OTHER SERVICES⁽⁶⁾				
Telephonic Doctor Office Visits	HealthiestYou	HealthiestYou	Teladoc	Teladoc
SupportLinc Employee Assistance through Ternian	N/A	N/A	Yes	Yes
First Health PPO Discounts	Yes	Yes	Yes	Yes

MEC Plans

- Hospital Confinement Benefit includes 1st day benefit of up to \$3,000 with \$300 per day thereafter for up to 30 days
- Hospital Confinement Benefit is \$300 per day
- Accident Expense Benefit is \$5,000
- Emergency room for illness only benefit of \$250 per day up to 2 days
- SupportLinc Employee Assistance Plan
- Telemedicine vendor is Teladoc



LucentRx

- **Lucent saw an opportunity to address specialty spend in a better way**
 - **Weaknesses we noted with other vendors:**
 - **Member experience**
 - **Lag in claims data**
 - **Vague exclusionary language**
- **Our focus is on Patient Assistance Programs**
 - **Manufacturer coupons as supplementary program**
- **Narus leading the member engagement is key differentiator**
 - **Care team will field member calls**
 - **Will use licensed software to identify eligible drugs and requirements real-time (MDCares)**
- **Partnered and built in conjunction with Southern Scripts**
 - **Allows for real-time flow of data**
 - **Pharmacy -> PBM -> Narus**

Products & Services: **Lucent Health Care Management**

Care management—Powered by Narus Health—offers clients 4 primary services, each providing a unique solution and engaging certain groups in a client’s population.

1. Precertification / UR / UM

- Serves as a check / balance for proper treatment protocol
- Helps to identify high-risk individuals prior to formal diagnosis
- Can give an indication of upcoming expense

2. Concierge Care Support

- Allows a single point of contact for all member healthcare issues
- Engages high-risk members and triage to more appropriate care
- Improves the overall member experience when changing plan coverage

3. Traditional Large Case Management

- Similar in scope to more familiar LCM solutions
- Works closely with stop-loss providers
- Improves member compliance and education
- Assures good clinical practice standards

4. Narus Complex Care Support

- Proprietary risk stratification analysis
- Engagement based on medical complexity
- 24 / 7 Narus access to improve utilization



Concierge Care

- **Coordinate care needs with doctors, caregivers and pharmacists**
- **Navigate complexities of healthcare**
- **Resolve matters effectively and efficiently**
- **Lessen burden on HR staff**





Complex Care Management

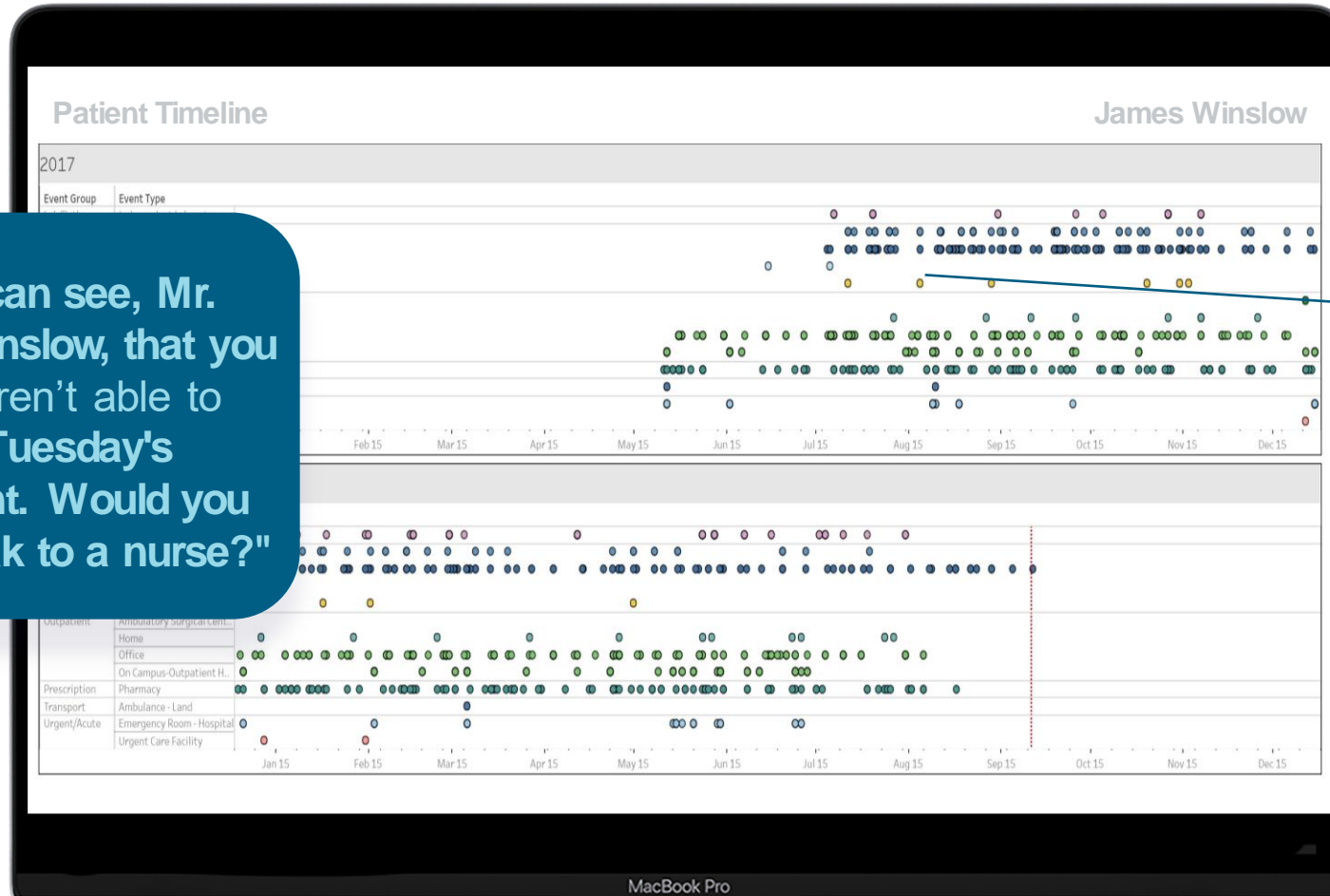
- **Better engagement with at-risk members (45-50% on top 10% of claimants) via nightly data feeds**
- **Management of complex care (sickest of the sick)**
- **Clinical Support Team 24 x 7 x 365 for enrolled members**
- **Reduced PMPM costs (9.5% based on recent ROI study)**
- **Reduced ER visits (29.5% for Narus managed vs. 19.5% for non-managed)**

Claims Tracking & Timeline Analysis

Patient Timeline: Detailed look into claims volume, type, and activity both historically and forward-looking



"I can see, Mr. Winslow, that you weren't able to make last Tuesday's appointment. Would you like to speak to a nurse?"

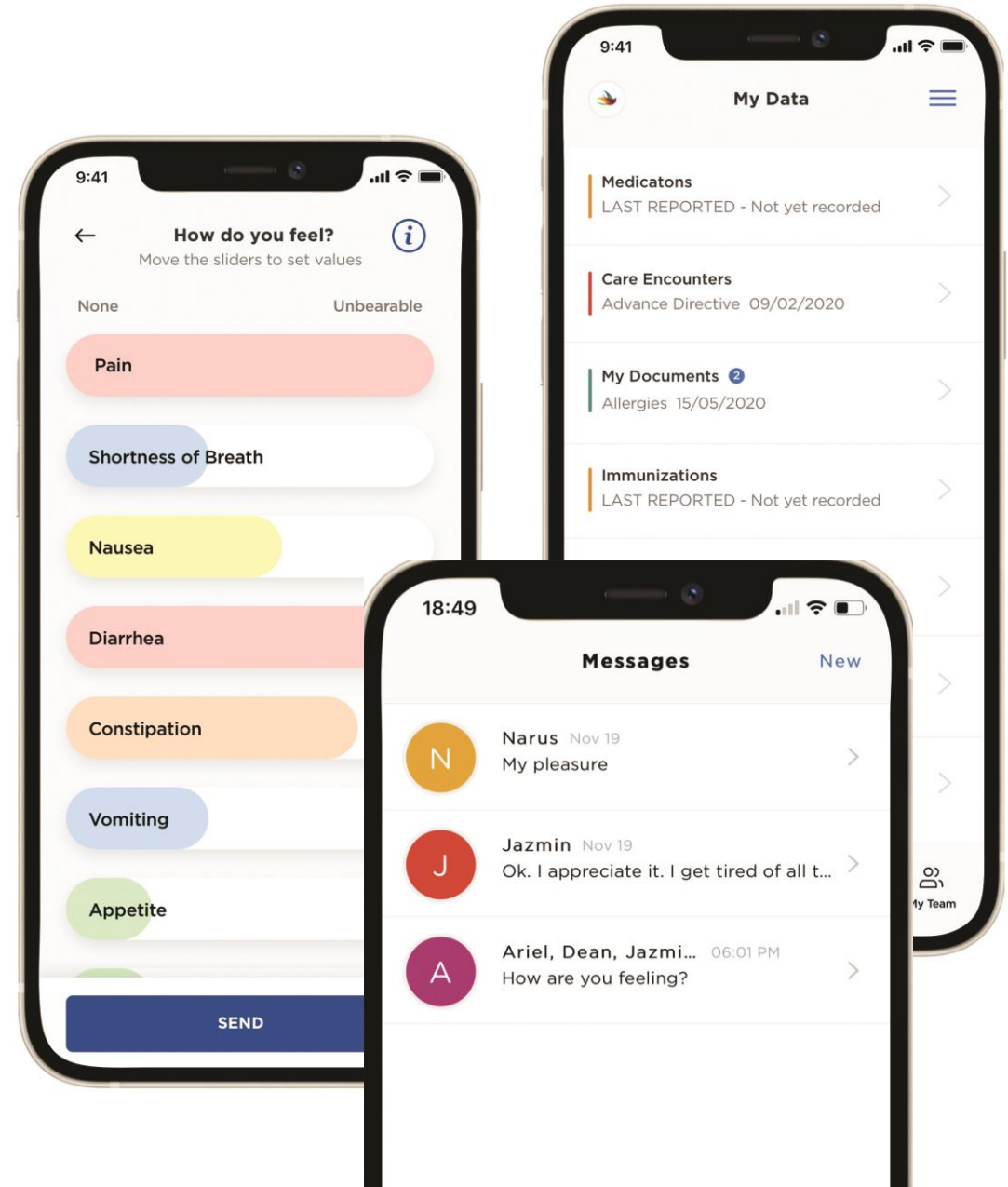


This view shows a care team manager any gaps in care, to help members stay compliant with doctor's orders and compliant with prescribed medications.

Lucent Health Concierge Care Management

Tools for Member

- **Secure, Patient-Family-Caregiver Platform**
- **Patient Communication via Chat & Video**
- **Symptom Reporting**
- **Pharmaceutical Data**
- **Check the status of a Balance Bill**



Materials to Engage Members

Making Complex Care Manageable

Concierge Care for You

 Welcome to Care in a New Light



Welcome to care in a new light.

Lucent Health's exclusively owned concierge program, powered by



Download App for Concierge Care



Welcome to care in a new light.

Navigate the complexities of healthcare—all through one number. Narus Health's Concierge Care program works for you and coordinates your care needs with your doctors, caregivers and pharmacists.



Concierge Care

narushealth.com/concierge
888-585-3309



-  Find a doctor or specialist
-  Discuss a health concern
-  Schedule an office visit
-  Bill or explanation of benefits (EOB) inquiries
-  Ask questions about copays and claims

Welcome kit



Wallet card

Magnet

Postcard

Transparency in Claims Data

Centralized Information = Increased Efficiencies

- **Best overall view of the plan via in-depth analytics that are actionable and meaningful**
- **Customizable data feeds**
- **Flexible date ranges (incurred and paid)**
- **Breakdown by network, plan and client-specific requirements**
- **Broker access to reporting dashboard**



Monthly Performance Report (MPR)

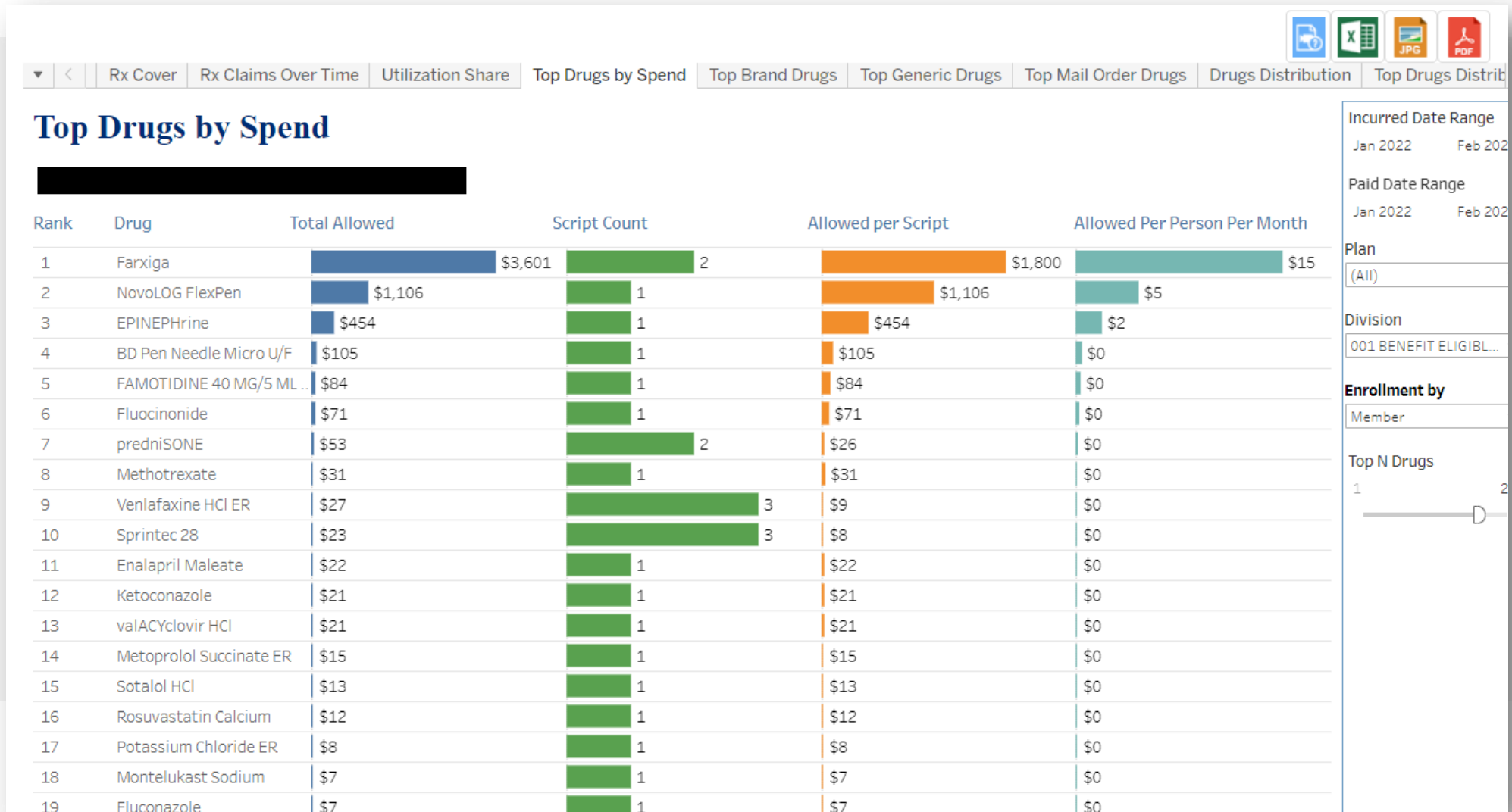
Monthly Performance Report

Rx Claims Actual or Invoiced Invoiced	SL Reimbursement Include	Plan (All)	Division (All)	Twelve Months Ending Dec 2021
--	-----------------------------	---------------	-------------------	----------------------------------

Rx Claims Invoiced only applicable when all divisions and all plans selected.

Enrollment	Paid Month												Year-to-Date	
	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Total	PEPM
Employees	57	55	57	55	54	52	52	51	49	51	49	50	632	53
Members	127	122	124	122	121	116	117	116	109	109	107	114	1,404	117
Contract Size	2.23	2.22	2.18	2.22	2.24	2.23	2.25	2.27	2.22	2.14	2.18	2.28	2.22	
Claim Payments														
Medical Claims	\$51,626	\$47,248	\$19,104	\$18,019	\$16,621	\$18,805	\$9,657	\$38,340	\$23,780	\$48,777	\$80,668	\$217,934	\$590,580	\$934.46
Rx Claims (Invoiced)	\$16,474	\$2,159	\$12,517	\$36,859	\$22,314	\$23,732	\$23,503	\$39,281	\$30,915	\$35,183	\$35,987	\$31,334	\$310,258	\$490.92
ISL Reimbursement	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	(\$196,960)	(\$196,960)	(\$311.64)
Total Net Claim	\$68,100	\$49,407	\$31,622	\$54,878	\$38,935	\$42,537	\$33,159	\$77,621	\$54,695	\$83,960	\$116,655	\$52,309	\$703,879	\$1,113.73
Fixed Costs														
SPECIFIC PREMIUM	\$37,521	\$35,591	\$36,392	\$35,991	\$34,789	\$33,824	\$33,423	\$34,953	\$33,587	\$32,057	\$33,022	\$34,552	\$415,701	\$657.76
MED ADMIN FEE	\$1,688	\$1,629	\$1,688	\$1,659	\$1,570	\$1,540	\$1,511	\$1,540	\$1,481	\$1,451	\$1,481	\$1,511	\$18,749	\$29.67
AGENT FEES	\$1,425	\$1,375	\$1,425	\$1,400	\$1,325	\$1,300	\$1,275	\$1,300	\$1,250	\$1,225	\$1,250	\$1,275	\$15,825	\$25.04
AGGREGATE PREMI..	\$1,206	\$1,164	\$1,206	\$1,185	\$1,121	\$1,100	\$1,079	\$1,100	\$1,058	\$1,037	\$1,058	\$1,079	\$13,394	\$21.19
UTILIZATION REVIEW	\$295	\$284	\$295	\$290	\$274	\$269	\$264	\$269	\$259	\$253	\$259	\$264	\$3,273	\$5.18
PPO CHARGE	\$314	\$303	\$314	\$308	\$292	\$286	\$281	\$286	\$275	\$270	\$275	\$281	\$3,482	\$5.51
COBRA ADMIN FEES	\$92	\$89	\$92	\$91	\$86	\$84	\$83	\$84	\$81	\$79	\$81	\$83	\$1,025	\$1.62
ALTERNATIVE CARE	\$57	\$55	\$57	\$56	\$53	\$52	\$51	\$52	\$50	\$49	\$50	\$51	\$633	\$1.00
CAPTIVE MGT	\$114	\$110	\$114	\$112	\$106	\$104	\$102	\$104	\$100	\$98	\$100	\$102	\$1,266	\$2.00
PLAN AMENDMENT						\$500							\$500	\$0.79
PLAN AMENDMENTS	\$500												\$500	\$0.79
SBC RESTATEMENT	\$300												\$300	\$0.47
57 IDCARDS EEHOM..	\$114												\$114	\$0.18
Total Fixed Costs	\$43,626	\$40,599	\$41,583	\$41,091	\$39,616	\$39,059	\$38,068	\$39,688	\$38,140	\$36,519	\$37,576	\$39,197	\$474,763	\$751.21
Total Plan Cost	\$111,727	\$90,006	\$73,205	\$95,969	\$78,551	\$81,596	\$71,227	\$117,310	\$92,835	\$120,479	\$154,231	\$91,506	\$1,178,641	\$1,864.94

Top Drugs by Spend



Lucent Online:

Members can interact with the portal using a computer, tablet or mobile device to make informed decisions and take action: Review and manage benefits. Access all benefit and eligibility information, print and view summary of coverage and benefits (SBC), view prescription benefits, and download forms.



Review and manage benefits.

Access all benefit and eligibility information, print and view summary of coverage and benefits (SBC), view prescription benefits, and download forms.



View claims and check status.

View and print EOBs and medical claims details, view and print prescriptions claims, and submit claims questions.



Order an ID card.

If you have lost or new a replacement ID card, you are able to order a new ID card, as well as print ID cards.



Find providers.

Search providers and facilities based on location, specialty, accepting patients, status, gender, and more.

Client Services



FOCUS

- **Relationship Building**
- **Consultative Management**
- **Value Driven Communication**
- **Vender Relations**
- **Strategic Account Planning**
- **Team Focus**

Client Services

Our Client Services Team is dedicated! Our goal is to exceed broker/ client expectations for a long-term successful relationship.

Clients are assigned an Account Executive and Account Manager supported by a team that consists of representation from various areas with our organization:

- ✓ Dedicated Implementation Team
 - Implementation Coordinator
 - Implementation Specialist
 - Implementation Vendor Manager
- ✓ Enrollment Billing Specialist
- ✓ Claims & Customer Service
- ✓ Stop Loss Management
- ✓ ID Card Specialist

Account Executive

- Client Facing
- Manages Relationship with Broker & Client
- Communication Strategy for continuing Member Education
- Own Renewal and Retention Strategy
- Consultant of Data Analysis and Plan Performance
- Manages Proposal Requests
- Product / Services Expert
- Partners with Implementation Team
- Escalated Issue Resolution
- Constant communication with Account Manager



Account Manager

- Client Day to Day Support
- Manages Report Gather of Data Requests
- Manages Issue Resolution
- Connects with Lucent Team Members for Issue Resolution
- Supports Communication Strategy for Member Education
- Identifies Opportunities for Product / Service Updates Based on Resolution
- Partners with Implementation Team
- Coordinates Meetings, Agendas, Meeting Notes as Directed
- Constant communication with Account Executive





Implementation Coordinator

- Main contact for broker and client during onboarding process
- Orchestrates and facilitates seamless integration of new groups into Lucent
- Ensures key milestones are met timely
- Daily direction and communication to internal departments
- Complete comprehensive handoff with Client Services upon completion, go-live client effective date

Lucent Health Implementation

- Dedicated Implementation Team
- Full Enrollment Support
 - Onsite and Online
- Experienced Clients Services Team
 - Consultative
 - Analytic Experts
- Experienced Operations Team
 - Claims
 - Customer Service
 - EDI Support
- Compliance and Regulatory Guidance
 - ERISA
 - Plan Documents
 - Plan Sponsor Requirements

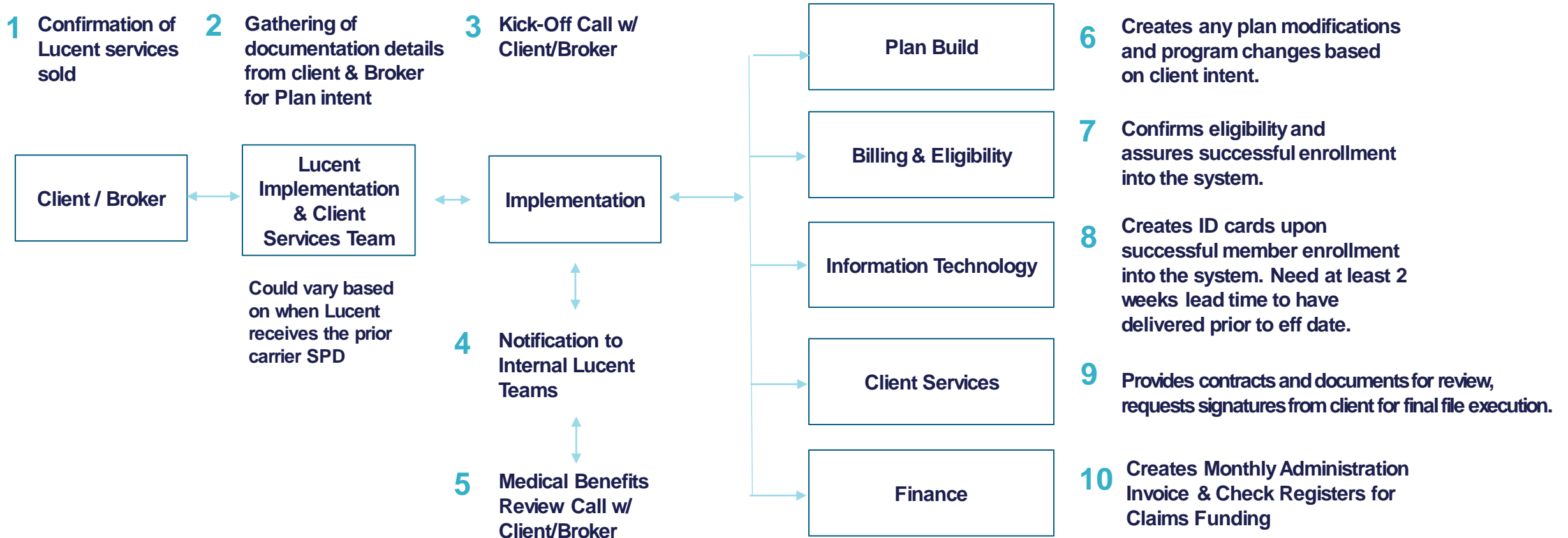


Milestones to Readiness

- **Eligibility Loaded**
- **Members in Correct Plan**
- **ID Cards in Hand**
- **Preparedness to Take Phone Calls**
- **Ability to Process Claims**
- **Benefit Guide/ Document Created**

Implementation Process – Client Onboarding

Implementation Flow: The forecasting and evaluation of financial risks together with the identification of procedures help to avoid or minimize impact.



Summary

- Saving money and helping people
- Flexibility, customization and transparency
- Unique solutions to meet your client's specific needs
- Integrated concierge and care management
- Superior member experience

Thank you.

Questions, Feedback, RFPs? Please contact:

Justin Meissner

Director, Sales

Justin.Meissner@lucenthealth.com

(817) 688-3555



Lucent Health