



Wilmington Coordinated Care

North Carolina State Health Plan

April 25th, 2024



Agenda

History

Wilmington Health

Performance

Scalability

History

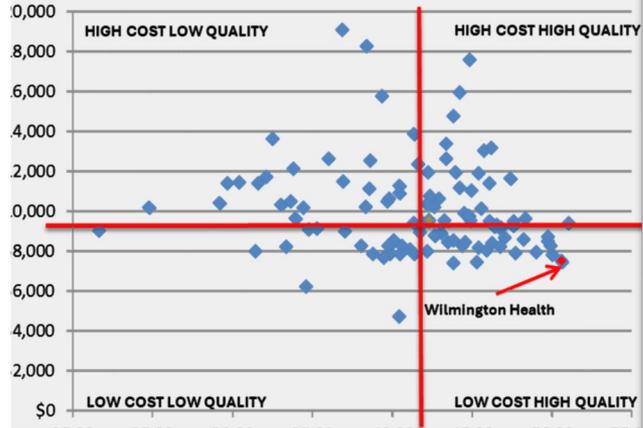


Focus

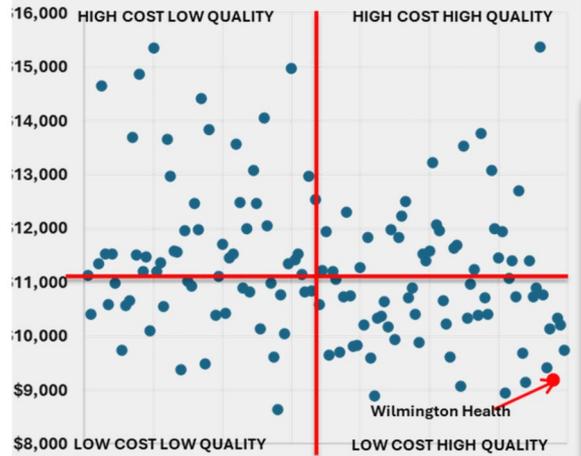
- Move to high quality primary care
- Reduce Costs
- Transparency
- De-risking the State Health Plan

Meaningful Savings and Unprecedented Quality

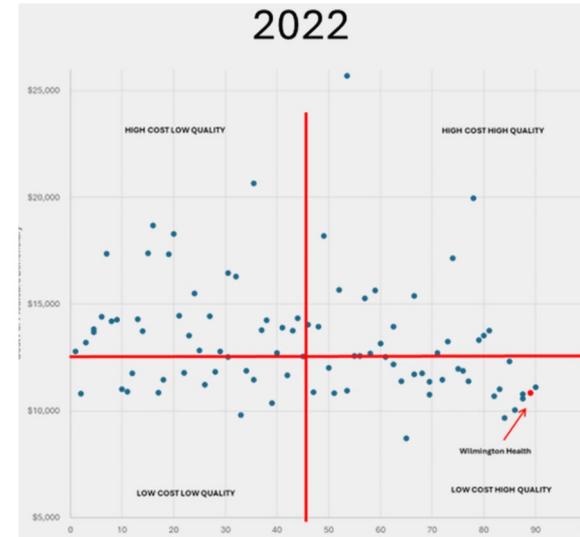
2013

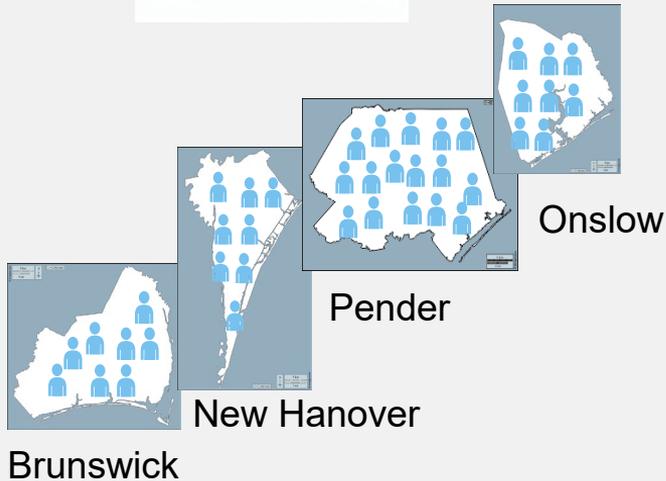
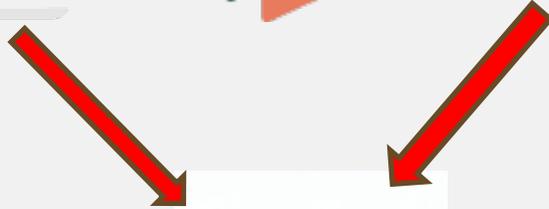


2019



2022





Pilot

- Wilmington Health and apree health form Wilmington Coordinated Care
- Total cost of care risk
- All SHP (non retirees) members in 4 county area (~30K members)
- Target members not attributed to low cost, high quality primary care

Engagement + Primary Care = Total Outcomes

1. ENGAGEMENT

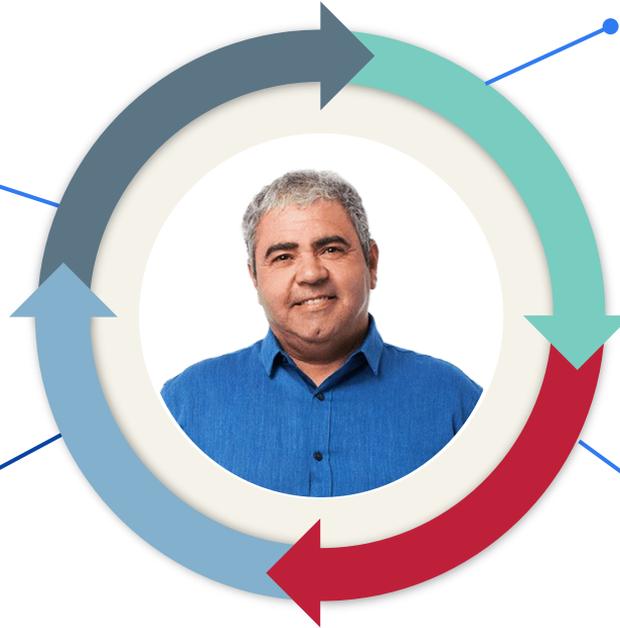
Leveraging our understanding of the person to engage them in their health and care.

- Digital Ads (TV & Social)
- Mail to Home
- Worksite Communications
- Targeted Outbound Calls

2. PRIMARY CARE

Managing a person's whole health, both in-person and virtually.

- Extended care teams
- Focus on gap closure in visit
- High-quality referrals



4. INTEGRATED NETWORK

Integrating with a broader network to manage comprehensive care plans that may require specialist or hospital based care.

3. EXTENDED CARE TEAM

Maintaining ongoing touchpoints with the person through use of navigators, coaches, and clinical care managers.

- Telephonic RN Triage
- Post-discharge Follow-up
- ER Frequent Utilizer

2023 Performance

Meaningful Savings Achieved

\$1,052 Estimated savings in a patients every year managed by WH

\$6M Estimated savings in 2023 from WCC management

apree engagement tactics drive patients to WH

WH increases preventive care and improves quality

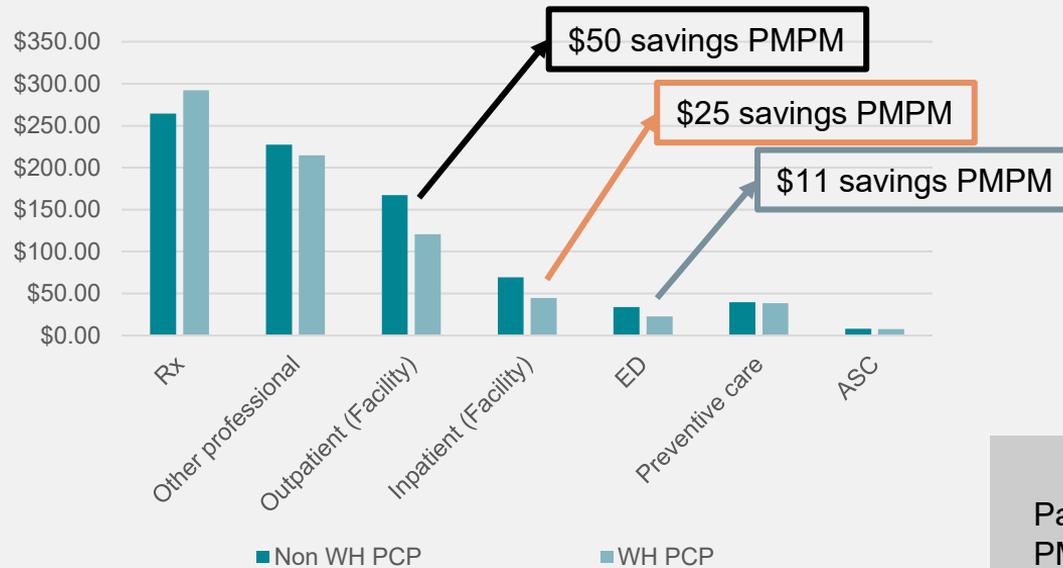
Management drives lower use of high cost care

Most significant savings seen for sickest patients

Steering high risk patients to WH

PMPY savings driven by reduction in high-cost service utilization

WH Continues to Drive PMPM Savings



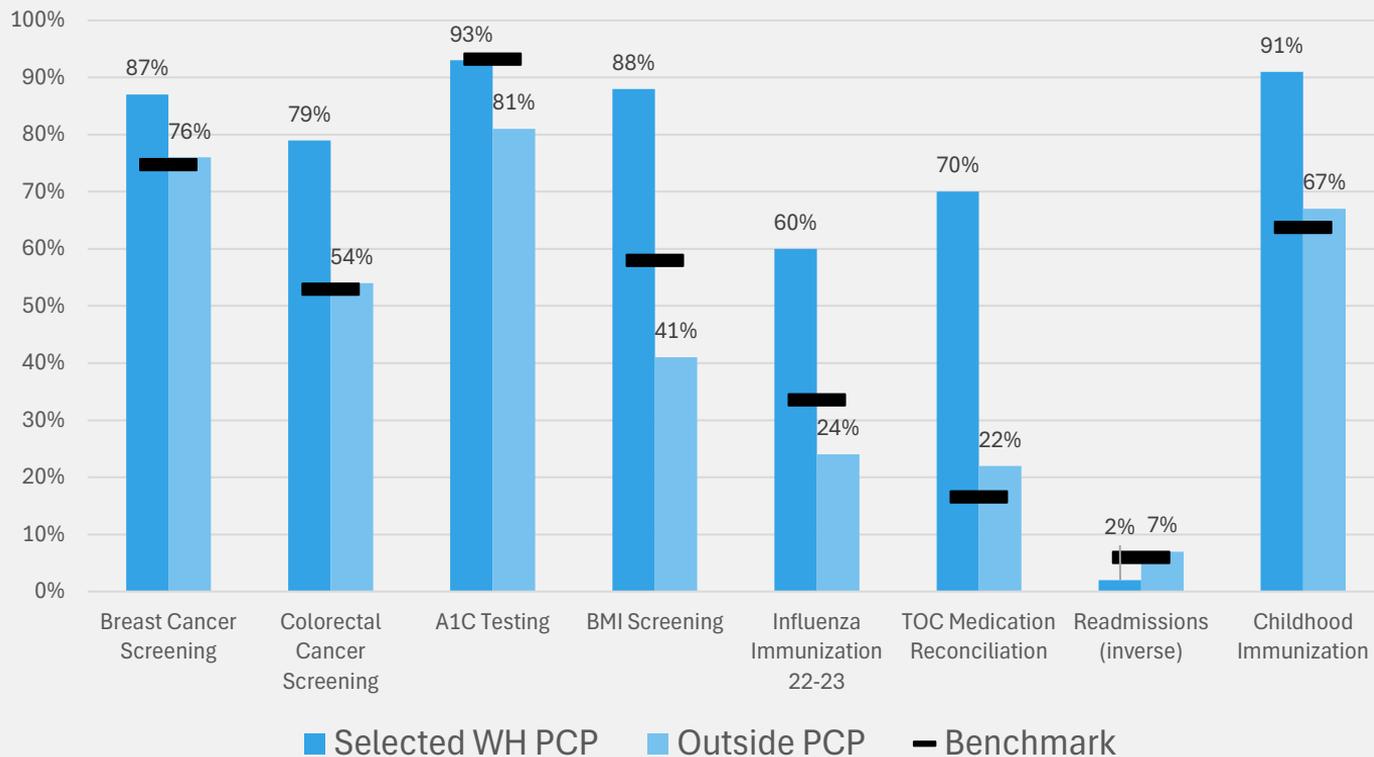
Non WH PCP: \$810 PMPM

WH PCP: \$741 PMPM

Key Takeaways

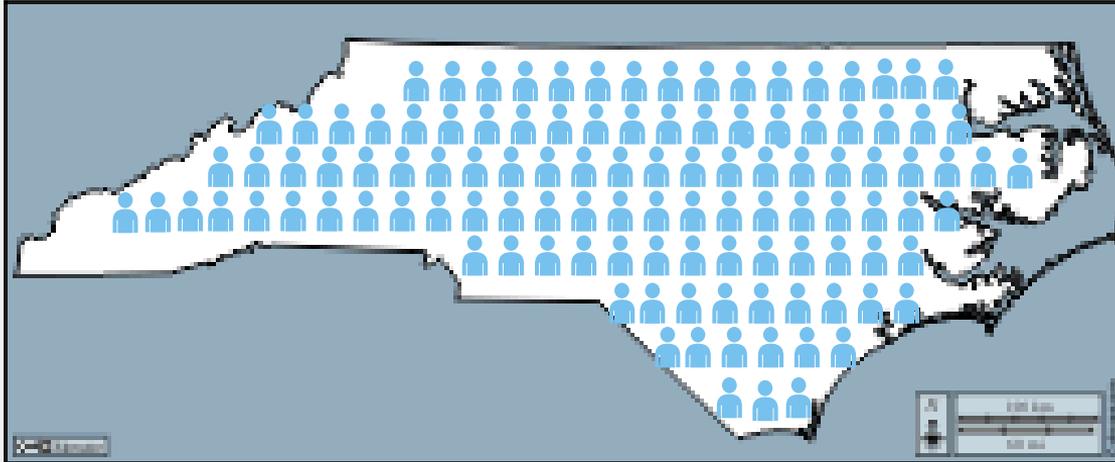
Patients attributed to a WH PCP save \$69 PMPM compared to patients attributed to any other PCP in the market.

WH Drives High Quality Care



Scalability

Scalability



Key Takeaways

- Allows for traditional ACO models with attribution
- Engagement and steerage to high-quality, low-cost primary care for the unattributed
- Engagement and steerage to high-quality, low-cost specialist
- De-risk the SHP by shifting total cost of care risk

Discussion