

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

aetnaSM



ALASKA STATE HOSPITAL &
NURSING HOME ASSOCIATION



February 2014

Today's topics

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Our values guide everything we do.



People

- ▶ Over 48,600 Aetna employees worldwide

Membership

- ▶ 22.2 million medical members
- ▶ 14.2 million dental members
- ▶ 14.1 million pharmacy members

National Presence

- ▶ Nationwide network of more than 1 million health care professionals
- ▶ National networks that are owned, not rented
- ▶ Over 603,000 primary care doctors & specialists and 5,400 hospitals
- ▶ Aetna Performance Network offers a flagship tiered network solution based on quality and efficiency criteria
- ▶ Provides benefits through employers in all 50 states
- ▶ First national, full-service health insurer to offer a consumer-directed health plan

Leading the Way

- ▶ Leader in consumer-directed administration and transparency
- ▶ Offers a wide array of products, programs and services that help control rising employee benefits costs while striving to improve the quality of health care
- ▶ Significant investment and innovations in Technology
- ▶ Consumer tools that provide easy access to clinical information as well as claims
- ▶ Best in Class in Medical Management

Community involvement
Founded in 1972, the Aetna Foundation is a national health foundation that promotes wellness, health, and access to high-quality health care for everyone, while supporting the communities we serve. Since 1980, Aetna and the Aetna Foundation have awarded more than \$413 million in grants, sponsorships and social investments.

Aetna Membership

New Clients



87,743 Active Medical Members
60,610 Active Vision Members
38,367 Retiree Subscribers



Currently 3,700 Members
Projections: 65k members by 6/1 and
80k members by the end of 2014

Strategy: Our Approach to the Market

Strategy: Approach to the Market



- Solutions Company
- Tailor products and programs with employer objectives and Strategies
- Collaborate with providers on solutions where applicable

Key Priorities for the Purchasers

Common Themes among our Largest Clients

1. Cost of services
 - AK vs. Lower 48
 - Annual budgets for HCC
 - Cost trend
2. Access
 - Geographic locations
 - Juneau
 - Fairbanks
 - Rural AK
 - Specialties
 - Cardiology
 - Orthopedics
3. Employee Health Status



Commitment to AK



- Growth
- Meeting the needs of existing clients
- Collaboration with delivery systems and providers
- Accessible, Trust worthy and committed staff
 - Network Head
 - Senior Network Executive
 - Network Manager
 - Network Account Manager
- Engagement with the broader community to improve health status for Alaskans

Alaska perspective for Aetna

- Long time Alaskan, Registered Nurse in Anchorage area for 17+ years
- Worked many years at both Providence and Alaska Regional
- Hands-on patient care at the patient bedside
- Various managerial roles protecting the patient-physician relationship
- Success built on open communication, collaboration, and integrity
- Align personal strengths and values with a company that supports me engage with providers, healthcare facilities, and businesses to find innovative solutions for the Alaska market.
- Build strong relationships, collaborate, and work together
- Being proactive and looking for opportunities where others aren't looking
- Help other Alaskans get the care they need...right here in Alaska

Priorities

Network Strategy and Priorities

- Develop a robust network of healthcare, more specialties in more areas
- Improve access to contracting physicians and providers
- Improve predictability and performance (cost) of contracts
- Identify and engage delivery system partners committed to designing transformation solutions
- Encourage delivery system investment in integrated care delivery
 - Comprehensive care models such as PCMH, and ACO's.
 - Procedure based integration opportunities such as Bundled Payments
 - Telemedicine to improve access, reduce transportation costs

Q&A