

BETTER CARE @ LOWER COSTS: Innovative Care Solutions from CareFirst

The demand for higher quality, more efficient care remains central to keeping health coverage affordable. CareFirst's PCMH is an innovative model that incentivizes doctors for their performance in delivering quality care & reducing costs. The program is showing real results.

A Proven Patient-Centered Medical Home (PCMH)



- ① A new model of care coordination



- ② Unprecedented access to data to inform cost-efficient care decisions



- ③ Incentives to primary care providers

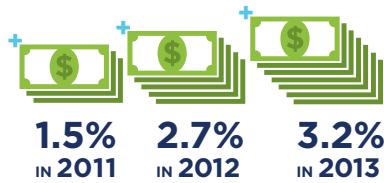


- ④ Additional programs to help keep people healthy

Since 2011, Continued Progress to Transform Patient-Centered Healthcare

LOWERED COSTS = INCREASED SAVINGS

Savings percentage, measured against the expected cost of care, has more than doubled for all panels* since 2011.



In 2013, panels that received an incentive award had 5.1% lower costs than expected.

IMPROVED QUALITY

Compared to CareFirst's non-PCMH primary care provider population, PCMH panels saw an overall decrease in hospital use including fewer:

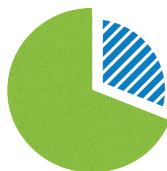


-6.4%



-8.1%

PROVIDERS ARE DELIVERING RESULTS



69%
of all eligible panels earned an incentive award.

Consistent Performance:

97 panels received outcome incentive awards
3-YRS in a row.

By providing actionable data to primary care providers about their patients, promoting and supporting collaboration between health care providers, emphasizing coordinated care for the chronically ill, and offering meaningful incentives, the CareFirst PCMH is transforming patient-centered care with unmatched support for the patients CareFirst serves.

* Panels are small groupings/teams of primary care physicians and nurse practitioners that form the basis of the program.

** Per 1,000 CareFirst members.