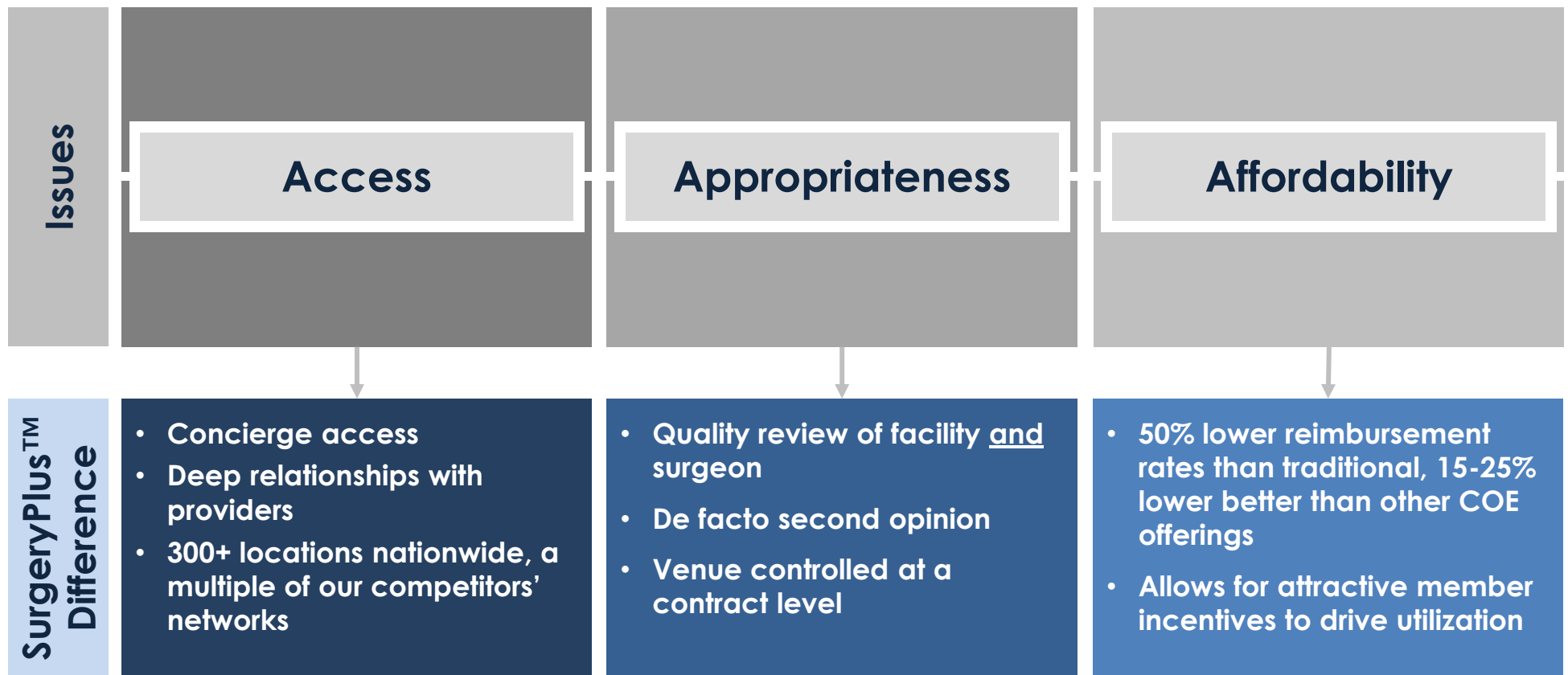


Michael's

SurgeryPlus™ Review



SurgeryPlus™ Addresses Key Issues in Surgical Care



Member Experience Critical for Utilization

Full-Service Concierge, Driven by Live-Contact

The First Contact

Empathy

- 1 **Engage** the member by **listening** and **understanding** their needs

Communication

- 2 **Educate** the member on their choices, the importance of **surgeon selection**, and **financial incentives**

Organization

- 3 Set **clear expectations** on next steps and process

Average time to answer is ~5 seconds

The Member Journey



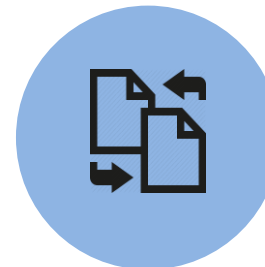
Locate

Find best fitting Surgeon of Excellence



Schedule

Book appointments & manage logistics



Coordinate

Bundle service providers & transfer records



Follow Up


Ensure complete member satisfaction

Typical case includes 15+ live calls

Differentiated Member Experience

A member experience focused on high-touch, personal interactions feels substantially different than what members have come to expect from healthcare.

How We Do It



Alan Rechter, MD
Orthopaedic and Sports Medicine

Dr. Rechter has been practicing general orthopedic medicine for almost 25 years. He specializes in fracture management, joint replacement surgery, sports medicine, arthritis treatment, care and prevention of osteoporosis, as well as surgery of the hand and foot. He currently practices in the Houston metropolitan area.

CERTIFICATIONS

- Orthopaedic Surgery, American Board of Orthopaedic Surgeons 7/12/2001
- Sports Medicine, American Board of Orthopaedic Surgeons 11/4/2010

EDUCATION

- **Medical School, 1994**
Creighton University School of Medicine, Omaha, NE
- **Internship, Other 1995**
University of Texas Health Science Center, Houston, TX
- **Residency, Orthopedic 1999**
University of Texas Health Science Center, Houston, TX
- **Fellowship, Orthopedic 2000**
Sterkade Hospital, Germany



David L. Lin, MD
Orthopaedic


Dr. Lin has been practicing general orthopedic medicine for approximately 18 years. He specializes in fracture management, arthroscopy, cartilage preservation and joint replacement. He has assisted professional teams as a physician (e.g., Texans, Astros, Rockets). He currently practices in the Houston, Texas area.

CERTIFICATIONS

- Orthopaedic Surgery, American Board of Orthopaedic Surgeons 7/14/2008

EDUCATION

- **Medical School, General Surgery 1999**
UMDNJ, New Jersey Medical School - Newark, NJ
- **Internship, Orthopaedic Surgery 2000**
Walter Reed Army Medical Center - Bethesda, MD
- **Residency, Orthopaedic Surgery 2006**
Walter Reed Army Medical Center - Bethesda, MD
- **Fellowship, Sports Medicine 2007**
Methodist Hospital - Houston, TX



David Mack, MD
Orthopaedic and Sports Medicine

Dr. Mack has been practicing general orthopedic medicine for over 25 years. He specializes in the treatment of current and former athletes and sports medicine injuries, as well as surgical techniques in both knee and shoulder surgery. He serves as a team physician for several academic facilities. He currently practices in the Houston and Tomball, Texas metropolitan areas.

CERTIFICATIONS

- Orthopaedic Surgery, American Board of Orthopaedic Surgeons 7/11/1997
- Sports Medicine, American Board of Orthopaedic Surgeons 11/5/2009

EDUCATION

- **Medical School, General Surgery 1990**
Baylor College of Medicine - Houston, TX
- **Internship, General Surgery 1991**
Baylor College of Medicine - Houston, TX
- **Residency, Orthopaedic Surgery 1995**
Baylor College of Medicine - Houston, TX

SurgeryPlus™	Status Quo
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Three hand-selected options

Phonebook-style approach

Venue controlled at contract level

Limited to non-existent

Physician specializing in exact procedure needed

Filters at higher level (e.g., Ortho vs. knee replacement specialist)

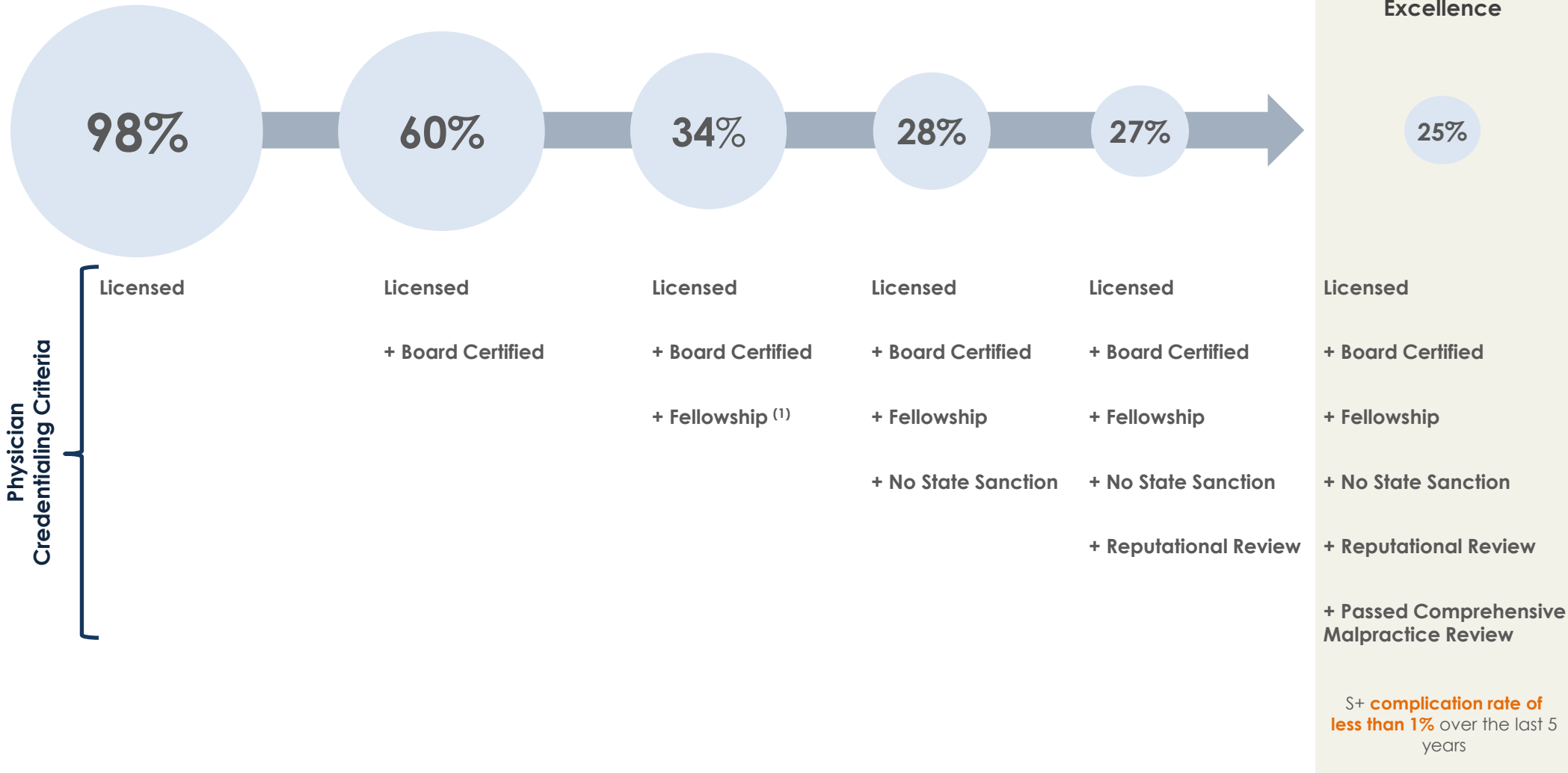
100% steerage model

No or highly limited ability to steer

Surgeon Credentialing Case Study

Comprehensive and Differentiating.

- Unlike some of our peers, our quality starts with the physician; a poor doctor will lead to a poor result even in the best facility



(1) Where appropriate, category dependent.

Most Common Procedures We Help With

Procedures by Category

Joint Replacement & Revision

- Ankle
- Elbow
- Hip
- Knee
- Shoulder
- Wrist

Spine

- Artificial Disk Replacement
- Cervical Disk Fusion
- Laminectomy
- Laminotomy
- Lumbar Interbody Fusion
- 360 Spinal Fusion

Orthopedic

- Arthroscopy (Knee/Shoulder)
- Bunionectomy
- Carpal Tunnel Release
- Ligament Repair
- Rotator Cuff Repair

Cardiac

- Cardiac Ablation
- Defibrillator Implant
- Pacemaker Implant
- Pacemaker Replacement
- Valve Surgery

Gynecology (GYN)

- Hysteroscopy
- Hysterectomy
- Myomectomy
- Ovary Removal

General Surgery

- Hernia Repair
- Gall Bladder/Laparoscopic Cholecystectomy
- Thyroid
- Excision of Mass

Interventional Spine/Pain

- Cervical Epidural
- Lumbar Epidural Steroid
- Stellate Ganglion Block
- Epidural Blood Patch

Ear, Nose & Throat (ENT)

- Ear Tube Insertion
- Ear Infection
- Septoplasty
- Sinuplasty

Gastroenterology (GI)

- Colonoscopy
- Upper GI Endoscopy

Bariatric*

- Gastric Bypass
- Sleeve Gastrectomy

* Contingent upon plan design coverage.

High impact categories for mandatory program:

- Bariatric
- Joint Replacement
- Spine

 Category included in traditional COE model

 Category not included in traditional COE model

Financial Incentives with SurgeryPlus

Sample Surgical Process for Knee Replacement



Responsible Party

Deductible

Coinsurance

Maximum Cost



Member Pays
Deductible



Member Pays
Coinsurance



Member
responsible for
OOPM



Member Pays
Deductible

Michaels

Michaels
waives
coinsurance



Member
responsible for
remaining
deductible



Dedicated Phone: **(833) 552-1694**
Dedicated Email: Michaels@SurgeryPlus.com
Member Portal: **Michaels.SurgeryPlus.com***
Access code: SurgeryPlus

* Not available until go-live

Access & Experience
Full Service Concierge

Appropriateness
Enhanced Quality of Care

Affordability
Hard-Dollar Savings