

In high performance organizations, someone knows where these wires go to make the health benefit system components work together.

All stakeholders in health care are in agreement that this isn't happening.

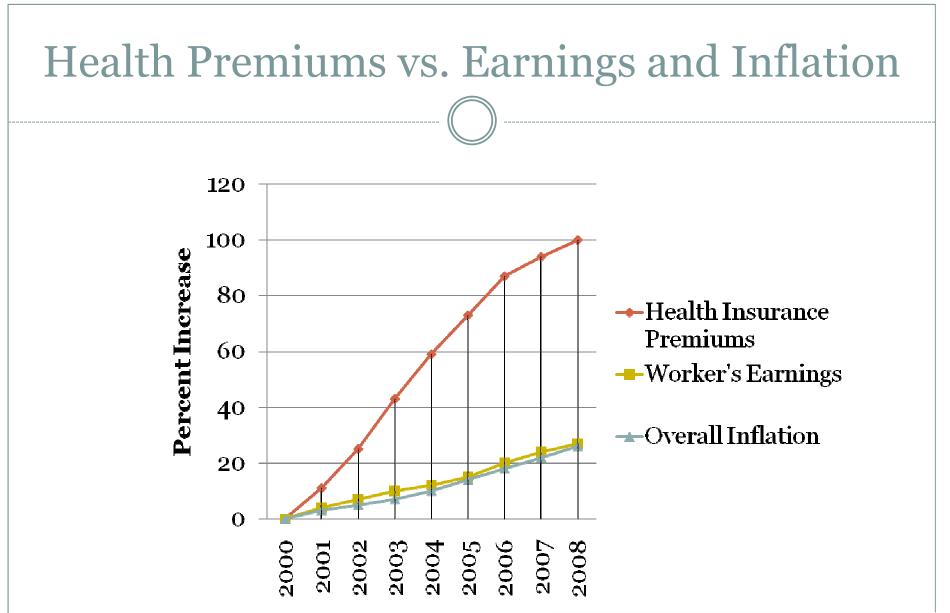




Health Benefit Market Assesment

- Passive, disconnected and under-utilized commodity vendor services
- At-risk individuals not using intended vendor tools
- Vendor motives and practices not aligned with group goals
- Vendor ROI claims not supported by independent audits
- Evidence-based provider practices not implemented
- Co-morbidities not addressed
- No overall client plan to coordinate pharmacy, behavioral, health and medical care



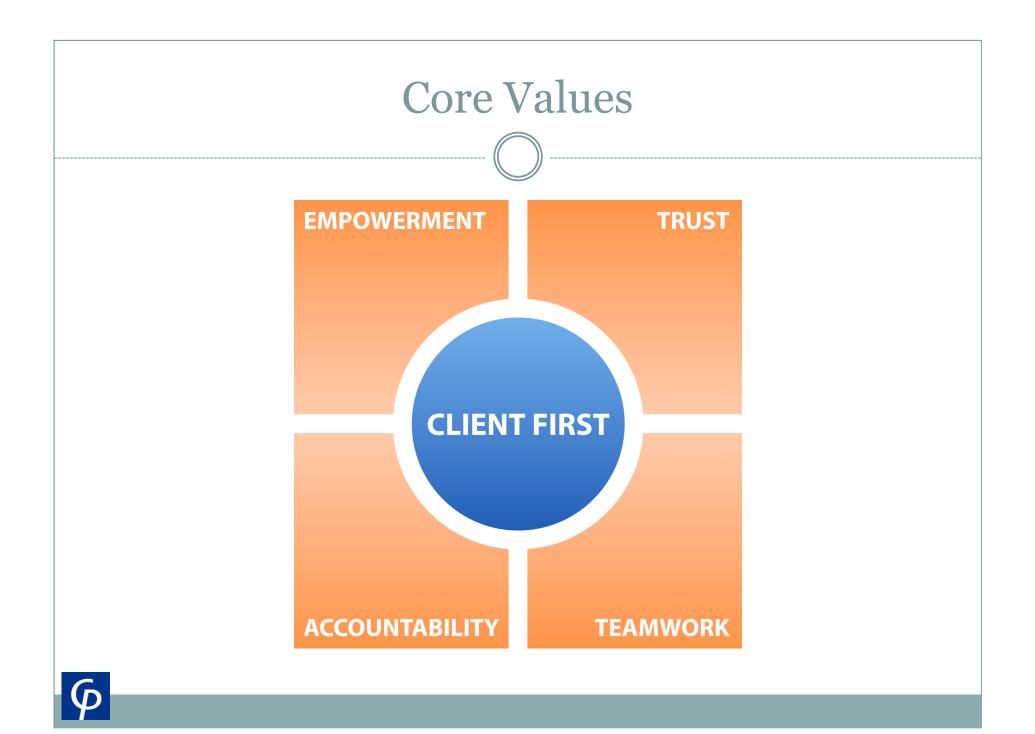


Note: Data on premium increases reflect the cost of health insurance premiums for a family of four.

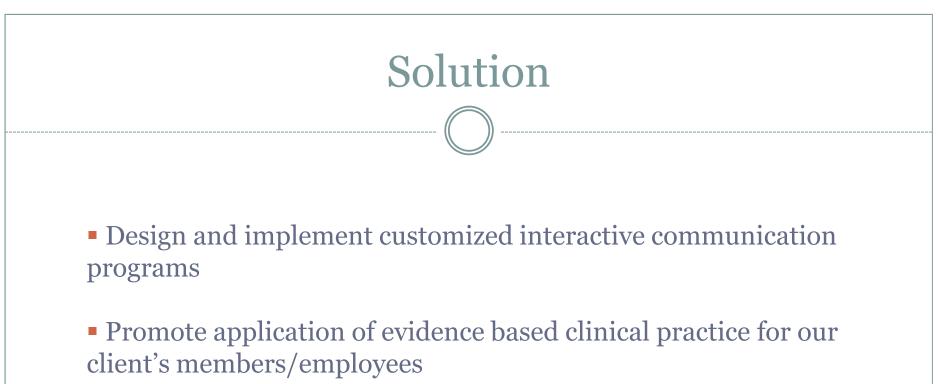
Source: KFF/HRET Survey of Employer-Sponsored Health Benefits, 2001-2006; Bureau of Labor Statistics, Consumer Price Index, U.S. City Average of Annual Inflation (April to April), 2001-2006; Bureau of Labor Statistics, Seasonally Adjusted Data from the Current Employment Statistics Survey (April to April), 2001-2006.







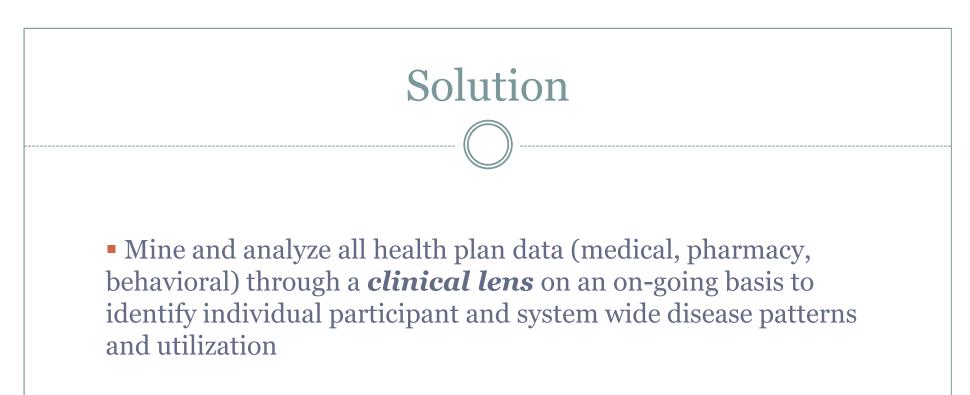




- identification and care of co-morbid conditions
- optimize effective use of pharmacy
- primary care physician, psychiatrist and behavioral counselor coordination

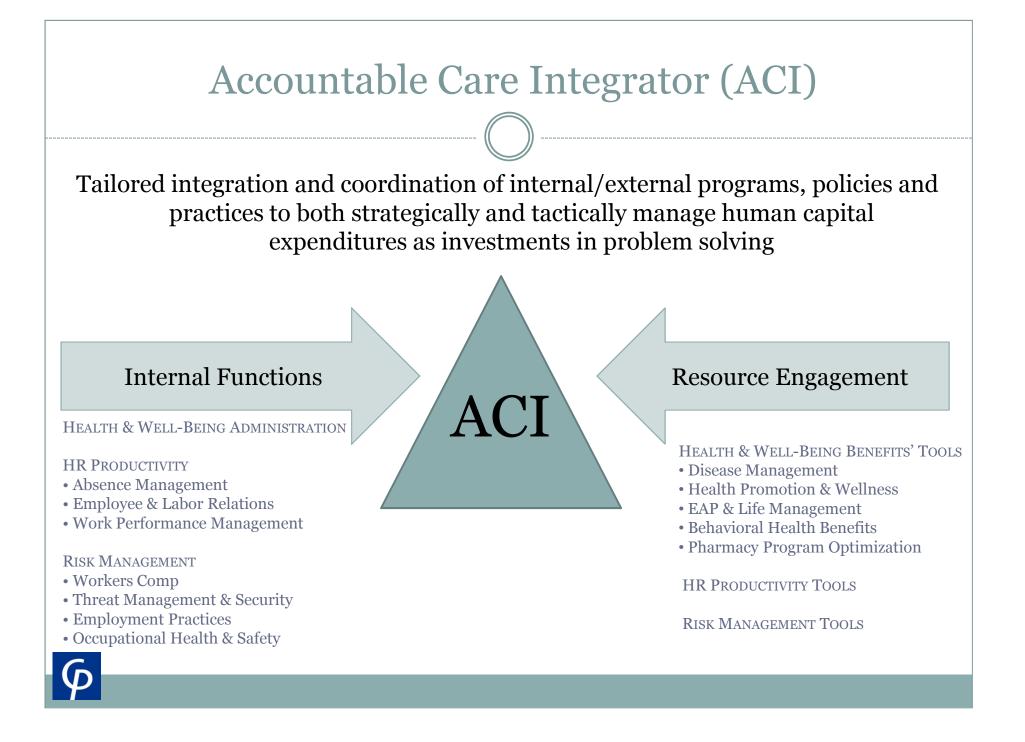
 Involve use of Labor/Management Stakeholder Solution Center to address unresolved human resource concerns





- Enhance collaborative labor/management relations
 - align work flow practices and vendor motives
 - increase utilization of Employee Assistance Programs and connectivity to other tools and resources
 - promote data transparency







| | Retur | n on Inves | stment | |
|--|---|--|--|--------------------------------------|
| Sustainable 7 to 10 percent reduction in overall health spend annually | | | | |
| Pharmacy | Medical | Behavioral Health | Labor Management | Waste, Abuse, Fraud |
| Appropriate utilization Polypharmacy Medication adherence Over - utilization, Multiple prescribers | Chronic Disease Management ER Utilization Targeted Health Promotion Initiatives | Integrated Physical Health Mental Health Substance Abuse/EAP Support | Increase Collaboration and Effective Problem Solving | • 100% electronic claim review |



