



The Value of Onsite
Health Care Solutions





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Who are we?

We are an employer

Just like you

Struggling with the same

RISING *health care costs,
or we were struggling until...*

we took the ***bold, new approach***
of bringing primary health care
services in-house...creating QuadMed



- 47 years in business
- Headquartered in Wisconsin
- Largest printing company in the world
- Largest manufacturing employer in Wisconsin
- 22,000 employees worldwide; 8,000 in Wisconsin
- 45 facilities in seven countries

Inception of QuadMed



1971 | Quad/Graphics is founded



"We'll keep you well; and by the way, if you get sick, we'll take care of that, too."

- Harry V. Quadracci

1991 | Create a better health care strategy, at the worksite



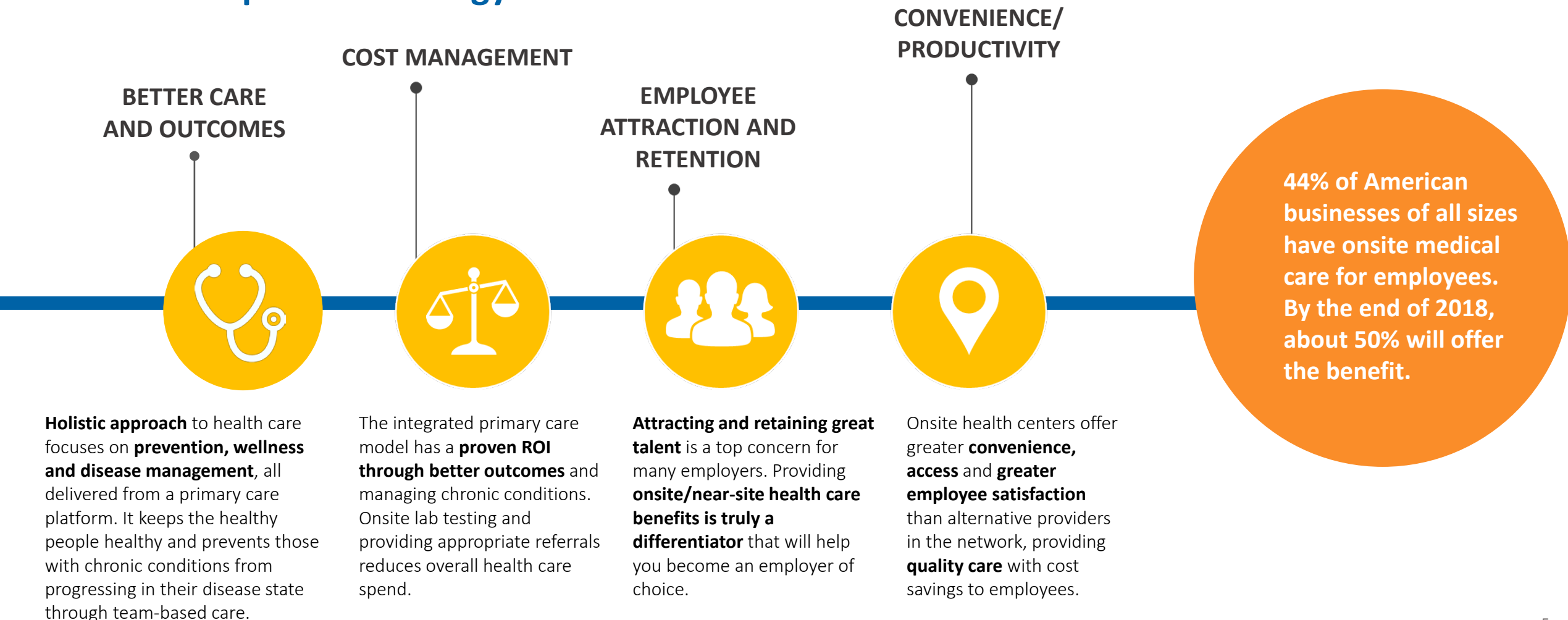
- Improve employee health, well-being and productivity
- Provide higher quality and better access to medical care
- Lower health care spend
- Eliminate the bureaucracy

Health care Crisis

- Soaring health care costs
- Growing dissatisfaction with insurers and HMOs
- Inconsistent quality and access to care

Benefits to the Employer

It's a competitive strategy.



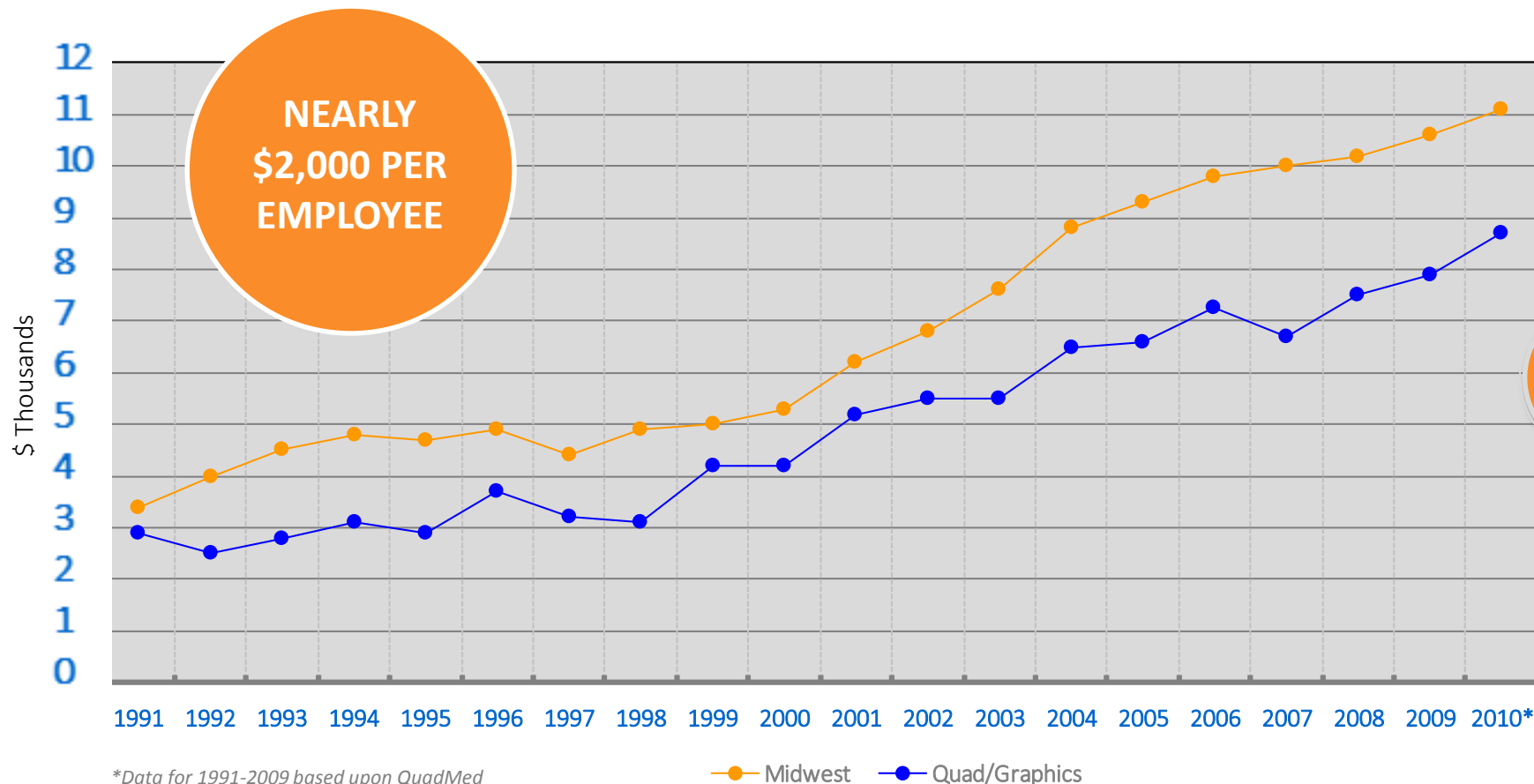


ONSITE HEALTH AND WELLNESS

Beating the Trend

Continued Proven Results

Consistent Savings: Average health care cost per employee consistently below benchmarks

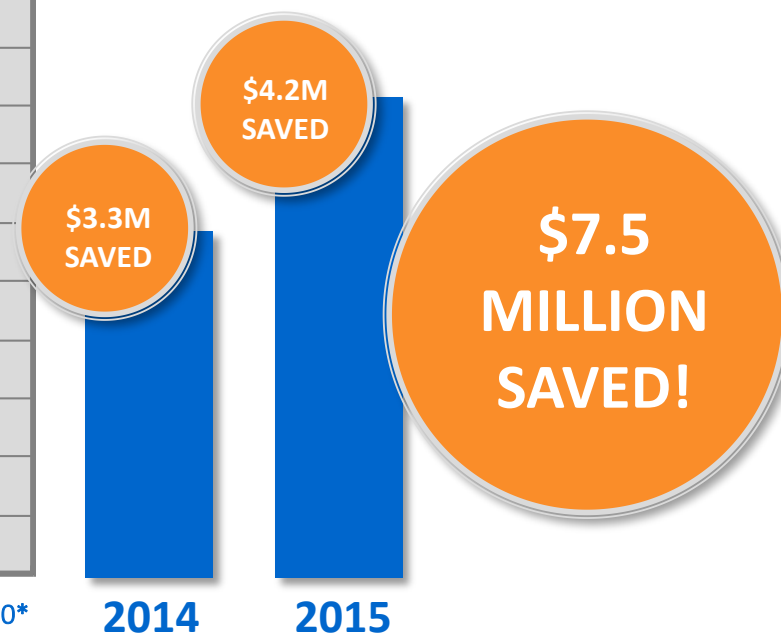


*Data for 1991-2009 based upon QuadMed experience and Mercer actuarial analysis. Trend data for 2010 is estimated.

—●— Midwest —●— Quad/Graphics

Experience. Solutions. Results.

The Mercer study showed that medical and prescription drug plan costs for Quad/Graphics' Wisconsin employees were lower than their respective benchmark costs (when adjusted for plan design and demographics) – 4.6% lower in 2014 and 5.5% lower in 2015; resulting in savings of \$3.3 million in 2014 and \$4.2 million in 2015.



All of the operating costs of the onsite health centers were included in determining the annual medical spend for Quad/Graphics.



ONSITE HEALTH AND WELLNESS

Improved Employee Health

76% of hypertensive patients have control over their blood pressure. The national target goal is 61.2% by 2020 and currently at 47%.

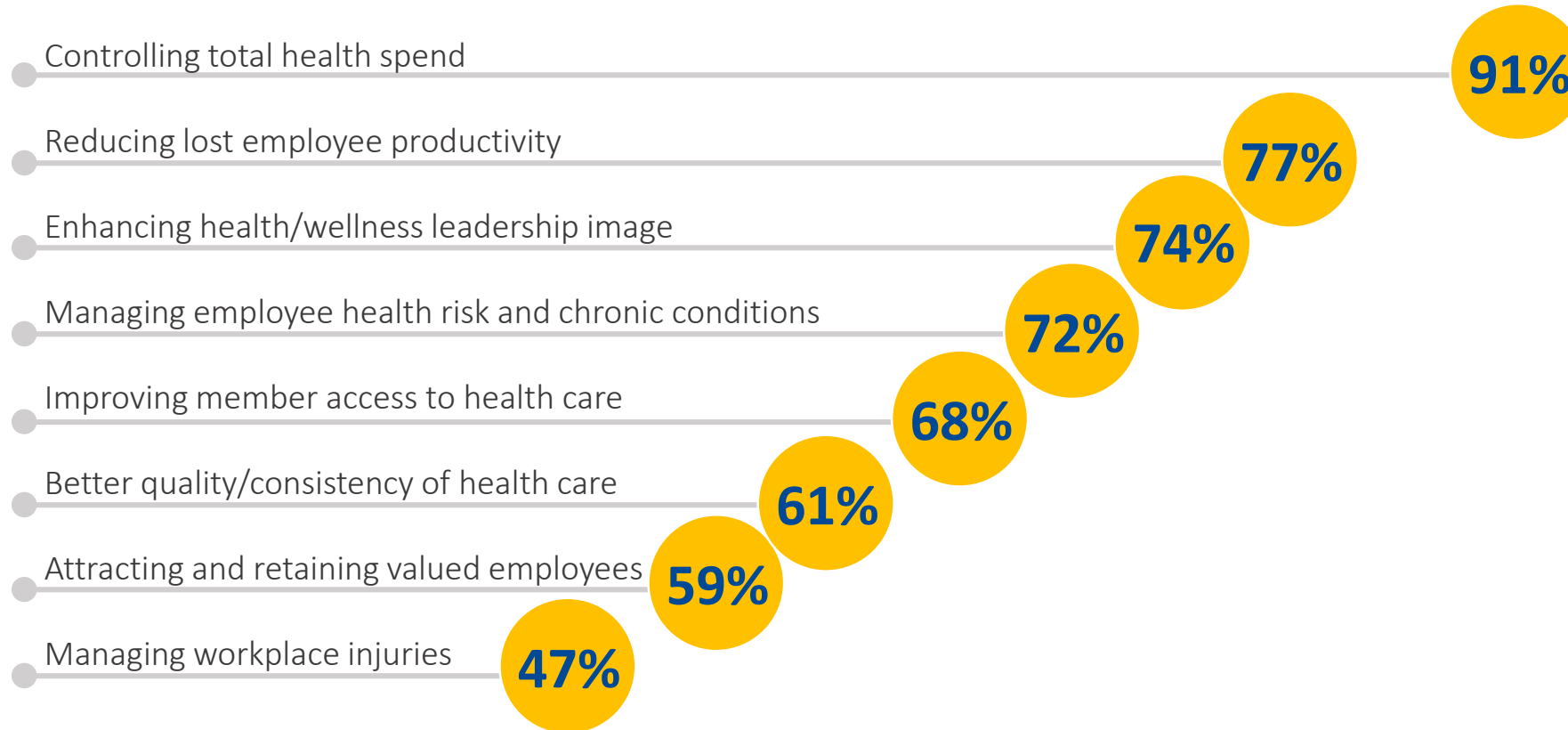
74% depression screening rate compared to studies showing the average could be as low as 2.2%.

88% of diabetics are in control compared to 58% of patients who see national providers.

34% safer prescribing of opioids in a 6-month period.

** QuadMed book of business figures*

Employer Feedback

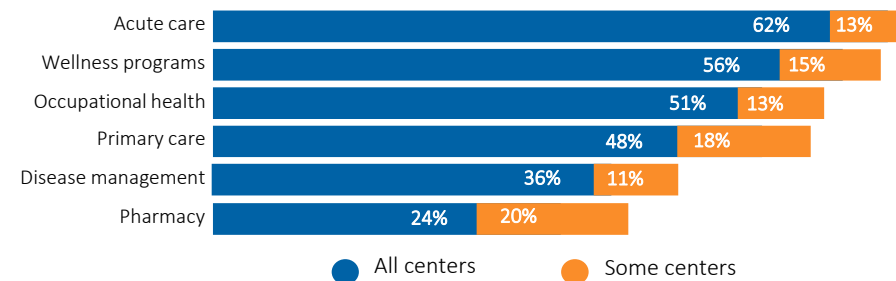


2015 Mercer survey on worksite clinics. Surveyed employers with >5,000 employees.

Employers want value creation

- With record low unemployment rates, employers increasingly compete to attract and retain top talent – an onsite health and wellness center can help
- Employers are asking for:
 - Consultative solutions
 - Value across their entire employee population, not just those who use the health and wellness center
 - High quality, better service and more efficiency

Onsite Services Offered by Employers⁽¹⁾



Shift from “how to get employees well” to “how do we optimize our employees’ experience and our employee journey”

1.) National Business Group on Health: Quick Survey, Onsite Health Centers, November 2017

An active consumer

- Employers and consumers want and expect more value for their health care dollar
- Consumers want the information, tools and services to take charge of their health and employers want to optimize the employee experience

Consumers continue to bear an increasing burden of health care costs:

- Employer (57%)/Employee (43%) split health care costs
- Average deductibles nearing \$4,000 in 2018

Consumers are demanding:

- Meaningful touchpoints to earn their trust (and dollars)
- Interactions that make sense
- Transparency, shop for value and convenience
- Tools to help consumers be empowered and proactively take charge of their health
- Services and products to enable/assist with living a healthy lifestyle



2.) An active consumer diagram: Oliver Wyman Health Analytics, *The Huge Opportunity in Consumer Healthcare*, March 01, 2018

A photograph of two women in a clinical or hospital setting. The woman on the left is seen from the side, wearing a white lab coat and a small hoop earring. The woman on the right is facing her, smiling warmly, and wearing a patterned hospital gown. The background shows white cabinets and a clean, professional environment.

OUR MISSION

We provide innovative, high-value health care solutions to companies, ***improving the health and well-being*** of the people we serve.

OUR VISION

We will transform the delivery of health care as a ***trusted partner*** to the employers we serve. ***Together***, we will create a culture of health and ***become our patients' most cherished benefit.***

QuadMed by the Numbers

- > 27 years of success
- > 900+ employees
- > 96 health centers nationwide for 74 clients
- > Across 23 states
- > 380,000+ lives served
- > 98% patient satisfaction
- > AAAHC-network accredited

WISCONSIN



PUBLIC



NATIONAL



PCMH: Our Foundation

The cornerstone of the QuadMed model is the **patient-centered medical home (PCMH)** which serves as the gateway to high-quality medical care, improved outcomes and population health.

We focus on the five functions and attributes:

- › Comprehensive care
- › Patient-centered
- › Coordinated care
- › Accessible services
- › Quality and safety



QuadMed is not a “one-size-fits-all” health vendor

- Provides care in a holistic fashion ensuring patients receive the appropriate treatment at the right time, at the right place
- Integrates primary care, wellness and occupational health to create customized solutions that best fit the individual client’s needs and culture
- QuadMed sees health care from the employer, provider and patient perspectives
- Every day our team uses their experience to transform healthcare delivery in a way that translates to a healthier, more productive workforce and a healthier bottom line for their clients



- Primary and Acute Care
- Preventive Care
- Lifestyle Management
- Medications

- Laboratory
- Physical Therapy
- Immunizations and vaccinations

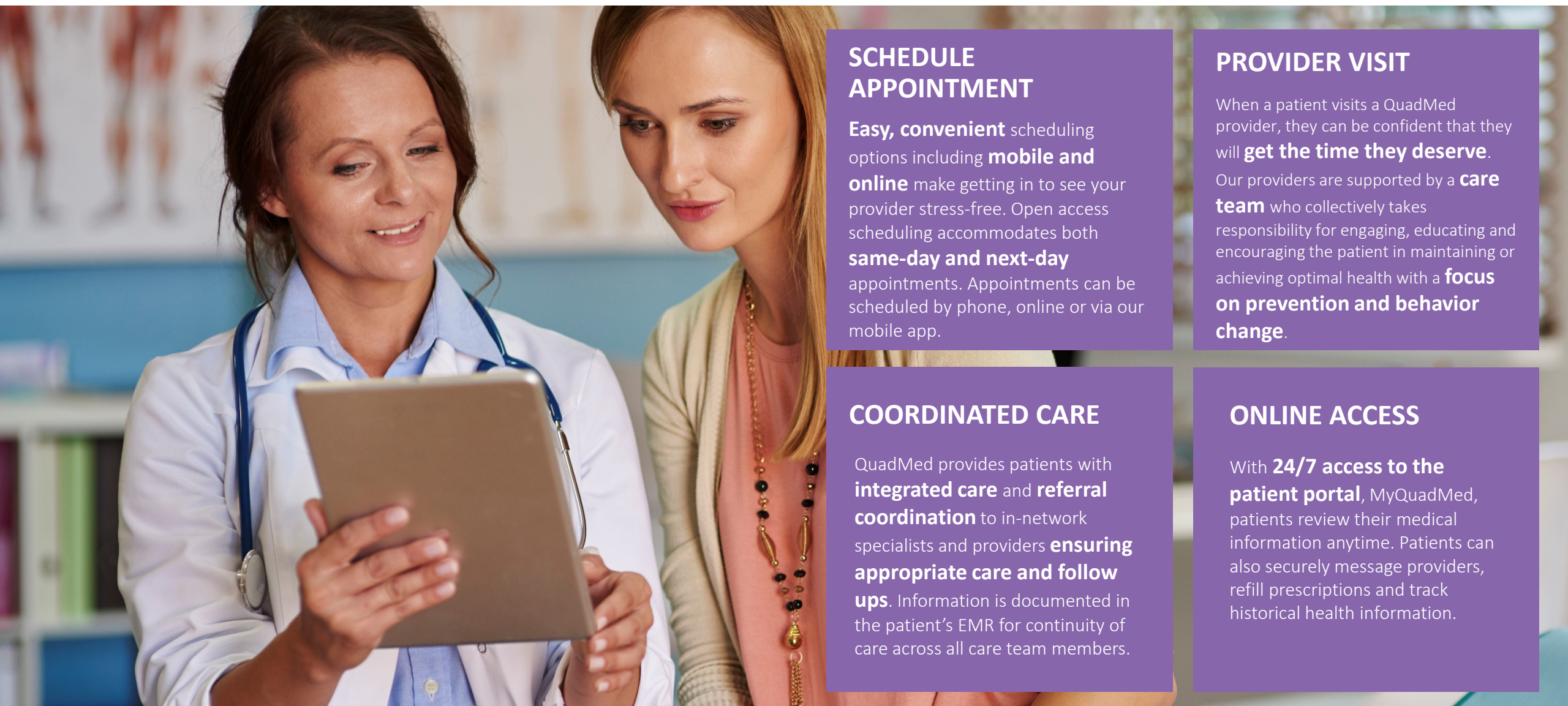
- Wellness Services/Programming
- Disease Management
- Nutrition Services

- Referral Management
- Occupational Health
- Telemedicine



ONSITE HEALTH AND WELLNESS

Exceptional Patient Experience



SCHEDULE APPOINTMENT

Easy, convenient scheduling options including **mobile and online** make getting in to see your provider stress-free. Open access scheduling accommodates both **same-day and next-day** appointments. Appointments can be scheduled by phone, online or via our mobile app.

PROVIDER VISIT

When a patient visits a QuadMed provider, they can be confident that they will **get the time they deserve**.

Our providers are supported by a **care team** who collectively takes responsibility for engaging, educating and encouraging the patient in maintaining or achieving optimal health with a **focus on prevention and behavior change**.

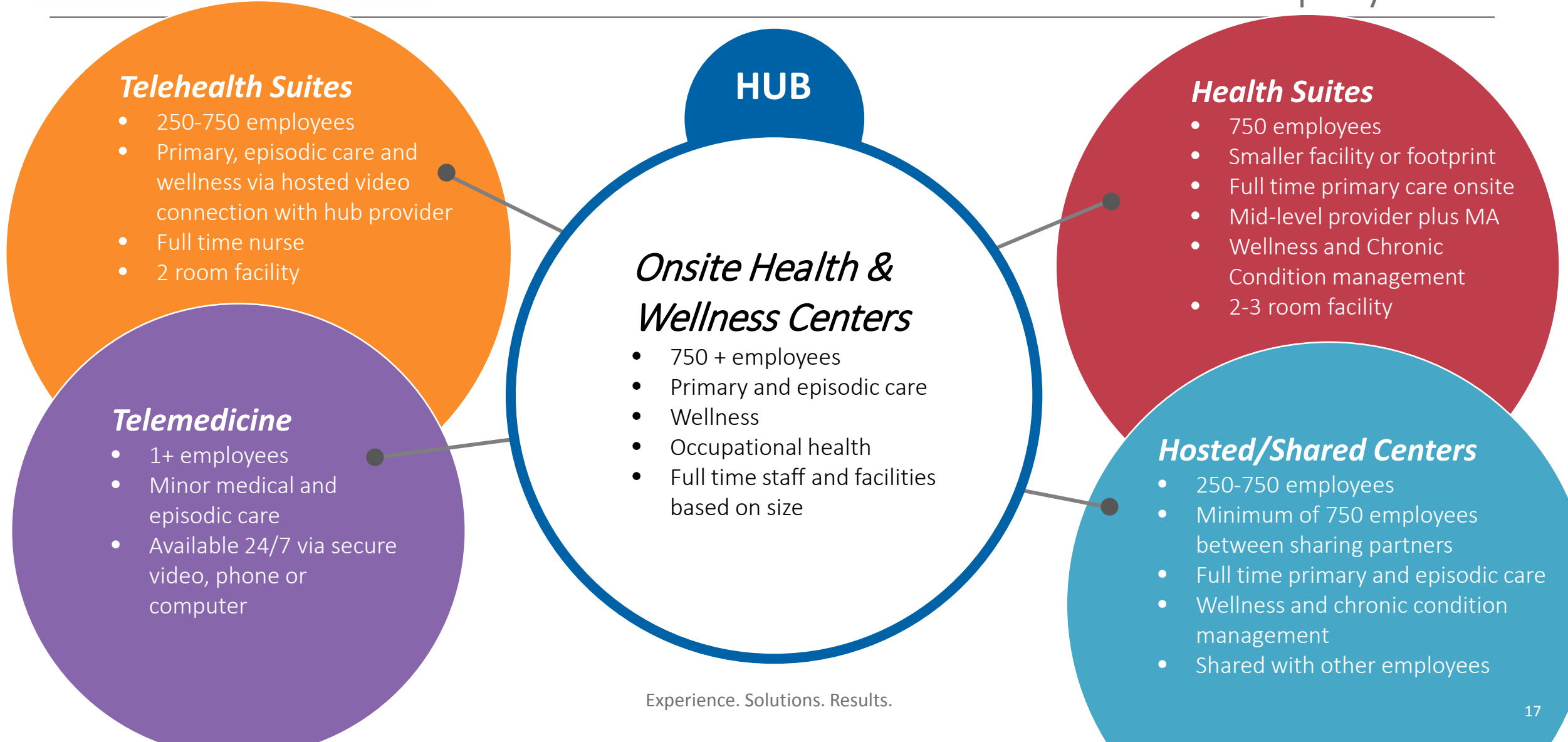
COORDINATED CARE

QuadMed provides patients with **integrated care** and **referral coordination** to in-network specialists and providers **ensuring appropriate care and follow ups**. Information is documented in the patient's EMR for continuity of care across all care team members.

ONLINE ACCESS

With **24/7 access to the patient portal**, MyQuadMed, patients review their medical information anytime. Patients can also securely message providers, refill prescriptions and track historical health information.

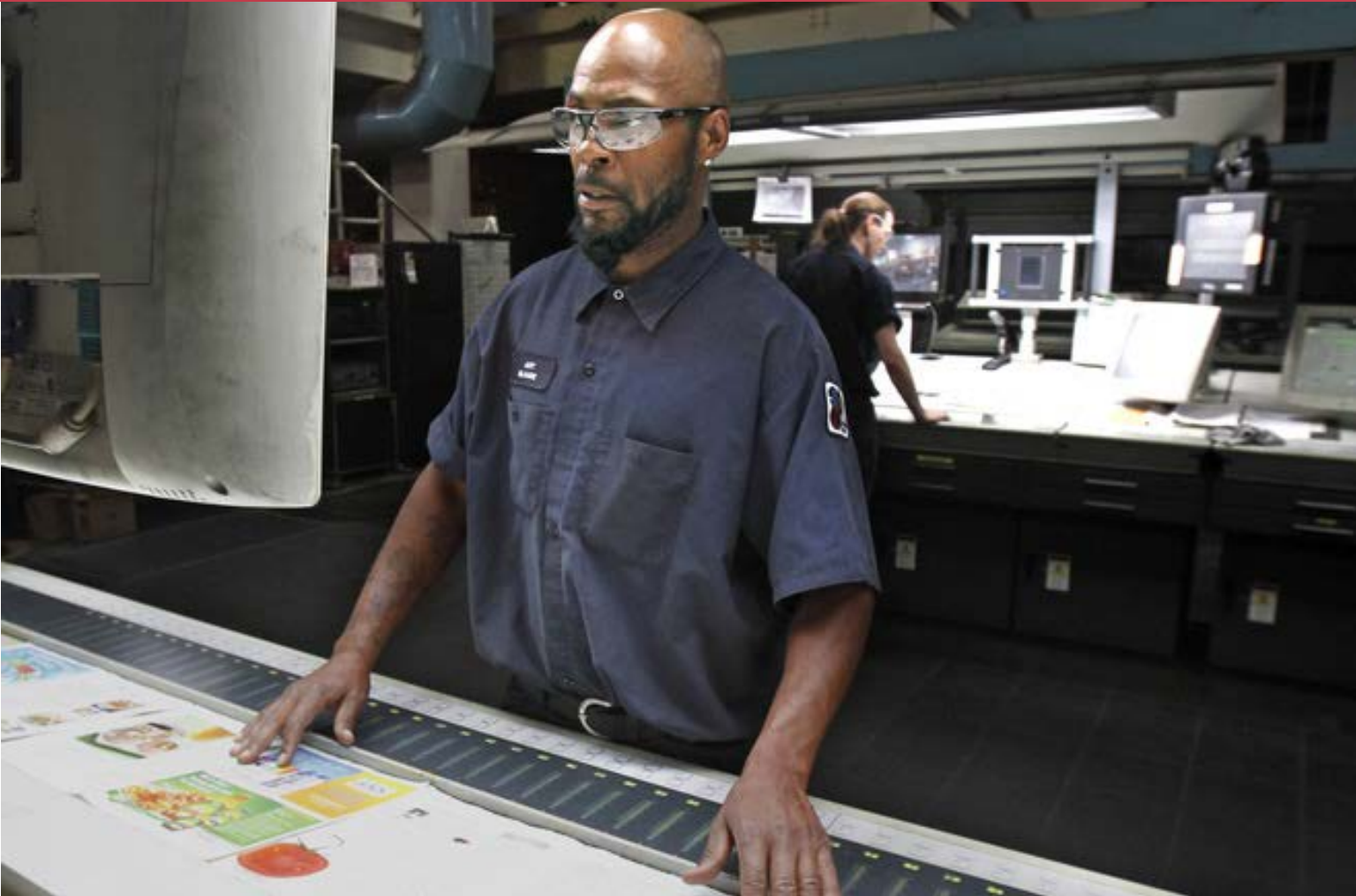
Solutions for all Employers



Onsite health and wellness centers can participate under either insurance model

ASO	INSURANCE
Share in cost savings (could be higher costs)	Cost predictability
Customize employee benefits	Limited benefit flexibility
Ability to design provider network	Must use payer's standard networks
Ability to contract directly for Care Management solutions	Must use payer's Care Management solution
Ability to use any PBM or stop loss vendor	Limits on PBM or stop loss vendors can use

Discussion and next steps



"We'll keep you well; and by the way, if you get sick, we'll take care of that, too."
- Harry V. Quadracci



ONSITE HEALTH AND WELLNESS