

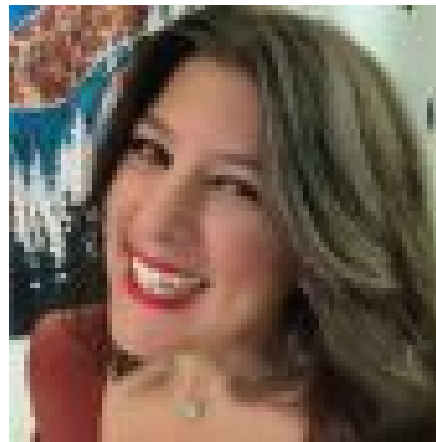
4:15 PM – 5:05 PM

**General Session 8 - *Talk to me, Goose:* Fast and Easy Access to Healthcare  
When Your Employees Need It**

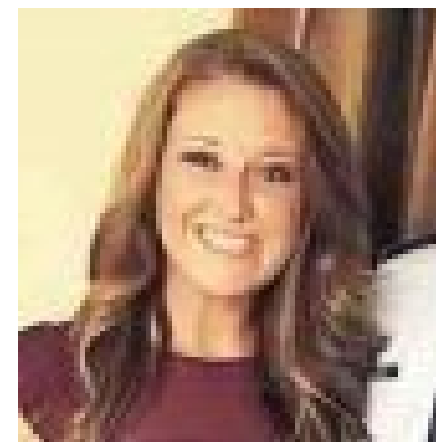
**Speakers:**



**John Howard**  
Evernorth



**Michelle Booth**  
Cirrus Logic



**Danielle Spencer**  
GM Financial



## John Howard, Evernorth

**John Howard** is Chief Growth Officer at **Evernorth**, bringing more than 20 years of business development, sales leadership, and organizational strategy experience within the direct-to-employer healthcare industry. John is a passionate advocate for onsite health and has a deep understanding of the complexities of benefit systems. Prior to joining Evernorth, John was a Senior Strategic Client Executive at Cerner (a Fortune 500 company), where he created a sustainable growth strategy that resulted in 50 new onsite health client contracts, representing over \$100M in bookings. Previously, John gained experience in the payer space as Vice President of Behavioral Health and Specialty Services at Magellan Health. John works closely across multiple business areas including marketing, finance, operations, clinical, and information technology to develop growth strategies to deliver objective improvements along the cost, quality, and experience dimensions.

## Michelle Booth, Cirrus Logic

**Michelle Booth** is Global Benefits Manager for **Cirrus Logic**, a semiconductor firm, where she is responsible for the design, implementation and oversight of the company's global benefits and wellness programs. Michelle has worked with Evernorth to create an inclusive and comprehensive onsite health clinic for employees and their families called the Cure Med Clinic. Cirrus Logic won the 2021 Greater Austin Business Award, celebrating business excellence for Employee Health and Wellness

## Danielle Spencer, GM Financial

**Danielle Spencer** is Wellness Coordinator at **GM Financial**, responsible for 2 on-site clinics, annual wellness incentive program, Wellness Champion Network of 120+ employees, and an array of on-site health services, such as mobile mammography and dental units. Danielle is a Certified Worksite Wellness Specialist and an experienced healthcare services professional with a history of working in the airlines/aviation industry, including Southwest Airlines and American Airlines. Danielle is skilled in Operations Management, Analytical Skills, Government, Emergency Management, and Operational Planning.

# Evolution of On-Site Health

Presented by Evernorth Direct Health

# Is there still a need for on-site health centers?

## about the survey

With the help of the National Association of Worksite Health Centers, Mercer worked with the following clinic management companies to distribute the survey to employers for whom they provide services and recruited additional clinic sponsors as well. The clinic management companies are:

CareATC

Cerner

Evernorth

Everside Health

Marathon Health

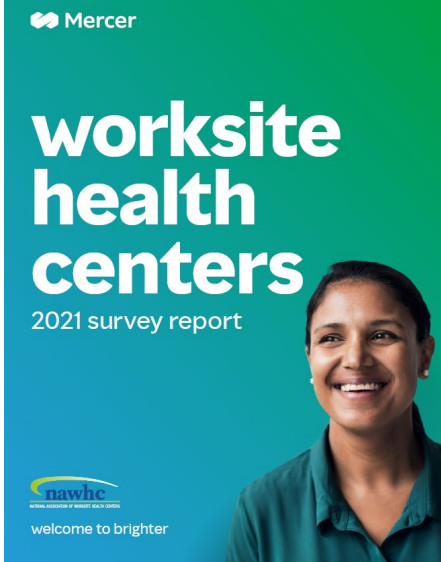
Medcor

Over the past two decades, employer-sponsored worksite clinics offering primary care have grown in both prevalence and the scope of services offered. Today, many could be called true health centers, offering a full range of preventive, acute, and chronic care services. An effective means of providing access to high-quality care, they have proven to be both popular with employees and a boost to productivity. In March of 2020, as the COVID 19 pandemic shut down the US economy and millions of Americans found themselves working from home, or not at all, it was unclear what the future of employer-sponsored health centers would be. However, as the findings from this study demonstrate, the value proposition for an employer-sponsored health center is stronger than it ever has been.



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# What's the future for on-site health centers?



*#1 Virtual health has a growing role in primary care and the management of chronic conditions, and as a solution for some access issues surrounding mental health. Harnessing its full value will take time and effort, however. In the future, the focus will shift to achieving optimal quality, appropriateness, experience and integration of virtual health with in-person delivery. A need exists for patient navigation across in-person and virtual care solutions, in such areas as clinical and data integration, and challenges with appropriate reimbursement; cost-sharing; and policy barriers. Also, onsite clinics are expected to rebound in 2023-2024 to support workforce health, well-being and safety as part of the post-pandemic future.*

# How have on-site health centers evolved?

According to a 2021 survey by National Association of Worksite Health Centers, nearly all respondents indicated that providing their employees with access to quality care was a key consideration in the decision to open and maintain a clinic. Virtual care options were paramount for clinics.



78%

rise in the use of clinic-based telehealth in 2021, expanding significantly from just 21% in 2018







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Experts in low-power audio and high performance mixed-signal processing

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New technology innovation for new generations of mobile devices

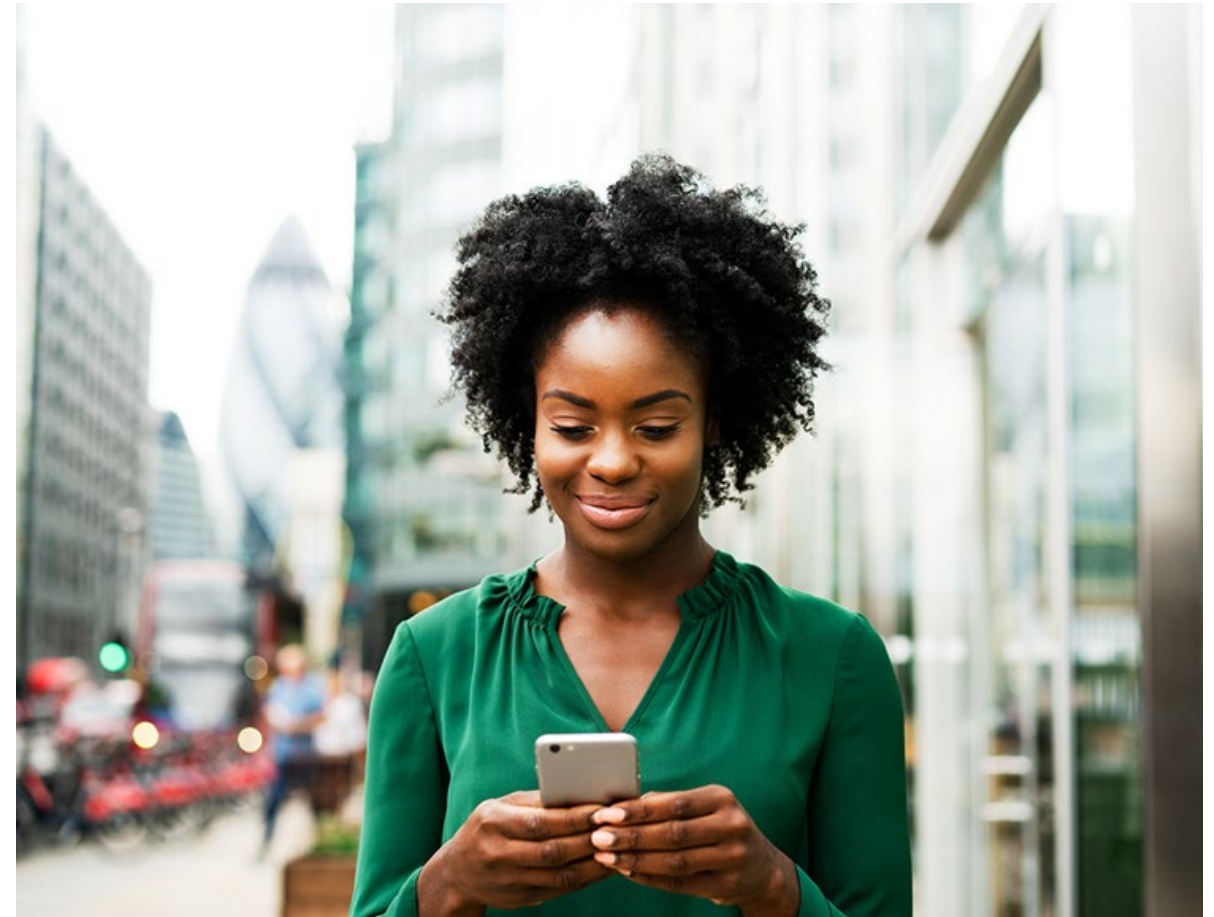
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Implemented onsite employee + family clinic in May 2019

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Winner of the Greater Austin Business Award for Employee Health and Wellness in 2021

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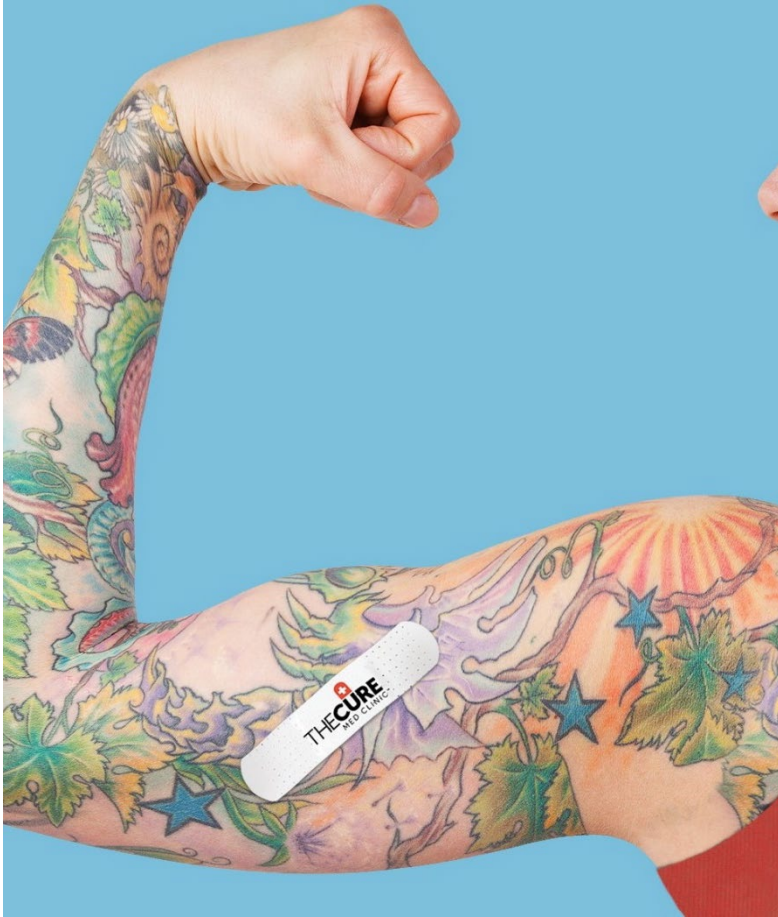


# The Cure Med Clinic

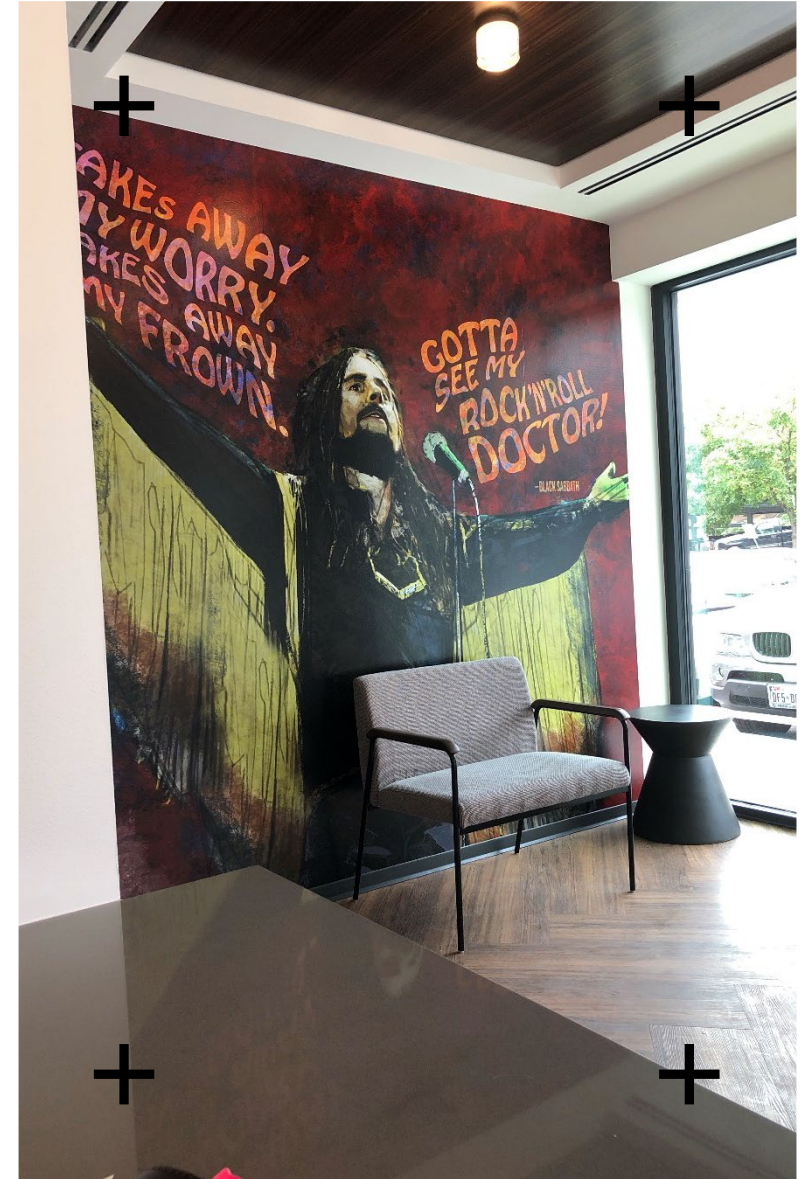
- + Cirrus Logic wanted to offer best in class benefits for employees
- + Make it easy for employees to access acute care
- + Include our family friendly culture
- + Provide a place for employees to create a relationship with a provider so they can better manage health



# Best in Class



- + Convenient for employees
- + Matches our Cirrus Logic Brand
- + A place to create a Center of Health
- + Family friendly
- + Partner with Evernorth on services and providers



# Pandemic

- + Used the clinic for COVID testing and treatment
- + Partnered with the clinic to provide COVID-19 vaccinations and boosters



*Live Your Best  
Healthy Life*



# Scope of Services

- + Acute injury and illness care
- + COVID and flu testing
- + Annual Physicals including well-woman exams
- + Vaccinations
- + Lab work
- + Partner in managing health conditions





# Results

# YOUR HEALTH MATTERS !



Experience

**100**

Net Promoter Score  
(YTD)



Utilization

**1,247**

Visit Count  
(YTD)



Engagement

**88%**

Center Adoption  
(Rolling 12)



Clinical

**81%**

Quality Composite  
(YTD)



Financial

**1.7**

Return on Investment  
(Rolling 12)

# Up Next



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More partnership with wellness

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Communications from the clinic

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Develop population health plans

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Presentations from the NP





**FINANCIAL**



# NEW ONSITE HEALTH INNOVATIONS



# Health & Wellness Suites



**TytoCare virtual health equipment**

**Integrates the latest technology with clinical excellence, providing a viable alternative to a full center.**

- + Innovative technology, like TytoCare equipment, encourages greater engagement and simplified patient experience
- + Smaller footprint is quicker, easier and less costly to establish
- + Streamlined staffing (i.e., only one in-person RN) enhances provider recruiting
- + Virtual provider practice supports multiple locations for the same employer



**CARE ANYWHERE,  
POWERED BY TYTOHOME**

# Bringing the “Care Anywhere” Approach to Life

## NEW TYTOHOME PILOT PROGRAMS



### Pilot with Cigna and Evernorth employees

+ “I’ve had at least six visits due to an ear infection and Covid and I absolutely LOVE it. I highly recommended it because its on your time and from the convenience of your own home.”

– Cigna pilot participant

+ “With its high-quality camera and innovative adaptors, the TytoHome device enables a more thorough virtual medical exam and physical evaluation of our patients.”

– Laura Herbener, MSN, CRNP, FNP-c



### Pilot with Palm Beach County Sheriff's Office

+ “TytoHome gives me, as a provider, confidence in treating patients in a virtual environment. The magnification and resolution of the technology is amazing! Because the device is so clear, I feel more confident in my diagnosis despite not being in person with my patients.”

– Angela Turner, APRN



# BEHAVIORAL HEALTH





# Behavioral Treatment Services



## WHAT'S IN IT FOR CUSTOMERS?

- Convenient access to Behavioral Treatment right at the worksite
- Privacy and confidentiality guaranteed by discreet workspace setup to eliminate stigma
- Close coordination with Plan benefits to limit out-of-pocket expenses and take advantage of any incentives

## WHAT'S IN IT FOR EMPLOYERS?

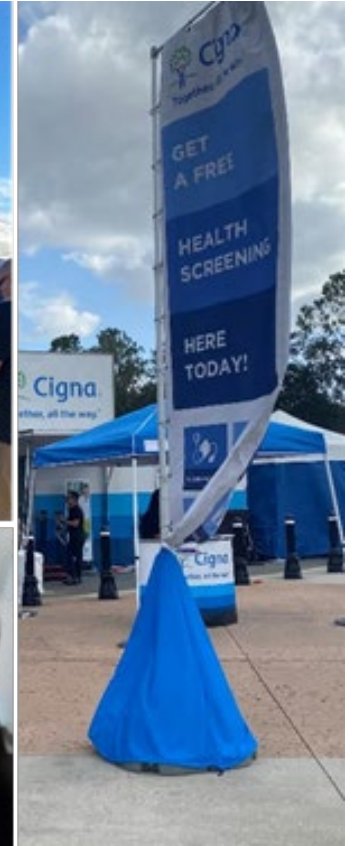
- An affordable solution that provides convenient access to Behavioral treatment services; Behavioral can be a major Plan cost driver
- Convenience encourages engagement versus going offsite to receive treatment; also drives productivity savings
- Better health engagement with ROI driven by: Reduced mental health risks, replaced network visits, Care and Productivity; Referrals into high-performing Network resources; informed by 360° data insights thru Epic



# MOBILE HEALTH



# Rapid Expansion of Mobile Care



2021 Survey of Worksite Health Centers

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# THANK YOU





# EVERNORTH DIRECT HEALTH

# Evernorth Direct Health

DEDICATED TO CREATING A MORE AFFORDABLE, ACCESSIBLE AND SIMPLE HEALTH CARE EXPERIENCE



## Our origin

- ♥ Formerly Cigna Onsite Health
- ☆ 40 years of multi-specialty, urgent and convenient care leadership



### Health & Wellness Centers

Provide a full range of health and wellness services, all onsite, nearsite or available virtually to ensure a fluid experience and seamless connection to providers.



### Custom Coaching

Connects employees with highly skilled wellness coaches to help set and accomplish goals, manage chronic conditions and encourage healthy behaviors.



### Wellness & Prevention Solutions

A convenient way to conduct biometric screenings, which provide key insights into personal health numbers and population health metrics.



### Covid Testing Solutions

Provides rapid surveillance testing for COVID-19 as part of a comprehensive strategy to protect workers from infection and transmission.