



# Oak Street Health

*How Medicare Advantage Members Benefit from Value-Based Reimbursement Models*

America's Health Insurance Plans: Institute & Expo 2017

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# Oak Street Health

The custom-built primary care platform for value-based care.

- Community-based primary care centers designed exclusively for Medicare patients.
- Fully value-based partnerships with health plans.
- Strategic engagement builds *from-scratch* patient panels.
- High-touch care model powered by proprietary population health technologies.
- Proven to improve outcomes and lower downstream utilization and costs.

**30,000** Patients

**20** Primary Care Centers

**7** Health Plan Partners

Aligns **patient health** with economic success for Oak Street and our *plan partners*.



# Overview **Oak Street Health**

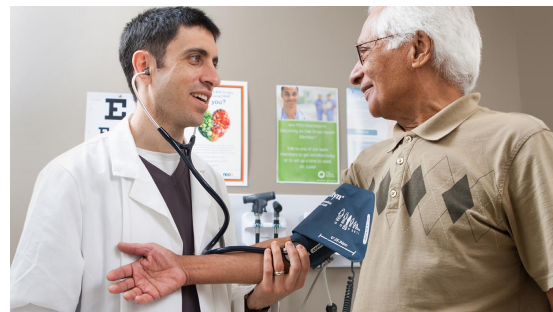
**Engagement**



**Impact**



**Care Model**



# Engagement



## Step 1

- Direct Mail
- TV Ads
- Other Ads
- Complimentary Transportation
- Same-day Access

## Step 2

- In- & Out-of-center Community Events
- Fully-staffed Community Center
- Onsite Patient Relations Team
- Benefit Advisory

## Step 3

- 95% Conversion
- <3% Attrition
- >1,000 New Patients per Month



# Care Model

Team-based Care with Smaller Panels

More Frequent, Convenient Access

Social Support Services

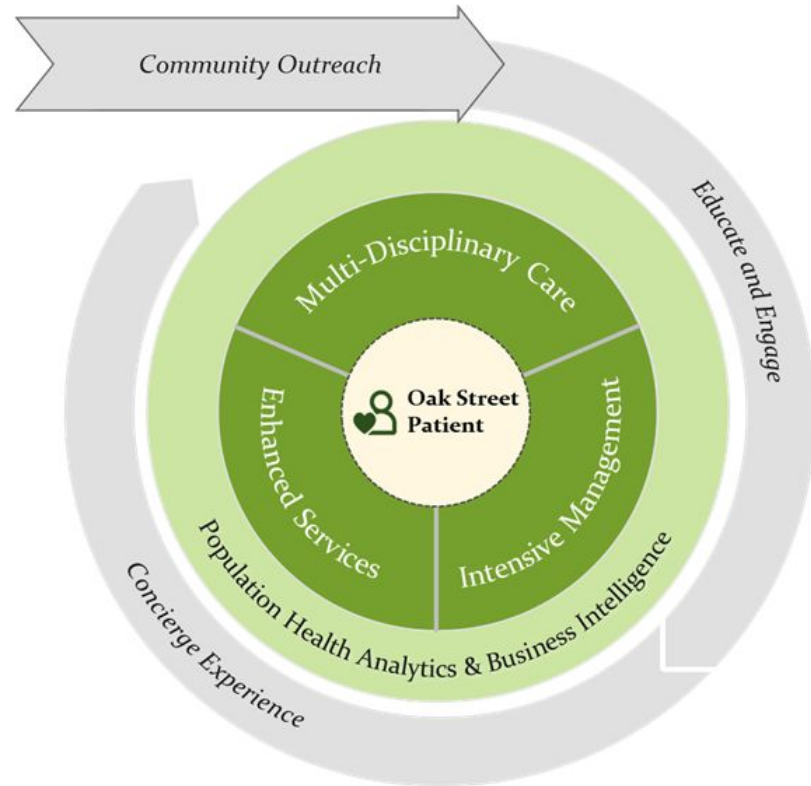
Outpatient-Inpatient Coordination

Behavioral Health Services

Home Visits

Pharmacies

Aligned Providers



# Impact



**40%** Fewer  
Admissions

v. Market Benchmarks



v. ~3.5 Market HEDIS Averages



**92%** Net Promoter  
Score

v. 3% Primary Care Nationwide

Source(s): Dartmouth Atlas 2017, Centers for Medicare & Medicaid Services, The Advisory Board.



# How do we **partner** with health plans?

- “Path to Risk”
- Full-risk: A + B +/- D
- Varied Delegation
- Contracts v. Partnerships

Better Outcomes

Great Patient Experience

+ Membership Growth

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**Value Creation**