

Introducing LiveHealth Online

Anthem. BlueCross BlueShield  LiveHealth[®]
ONLINE



Doctor's care at the speed of life.

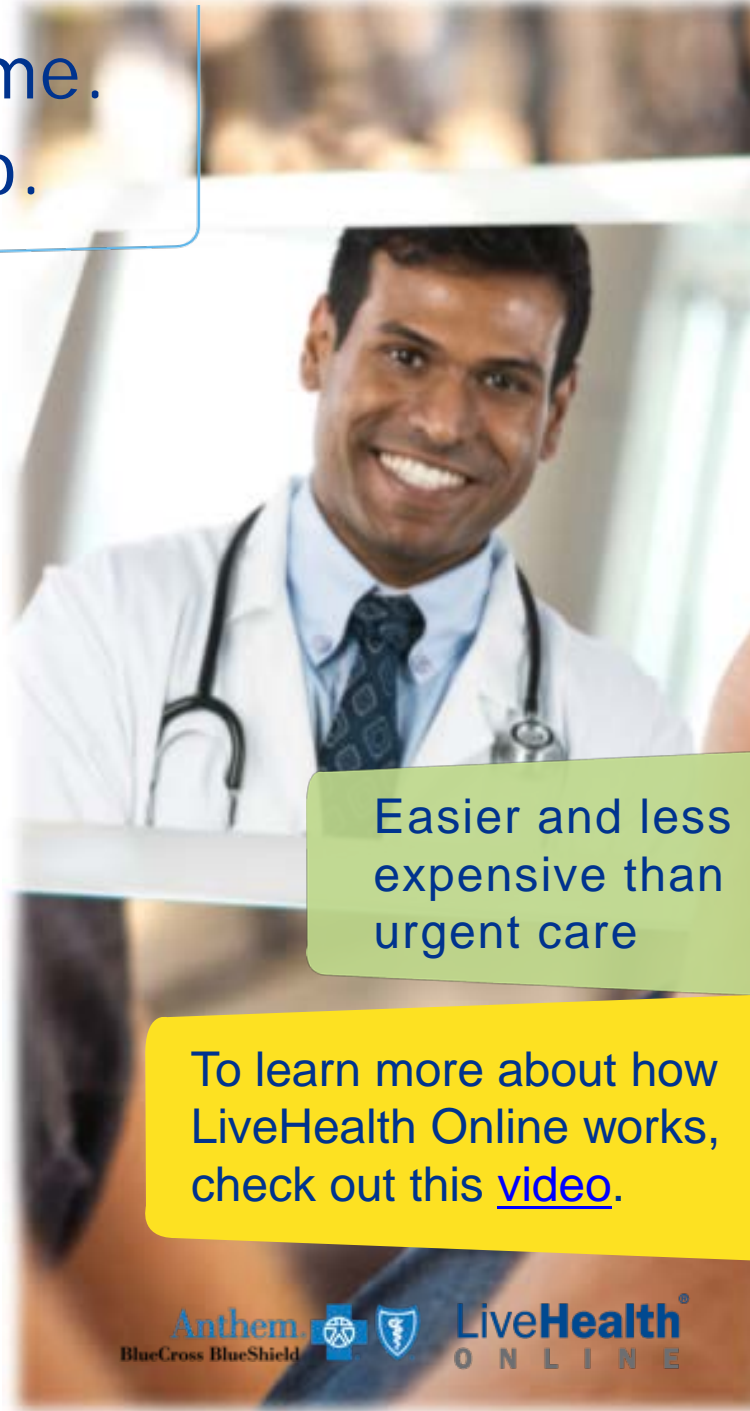
LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

Exhibit W - HEALTH CARE
Document consists of 17 pages.
Entire exhibit provided.
Meeting Date: 03-23-16

Visit with a doctor online, anytime. From work, at home or on the go.

LiveHealth Online:

- Is available in most states, including D.C.*
- Is available 24 hours a day, 7 days a week, 365 days a year
- Is available anywhere you have a computer or mobile device with Internet access (at home, in the office or on the go)
- Provides access to in-network, board-certified doctors and licensed behavioral health professionals
- Allows doctors to ePrescribe** utilizing local pharmacies (where applicable)
- Is secure, convenient and easy to use



Easier and less expensive than urgent care

To learn more about how LiveHealth Online works, check out this [video](#).

*LHO is available in 46 states and DC as of 09/14/2015

**In certain states, prescriptions cannot be issued as a result of an online interaction with a doctor. For state telehealth availability, check the map on [LiveHealth.com](https://www.livehealth.com).

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LiveHealth Online goes where you go

The mobile LiveHealth Online app is available on both iOS and Android devices.

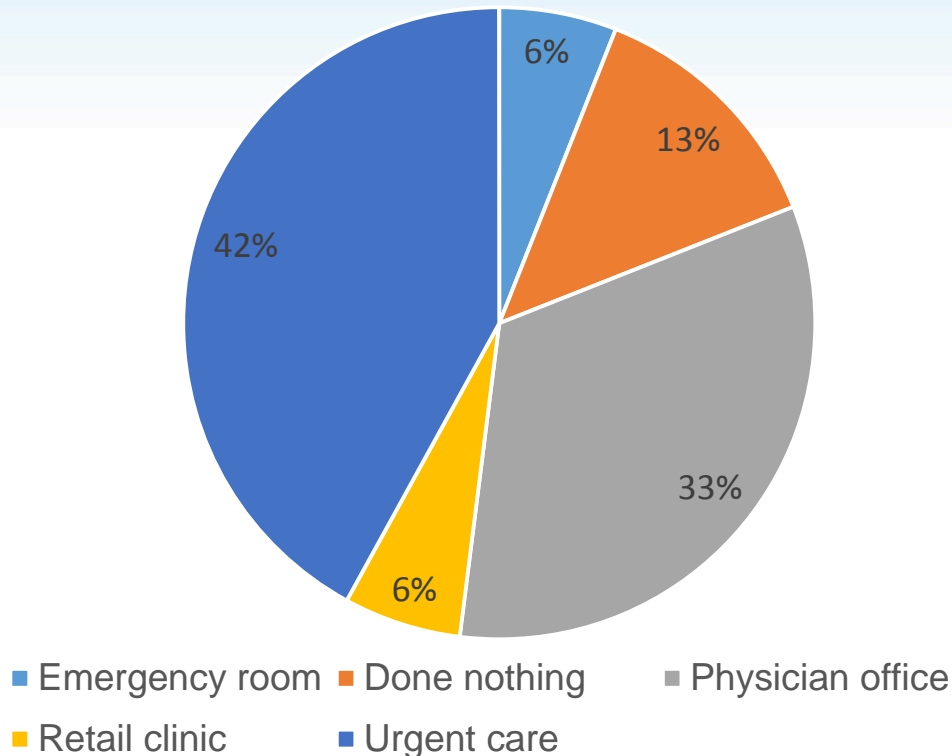
LiveHealth Online
mobile solutions

iOS



Cost-savings (Medical + Pharmacy 3-Week Episode Cost)

Patients reported they would have used the following, if not LHO:



- Retail Health is 1.14x as expensive as LHO
- Urgent Care is 1.45x as expensive as LHO
- ER is 6.35x as expensive as LHO
- Doctor's Office is 1.60x as expensive as LHO

Therefore, members and employers save an average of **\$201*** per episode (including follow-up) for the most commonly treated conditions

Results based on internal LiveHealth Online study during 2014 and Q1 of 2015 for the most common conditions

*This assumes that patients who do nothing would not eventually need additional care, that patients would use the care they say they would, and that care would follow patterns described previously.

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A great consumer experience

Say “Ahhhh.”

90%

**patient
satisfaction**

“I am very impressed and will continue to recommend this service to friends, family and co-workers.”

85%

**completely resolve
their medical issue**

“I was able to get things taken care of in less than 10 minutes.”

90%

**saved
time**

“I will definitely use it again. I saved at least three hours by not going in to the doctor—and a ton of cash!”

Nevada Results to Date

- **Launch Through 2/29/2016**
- **Total Visits 437**
- **Male 43%**
- **Female 57%**
- **Avg Length of Visit 8:05**
- **Avg Member Rating of LiveHealth Online 4.8 out of 5**
- **Avg Member Rating of Provider 4.8 out of 5**
- **Visits with Prescriptions 322**
- **Total Registrations 2,471**
- **Avg Utilization per Registrant per Year 0.29**

Promoting LiveHealth Online for Medicaid

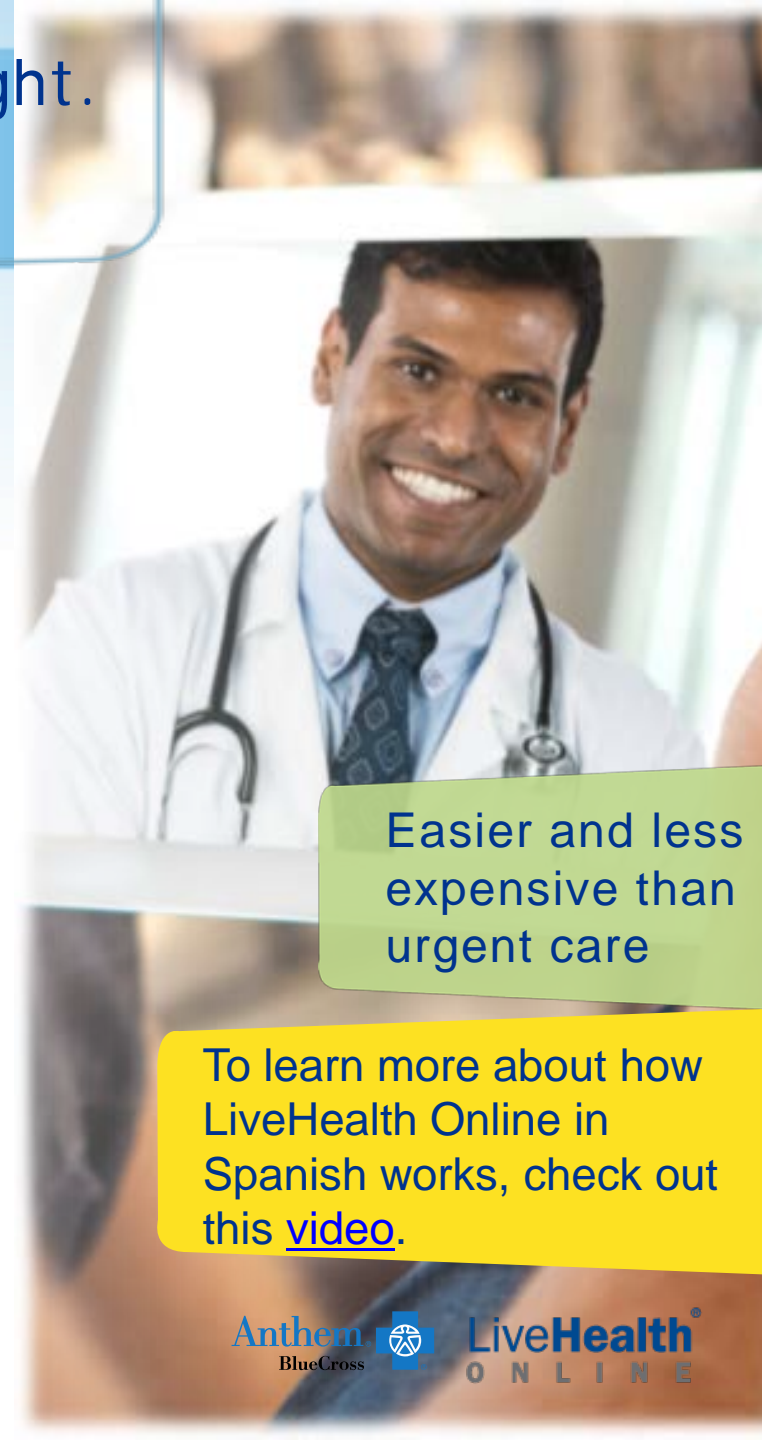
- Promotions in the Community:
 - Live demos and education during Open Enrollment events to build early awareness
 - Ongoing education in the community at health education events
- Promotions Online:
 - On myamerigroup.com/NV with over 4,000 unique visits
- Promotions in the Home:
 - Postcard mailing to 77,000 households in Mar.
- In the future:
 - Developing an automated call campaign to help making it easier for members to register and compliment the above promotions



Visit with a doctor online, day or night. From work, at home or on the go.

Cuidado Médico on LiveHealth Online:

- Is available in CA*
- Coming to NV in July
- 7a – 11p, 7 days a week
- Available using the LiveHealth Online app on your smartphone or tablet with internet access**
- Provides Spanish online visit experience and access to in-network **Spanish speaking** board-certified doctors
- Doctors can send prescriptions directly to the pharmacy selected if needed (where applicable)**
- Is secure, convenient and easy-to-use



Easier and less expensive than urgent care

To learn more about how LiveHealth Online in Spanish works, check out this [video](#).

*LiveHealth Online in Spanish is available in CA only via a mobile device

**In certain states, prescriptions cannot be issued as a result of an online interaction with a doctor. For state telehealth availability, check the map on [LiveHealth.com](https://www.livehealth.com).

LiveHealth Online Cuidado Médico

Con LiveHealth Online es fácil y rápido ver a un médico. Las video con médicos que hablan español están disponibles en Cuidado Médico los 7 días de la semana de 7 a. m. a 11 p. m.

Choose a Provider

Luis Barajas
Médico de Familia

NEW



Lisa Thompson
Emergency Medicine

★★★★★



Viviane Bishay
Médico de Familia

NEW

LiveHealth Online Client Reporting



{Company Name Here}

Registration and Utilization Report

1/1/2014 Through 6/30/2014

Total Registrations	1,437
Total Visits	111
Mobile	25 23%
Web	86 77%
Visits with Prescriptions	73
Avg Utilization per Registrant per Year	0.31
Avg Length of Visit (min:sec)	9:47
Male	49%
Female	51%
Avg Member Rating of LiveHealth Online	4.9 (Scale 1-5, 5=best)
Avg Member Rating of Provider	4.8 (Scale 1-5, 5=best)

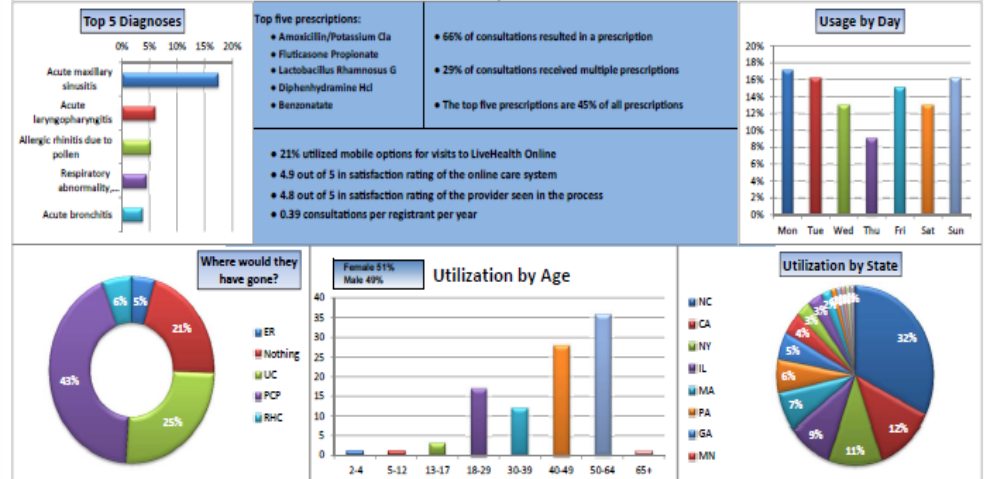
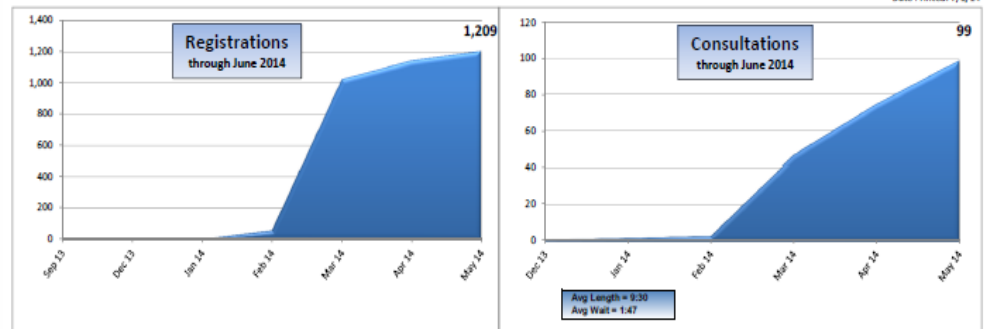


{Customer Name Here}

Registration & Utilization

1/1/14 - 6/30/14

Date Printed: 7/1/14



Portable Solutions

Employer-branded MedSuites and kiosks offer:

- **High-definition video:** ensures best possible picture quality
- **Touch-screen technology:** makes it easy to use
- **Connected biometric devices:** (blood pressure monitors, thermometers, a weight scale and more)—helps doctors diagnose patients

Learn more.

Request details on pricing and ROI from your Anthem Representative.



MEDSUITE (ENCLOSED)



MEDSTOP Console



MEDSTOP Portable

Kiosk, Mobile Strategy

Partnering with High Volume Providers to house the MedSuite solution in high traffic Medicaid offices.



MEDSUITE (ENCLOSED)

Remote strategy will include placing a MedStop portable in our Amerigroup Community Outreach Vehicles



MEDSTOP Portable

A woman with blonde hair and glasses is sitting on a light-colored couch, holding a laptop. She is looking directly at the camera. The couch has several large, light-colored pillows. In the background, there is a window with a view of greenery outside.

Introducing online visits
With psychologists and therapists
Behavioral health specialists at your fingertips

Mental health in America

Mental health, substance abuse and suicidal thoughts continue to rise

**42.5
million**

(18.19%)
of adults in
America suffer
from mental
illness

**19.7
million**

(8.46%)
have a
substance
abuse problem

**8.8
million**

(3.77%)
report serious
thoughts of
suicide

**1 in 5
adults**

(20%)
reported they
did not get the
mental health
support they felt
they needed

Source: <http://www.mentalhealthamerica.net/sites/default/files/Parity%20or%20Disparity%20Report%20FINAL.pdf>

Mental health in America - Depression

Depression is the #1 contributor to disability in the U.S., and one of the most costly health conditions for American employers:

- Nearly **63% of the annual \$83 billion** associated with depression is due to workplace losses
- More than **\$44 billion per year in lost productivity** in the workplace can be attributed to absenteeism and presenteeism
- Workers with depression are often unable to accomplish as many tasks or perform at as high a level as workers without

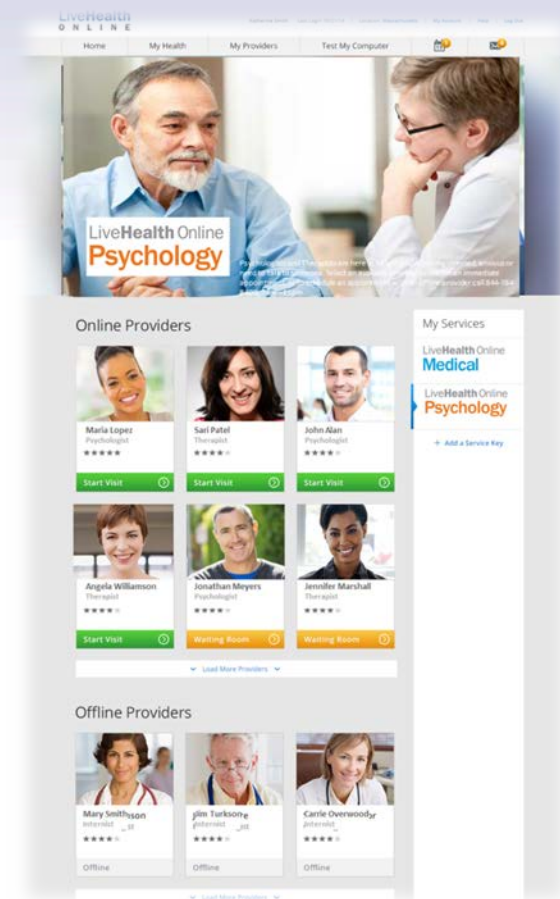


Source: <http://www.depressioncenter.org/work/depression-and-work/why-should-care/>

Getting People Connected

Seeking help for behavioral health is a big step. That's why we've made it easy and convenient.

- Evening and weekend access based on availability¹
- Ability to schedule the first visit and be seen within four days and, in some cases, on demand
- Ability to interact privately with a psychologist or therapist from a comfortable environment like their home
- Your cost share remains the same as for current in-office therapy benefits



1. Appointments can be scheduled from 7am to 11pm coast to coast; Psychology is for those 18 and over.

Convenient, private access to help for common behavioral health issues

Online therapy visits can give members support for common issues such as:

- Stress
- Feeling anxious
- Depressed mood
- Relationship or parenting issues
- Grief
- Panic attacks
- Coping with an illness

