



TriWest Healthcare Alliance

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July 26, 2017



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Presentation Outline

- ➔ *On a Mission to Serve*
- ➔ Network Overview
- ➔ Continuous Improvement & Refinement
- ➔ Performance
- ➔ Program Modifications...And What's Ahead?

TriWest: *On a Mission to Serve*



TriWest's Mission

At TriWest, we are On a Mission to Serve® our nation's Veterans and military community

- ➔ Partner of the Department of Veterans Affairs (VA) in administering the Patient-Centered Community Care (PC3) program and Veterans Choice Program
- ➔ Partner to the Department of Defense (DoD) in administering DSTRESS and the Defense Suicide Prevention Office (DSPO) program
- ➔ Serving America's military families and Veterans since 1996
- ➔ Deliver award-winning customer service and provide access to high-quality health care
- ➔ Headquartered in Phoenix, Arizona

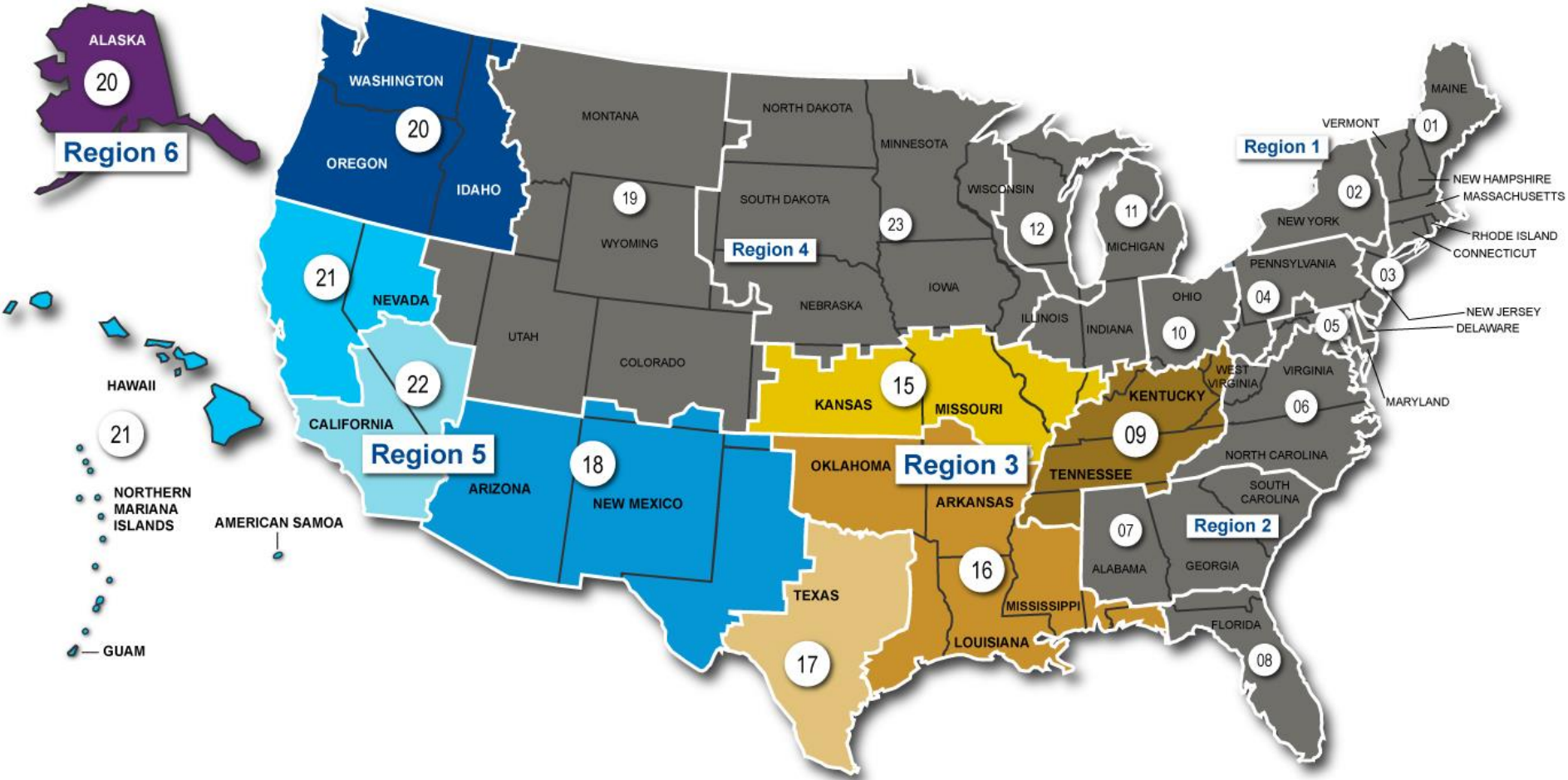
Corporate History (cont.)

- ▶ TRICARE Contractor from 1996-2013
 - ▶ Assisted DoD In Standing Up and Refining TRICARE
 - ▶ Provided access to high quality health care for active duty and retired Service members and their families across 21 state area west of Mississippi
- ▶ Freed Up to Support VA, Beginning in September 2013

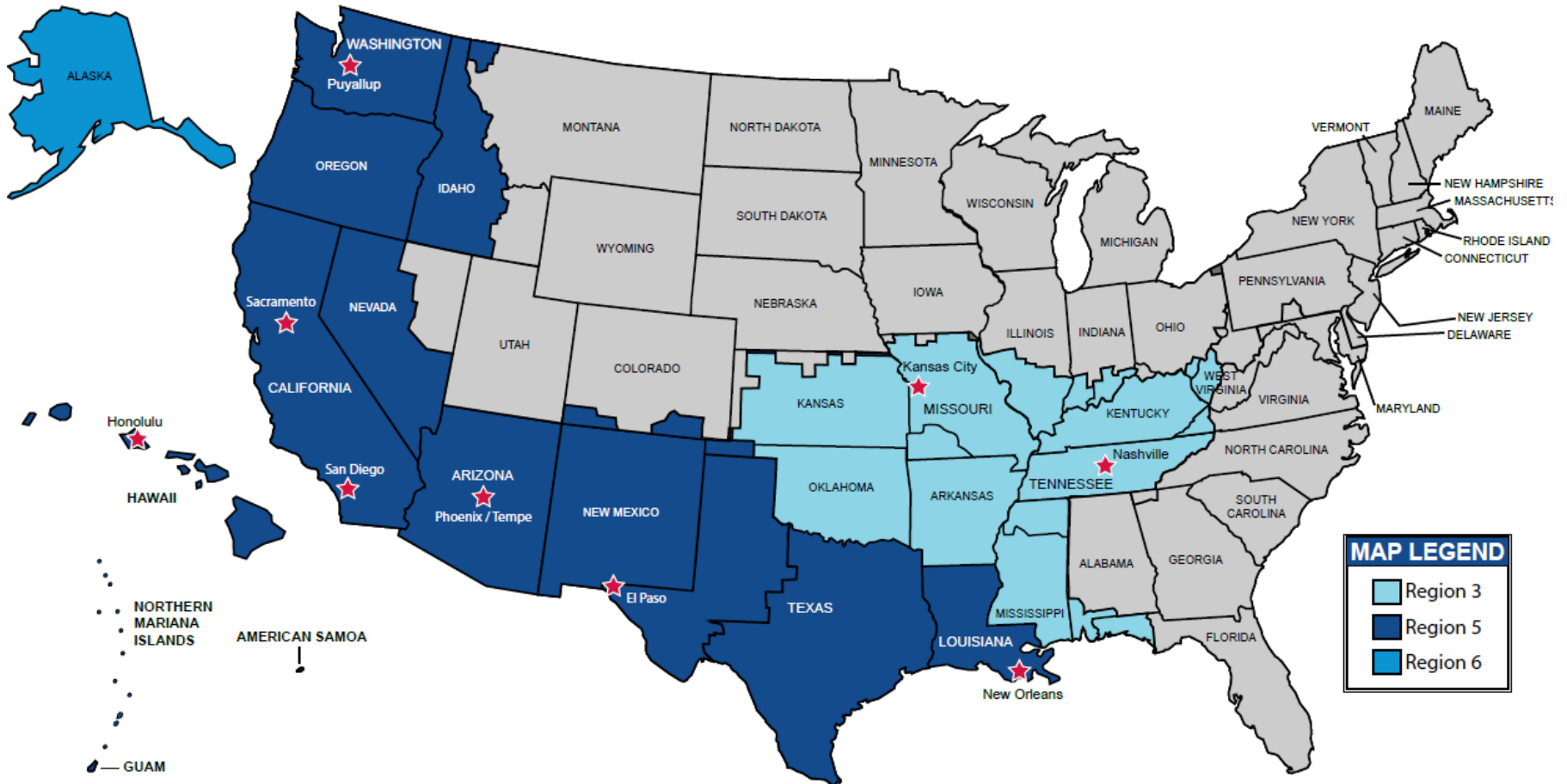
Privileged to Serve at Side of VA

- TriWest Administers the Following Programs in Support of VA:
 - The Patient-Centered Community Care (PC3) program provides health care for eligible Veterans when the local VA medical center cannot readily provide the services
 - The Veterans Choice Program (VCP) allows Veterans to go to our network or Choice-registered providers if they face wait times longer than 30 days, or if they reside more than 40 miles from a VA medical facility, or if the VA medical facility does not offer necessary care

PC3 and VCP Territory



TriWest Operations Center Locations



MAP LEGEND

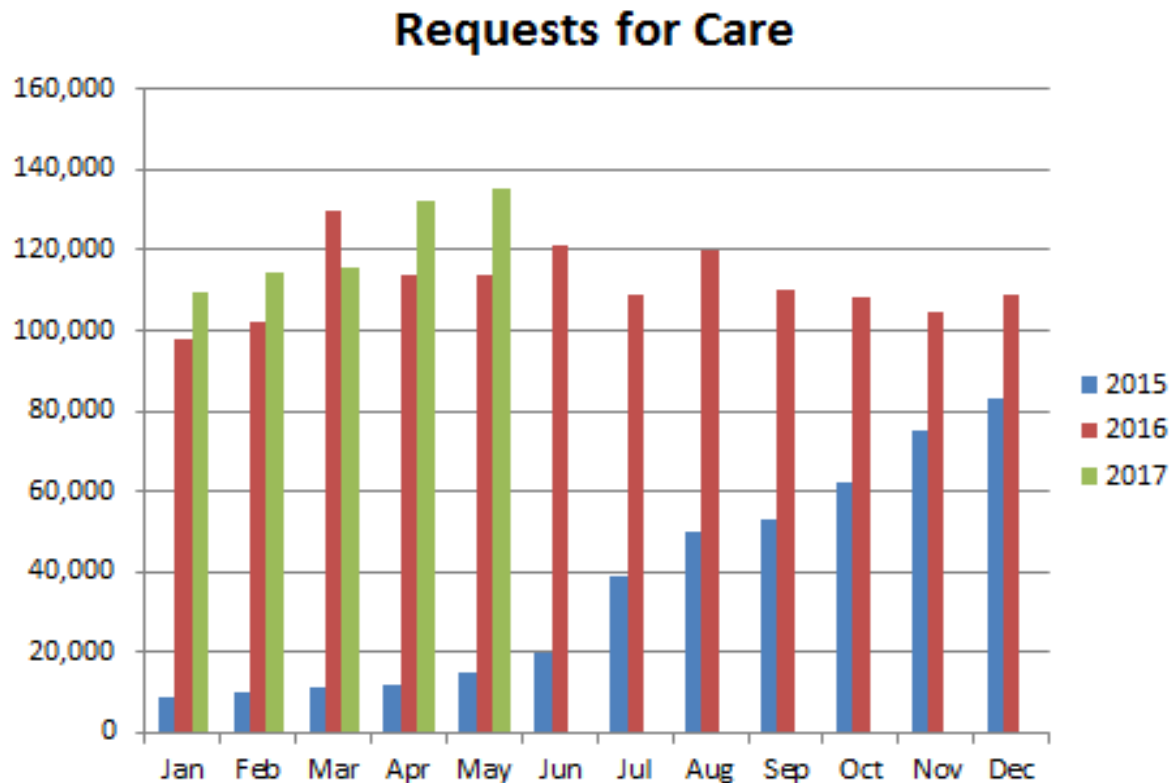
- Region 3
- Region 5
- Region 6

Performance



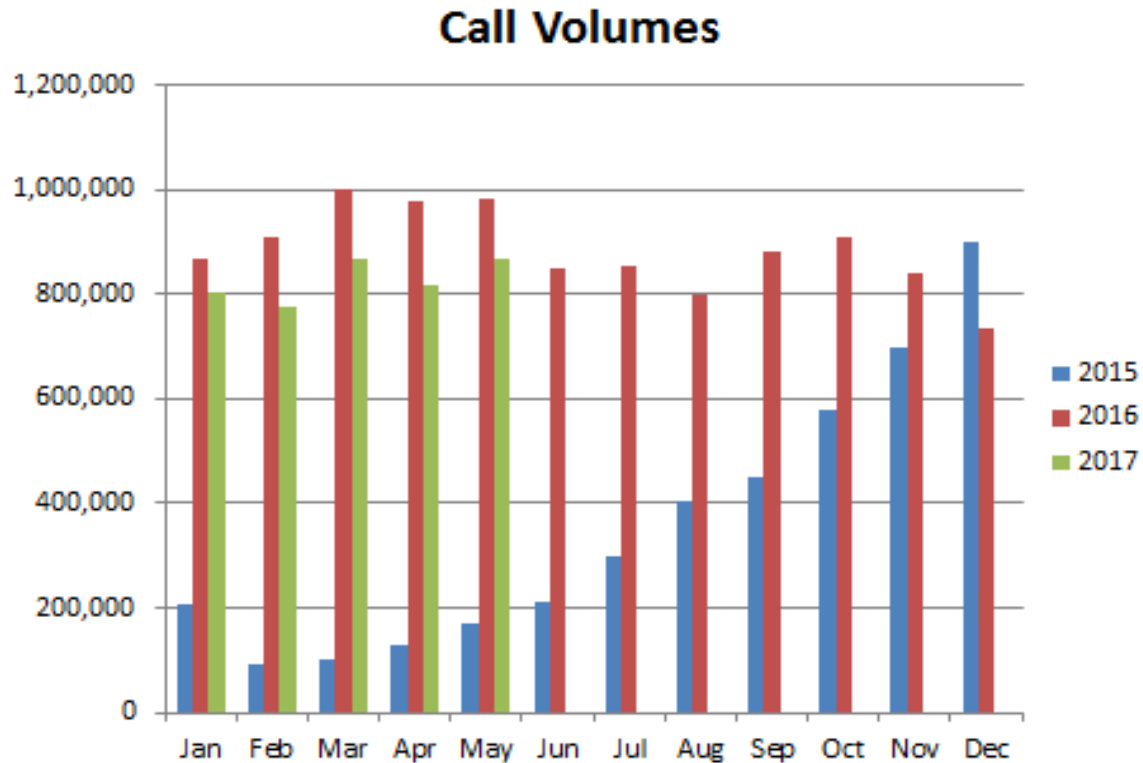
Requests for Care

On a monthly basis, TriWest is now receiving about **130,000** requests for care per month



Call Growth

- ➔ TriWest now handles approximately 850,000 calls per month
- ➔ The volume of calls has **more than tripled** since the beginning of 2015



Other Performance Statistics

- ➔ As of June 2017, more than **5 million total** appointments have now moved through TriWest's network since the start of the Veterans Choice Program, serving more than 930,000 unique Veterans to date
- ➔ Average speed to answer is less than 30 seconds
- ➔ Returning less than 2% for "No Network"



State of Washington - Stats



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General Stats – State of Washington

- Providers in WA: Over 20,600 unique providers
- Since start of PC3 (Jan 2014):
 - Over 160,000 appointments scheduled for 67,000 unique Veterans
 - Average days to schedule (month of June): Less than 3
 - Average days to appointment: 15
 - Includes service areas for: Puget Sound, Walla Walla and Spokane VAMCs



Questions?



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Thank You!



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