Changing the healthcare landscape to deliver affordable care with concierge customer service

Find out more at blueshieldca.com/aco.
Changing the healthcare landscape

Trio delivers lower annual costs while providing access to a high-quality network and personalized customer care.

Lowers annual cost
- Lower trend
- Rate caps to offer certainty

Quality
- Reduced unnecessary care
- Coordinated with a quality local network

Exclusive concierge service
- Shield Concierge: One-stop service exclusive to new and current Trio members

With the freedom you’d expect from a Blue Shield plan:
- Access to ER and urgent care when traveling abroad
- Freedom to choose your own doctor and care team
- Freedom to self-refer to see a Trio specialist*
- Access to care options – in person, online, and over the phone

Deeply rooted relationships and investment set ACOs apart

Relationships with common goals
- Expertise drives better coordination
- Easier administration and transparency

Unique financial models
- Enhanced risk sharing
- Deep investment in the practice

Committed to bend the trend
- $486 million in savings†
- 3.3% annualized trend†

Evidence-based programs contribute to lower costs
- Clinical programs to enhance care

Our ACOs are proven and have kept trend below 4%†

<table>
<thead>
<tr>
<th>Annualized non-ACO</th>
<th>Annualized ACO</th>
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<tr>
<td>6.7%</td>
<td>3.3%</td>
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-17% Inpatient admissions
-16% Inpatient admissions
-13% Inpatient re-admissions
-7% ER visits

Available in 24 counties throughout California

<table>
<thead>
<tr>
<th>Areas of coverage</th>
<th>Alameda (F)</th>
<th>Contra Costa (F)</th>
<th>El Dorado (P)</th>
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<tr>
<td></td>
<td>Kern (P)</td>
<td>Los Angeles (P)</td>
<td>Marin (P)</td>
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<td>Nevada (P)</td>
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Available in 24 counties throughout California

(F) = Full coverage    (P) = Partial coverage

Transforming provider relationships

Here’s what our providers are saying:

“We consider Blue Shield the gold standard among our health plan relationships. Blue Shield has served as a true, collaborative, and patient-focused partner.”

– John Muir Health

“Our ACO partnership with Blue Shield has taken down historical barriers and allowed for data-driven, honest conversations on how we can improve our care delivery model to reduce redundant care and wasteful spending.”

– AppleCare

“Our doctors found the meetings some of the best and most productive so far. You are doing a great job with kick-starting this new ACO.”

– Adventist

“There is no health care out there that is doing the kind of work that Blue Shield is doing – thank you for being the innovators.”

– AllCare

“The ACO partnership has evolved our organization in a wonderful way. The degree of information that we’ve been receiving from the ACO and Blue Shield relationship is unprecedented.”

– Facey/Providence

“Blue Shield’s ACO vision, whether for the HMO product or the PPO product, is a place where our organization needs to be and where it needs to continue to move forward towards that goal of better quality and lower costs.”

– Good Samaritan Hospital

* First specialist visit within the same medical group.
† Blue Shield of California Network Analytics; since inception through September 2017.