

Why Choose Carenet Health to Connect With Your Medicare Population?

The Medicare population requires a distinct engagement strategy. At Carenet Health, our approach is rooted in our team's ability to form nurturing relationships with Medicare members and make meaningful—and powerful—connections. It's something we've been continually optimizing since 1988.



PROOF IN THE NUMBERS

6.2 million

Medicare lives supported
across all 50 states

30+

current Medicare
plan clients

3:1

ROI for most Medicare
engagement and
telehealth programs

1,000+

Medicare
programs deployed

Case in Point

As a part of one Medicare Advantage plan's strategic focus on satisfaction, Carenet Health worked in concert with internal initiatives to support the achievement of an overall 1/2 Star rating increase and a 5-Star rating in 8 of 9 CAHPS satisfaction measures. The annual revenue connected to the Stars increase can be conservatively estimated at \$20 million.

42%

average Medicare activation/
contact conversion rate

96%

average Medicare member
satisfaction rate

99%

average patient satisfaction
score after interaction with
a Carenet Health nurse

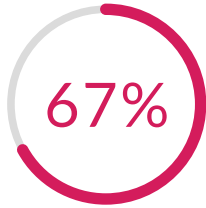
EXAMPLES OF OUR PERFORMANCE RESULTS



increase in mammogram compliance for one MA plan



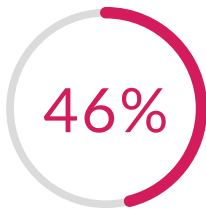
of screenings scheduled during one HEDIS initiative



member activation rate during one welcome call program



member reach rate for one retail-to-mail order program



increase in health risk assessment completions for one MA plan



reduction in readmission rate after one post-discharge follow-up initiative

WHAT OUR CLIENTS SAY

"When I think about our key partners, Carenet is at the top of my list. They've flexible, positive and relentlessly focused on performance."

CEO of large Medicare Advantage health plan

"Carenet is professional, responsive and invested in our company's success."

Senior executive of large Medicare Advantage plan

"I am consistently impressed with the culture of quality and the 'wow' factor that Carenet brings to the table for members."

Rex Wallace, leading Medicare Advantage and Stars consultant

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Together, we can drive the impact your Medicare plan needs.

REVENUE

- Stars and HEDIS® improvement
- Acquisition and retention
- Onboarding, welcome programs

COSTS

- Unnecessary care avoidance
- Care and wellness coaching and outreach
- Medication adherence engagement
- Health risk assessments
- Readmissions reduction
- In-network education, coordination

CONSUMER EXPERIENCE

- 24/7 personalized service, including care coordination
- Concierge-level advocacy and navigation support
- Seamless and on-demand telehealth support, including mental health
- Social determinants of health assistance
- Surveying

Learn more

Email us at marketing@carenethealthcare.com, call 800.809.7000 or visit carenethealth.com to learn more.