

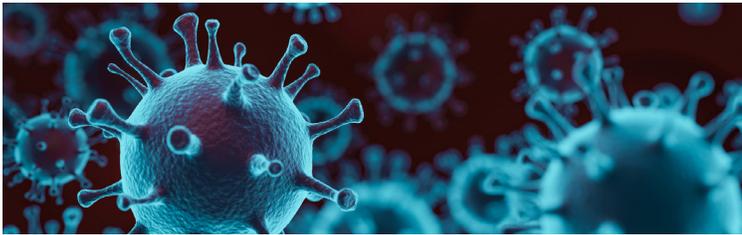


FCH

CLIENT NEWSLETTER

FALL 2020

Rising to the challenge during the COVID-19 pandemic



COVID-19 is an on-going reality that’s impacting companies around the world, affecting work environments, home environments, and the physical and mental health of the workforce. Earlier this year, as many companies did, First Choice Health rapidly mobilized and converted to a nearly 100% virtual work environment.

As Washington State was the national epicenter for the virus, the local healthcare workers rallied on the front lines for long hours, citizens were anxious and fearful for their health, and employers scrambled to provide communication and care for their staff during the unprecedented and rapidly changing situation.

In the spirit of our corporate values of Caring and Innovation, First Choice Health was the first Third Party Administrator to provide HPA and PPO customers complimentary access to 98point6 virtual care for 60 days to support social distancing measures while discouraging the utilization of Emergency Departments as the first line of care. As the COVID crisis grew

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September is Suicide Awareness Month

What managers need to know about suicide warning signs and prevention

Deaths by suicide have reached an all-time high. It’s shocking that similar to wartime, suicide kills more soldiers than the enemy, and suicide kills more people than COVID-19. Suicide is the second leading cause of death for young people and the tenth leading cause of death in this country.

There is hope, though. Nearly 75% of those who attempt suicide will tell someone first, directly or indirectly, opening a door to support and help. Friends, families, colleagues, and supervisors can provide a life-line through empathy and facilitating mental health care which is crucial for recovery.

First Choice Health EAP Clinical Account Managers have created a list of warning signs to help you identify when someone is vulnerable to suicide so you can guide them to help. Does your company have a policy/procedure to follow if you have an employee that you consider to be at risk to harm themselves or others? We've included suggested tips and actions you can take if you suspect an employee or colleague may be suicidal.

[Click here to read the full article.](#)

HOLIDAY Schedule

We're Closed for:
Thanksgiving

Thursday and Friday
Nov. 26th and 27th

We're Closed for:
Christmas

Thursday and Friday
Dec. 24th and 25th

We're Closed for:
New Year's Day

Friday
January 1st

We're Closed for:
Presidents Day

Monday
February 15th

Expanding our Strategic CIN Partnerships

Clinically Integrated Networks (CINs) are gaining traction as a collaboration model and potential healthcare solution, offering potential solutions and innovative, value-based disruptions to our current healthcare system. First Choice Health's network of providers operates as a CIN and more, filling in gaps where traditional care teams are not necessarily able to help patients, and providing additional support to help navigate healthcare plans' complexities.

CINs offer a model of high-quality clinical care, coupled with benefit navigation and appropriate incentives. From what we've seen within First Choice Health's network, CINs in turn boost access to care and help drive healthcare savings in some major ways. Benefits of Clinically Integrated Networks:

- **Avoid unnecessarily high costs**
- **Allow for site-of-care optimization**
- **Deliver robust clinical outcomes**
- **Provide pricing stability**

At First Choice Health, we work with employer groups located in the Northwest to design and administer health plans and CINs optimized for their unique needs, providing the highest quality care right where their members live and work.

- We have an exclusive partnership with **Eastside Health Network** that provides direct access to quality, comprehensive care for employers throughout the Puget Sound region's Eastside, including Bellevue, Kirkland, Redmond, Issaquah, Bothell and more.
- We've built a similar program with St. Charles Health System in Central Oregon, called **Central Oregon Select**, as well as one with **MultiCare Connected Care** throughout Washington State.
- **Puget Sound High-Value Network** has been a leading network since 2016, connecting the Puget Sound region from Tacoma and Puyallup to Everett and Marysville, with regional providers and healthcare organizations that are celebrated for high-quality care and service.



We plan to announce additional CINs in the near future, and are excited to be a part of their expanding use, and the shift toward a lower-cost, more accessible model of care.

COVID-19 Pandemic

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and people were reluctant or unable to make traditional visits to healthcare facilities, members increasingly used the 98point6 app to easily seek care from their homes.

Additionally, to help clients understand potential COVID-19 claims impact, we began posting weekly COVID-19 Claims Reports to the online FCH Client Portal. We also developed a new entirely virtual implementation and enrollment process to serve new customers coming on board.

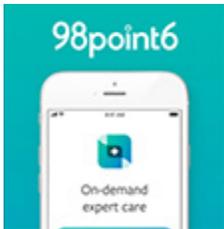
Our Physician Assistance Program has been heavily used by local hospital leadership and staff managers as they support anxious and overworked physicians and other frontline staff dealing with a new virus amid waves of patients. From promotional materials and education to webinars, First Choice Health ensured both managers and staff had the tools and resources to bolster their resilience and meet the challenge head-on.

If we all follow the recommended safety guidelines and do our part to stop the spread of COVID-19, life and work can soon begin returning to a version of normal. In the meantime, First Choice Health remains committed to providing continued high-quality service to all of the clients and people we support.



New Services Added for 2020

First Choice Health is committed to finding, self-testing, and integrating digital tools and solutions focused on accessibility and adaptability, aligning with a broader demand from consumers for health and behavioral care solutions with text and chat-based interfaces. Next-generation virtual platforms provide our clients and their plan members with improved access to immediate, high-quality care, while helping to reduce healthcare costs.



Earlier this year, we began offering virtual care services through [98point6](#), an on-demand, text-based primary care app that provides guidance and diagnoses to patients in combination with primary care doctors. As the COVID crisis grew and people were reluctant to make traditional visits to healthcare facilities, members increasingly used the 98point6 app to easily seek care

from their homes. Postponing trips to doctors or urgent care facilities can potentially exacerbate a condition and prove more costly in the long term.

We've received a great response to this service, with many clients including it either mid-plan year or during plan renewal. First Choice Health partners with our clients to help educate and promote use of the service to their plan members, using engaging materials and recurring messaging.



We have also partnered with [Rightway Healthcare](#) to provide concierge healthcare navigation services. Through the Rightway app, members interact with their navigator for help finding the highest quality providers within their plan, help scheduling procedures and understanding expected costs, as well as uploading and reviewing medical bills and statements. The Rightway

team is made up of doctors and nurses who, with the help of their support staff, answer all member questions and serve as their single point of entry into healthcare.

We continue to explore other innovative approaches to healthcare delivery, to expand the reach of high-quality medical care, and to reduce costs and increase employee satisfaction for our clients.

Reduced rates negotiated at Hazelden Betty Ford Clinics

First Choice Health is pleased to announce an agreement with the Hazelden Betty Ford Foundation (HBFF) effective October 1, 2020. This agreement includes a new all-inclusive Residential Treatment case rate for our self-insured Health Plan Administration clients. The new case rate covers the entire length of stay at any of the HBFF locations across the country and includes these services:

- Detox
- Residential Treatment
- Inpatient Services
- Mental Health Services
- Addiction Related Labs
- Wellness Services
- Comprehensive care planning and follow-up support
- Online Coaching Post-Treatment

This new agreement brings cost predictability and additional savings over the current standard per day rate. Please promote HBFF and our other Behavioral Health network providers to FCH health plan members and their families who are seeking care.

Introducing Deerwalk

After an extensive review and vetting period, First Choice Health is excited to announce an improvement in the analytic and reporting platform for our self-insured Health Plan Administration clients. Beginning in November, we will start using Deerwalk's analytics suite to deliver high quality information to our customers and partners. We were impressed with Deerwalk's deep understanding of our claims system data extracts and their passion for data integrity. Implementing Deerwalk's platform will provide our clients with:

- A user-friendly, best-in-class analytics and reporting platform
- More accurate, consistent, timely, and comprehensive reports
- Access to an enhanced dashboard and report library
- Quick response to your analytic inquires

Together, Deerwalk and FCH will empower you to make more informed decisions. [Click here for more information.](#)

