Keeping Care In-House at Lifepoint Health

Quantum HEALTH

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Speakers

Charlie Toney
AVP Employee Benefits
Lifepoint Health

Eric Parmenter, Ph.D.,
MBA, CEBS, SPHR,
Vice President of Health
Systems at Quantum Health

Matt Resnick, MD
Chief Medical Officer,
Embold Health

Laura MacDonald
Vice President Business Development,
Embold Health

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Today’s session

1. Discover how Lifepoint Health is working to keep more care within its own system.

2. Learn about the strategies—like “tierage” and “steerage”—that use technology and personal support to guide employees to in-house care.

3. See an example of a technology tool to help improve care choices and keeps more healthcare in-house for hospital employees.

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Lifepoint Health

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Vision: *create places where people choose to come for healthcare, physicians and providers want to practice and employees want to work***.**

Lifepoint Health operates a large, diversified network that includes:

- **50,000+ employees**
- 60+ community hospital campuses
- 60+ rehabilitation & behavioral health hospitals
- 250+ additional care sites (including outpatient centers and post-acute facilities)

Champion Patient Care

Act with Kindness

Make a Difference Together

Do the Right Thing

Embrace Individuality

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Health Plan Strategies at Lifepoint Health

- **Changes & Trends in Employee Benefits**
  - Employers are taking a holistic approach when designing benefit programs
  - Connecting holistic approach with technology
- **Challenges**
  - Awareness & engagement
  - Cultural barriers
  - Courting outside of comfort zones
  - Access and convenience
- **Strategies to Improve Domestic Utilization**
  - Patient Navigation with Quantum Health
  - Educational Resources: Benefit Guides
  - Lifepoint for You website and app: Guides Cost & Coverage

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How “Tierage” and “Steerage” Drive In-System Utilization

Tierage

Incentivizing in-system care through benefit design

Steerage

Using **technology** and **personalized care navigation** to provide members with the highest quality of care at the best value.

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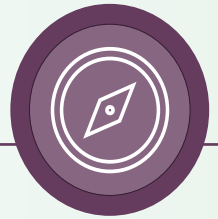
The challenges with hospital employee plan networks

Leakage

Members are getting care outside the health system, leading to low utilization of domestic providers and increased costs to the health plan.



Member experience

Members seek informed choices but often struggle with options, potentially defaulting to familiar, lower-quality care outside their system.

Precision Matching

Members lack ability to match their needs with the correct clinical care. Inappropriate care results in poor outcomes, affecting both member health and costs to the health plan.

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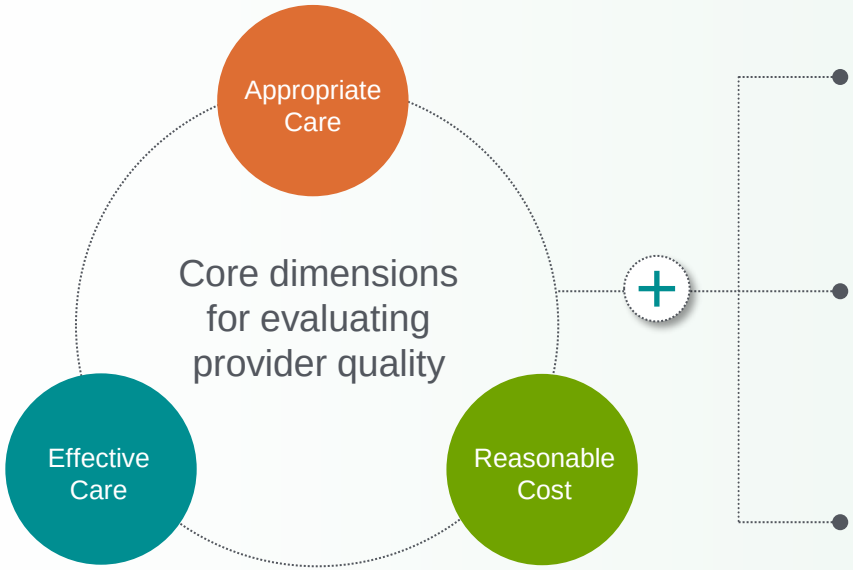
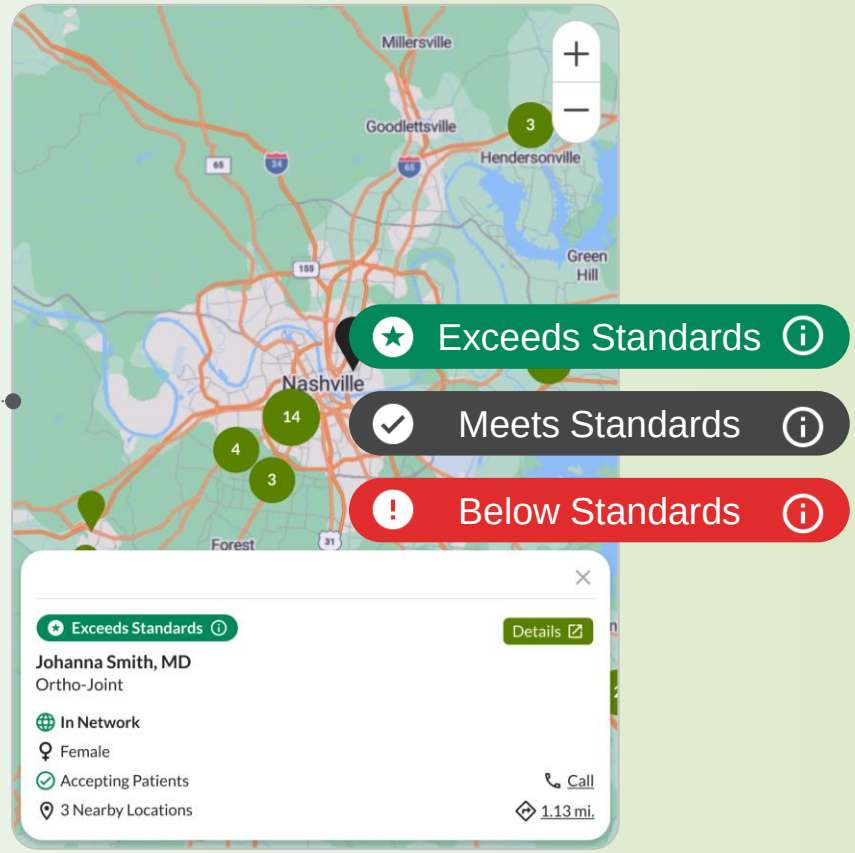
Embold Health's Evaluation Methodology



Closed claims data on **200+ million patient journeys** over a rolling 4-year period

21 clinical specialties and **68 unique clinical focus areas**

Peer-reviewed and validated approach in JAMA Health Forum and New England Journal of Medicine Catalyst



Embold Health measures domains of clinical care where variation exists, where waste and overuse are common, and where discretion typically exists.

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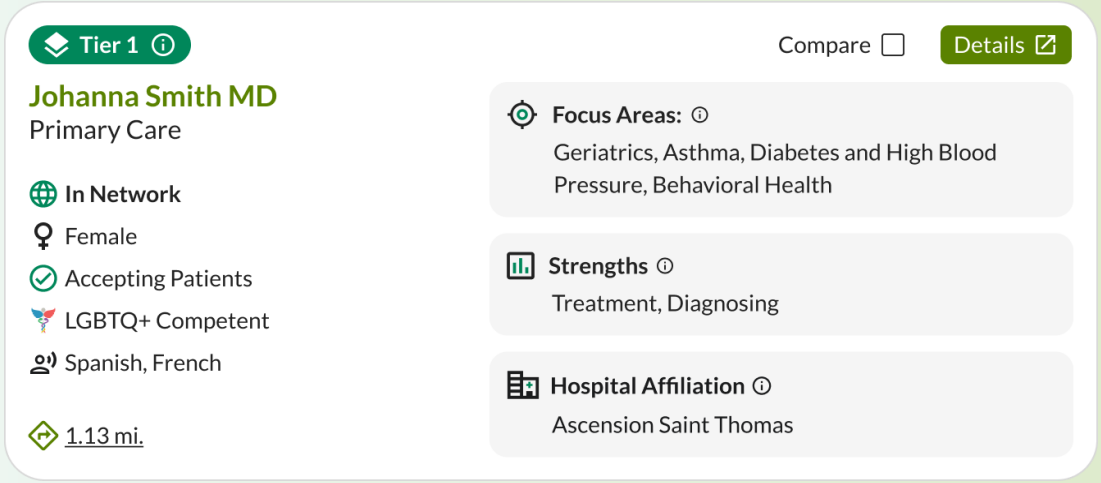
Deliver precision recommendations to your members

Search for over 1,000 care needs by provider specialty, provider name, facility type and name, or procedure

Members can filter their search by:

- Distance
- Gender
- Language spoken
- LGBTQ+ competency
- Accepting new patients
- Hospital affiliations



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Leakage

The problem:

Members are getting care outside the health system, leading to low utilization of domestic providers and increased costs.

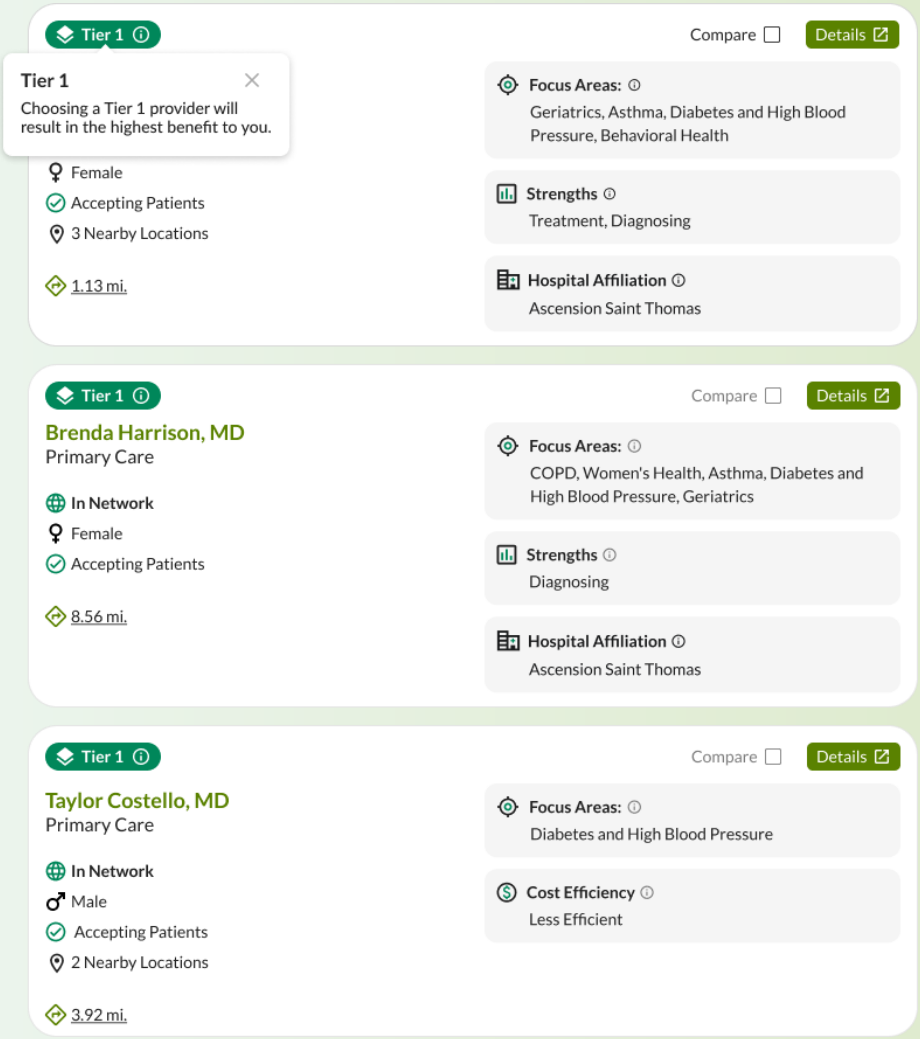
The solution:

Redirecting care inward & boosting utilization

- Care Finder directs members to top domestic providers, reducing out-of-network costs and driving higher utilization.

Data-driven choices

- Empowered by Embold's data, members make smarter decisions, staying within the system for better care and lower costs.



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Member experience

The problem:

Members want to make informed decisions but struggle to navigate options, often defaulting to familiar but lower-quality care outside their system.

The solution:

Simplified guidance

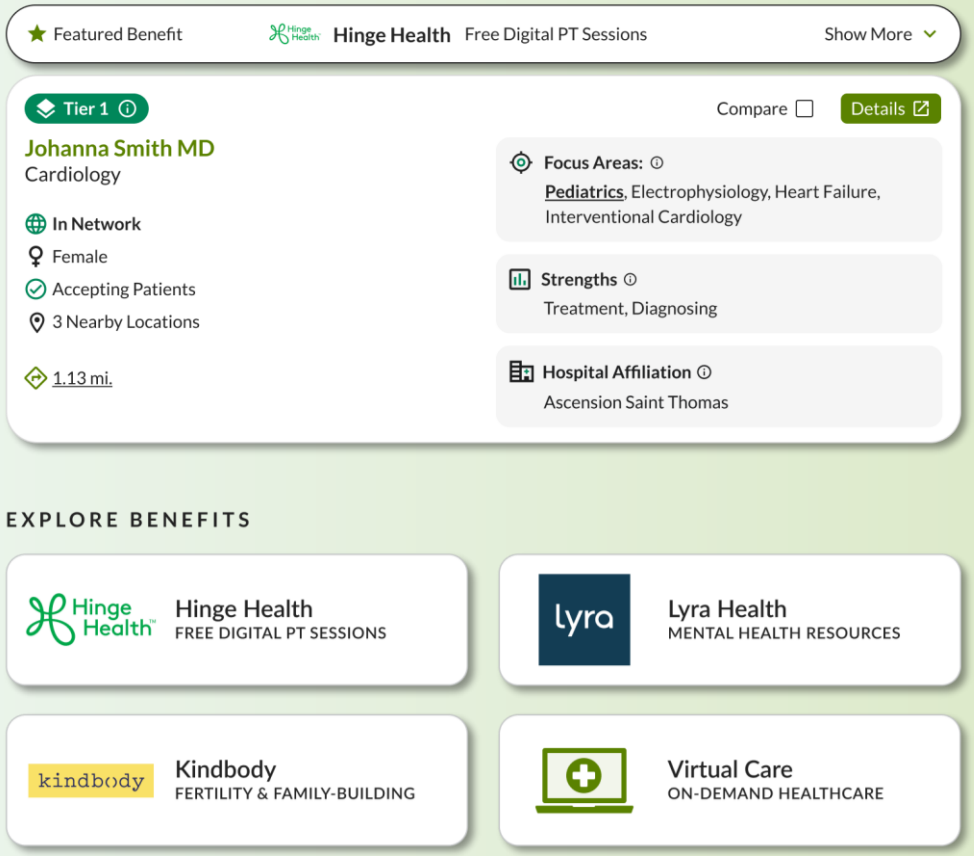
- Clear recommendations direct members to top Tier 1 providers.

Trusted choices

- Embold's data helps members confidently find high-quality care.

Empowered decisions

- Members make informed choices with top Tier 1 doctor insights.



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Matching

The problem:

Members are not able to match their needs with the appropriate care/provider skillset. Inappropriate care leads to poor outcomes, impacting not just member health but also the health system's role as an employer focused on quality and cost-effective care.

The Solution:

High-quality care

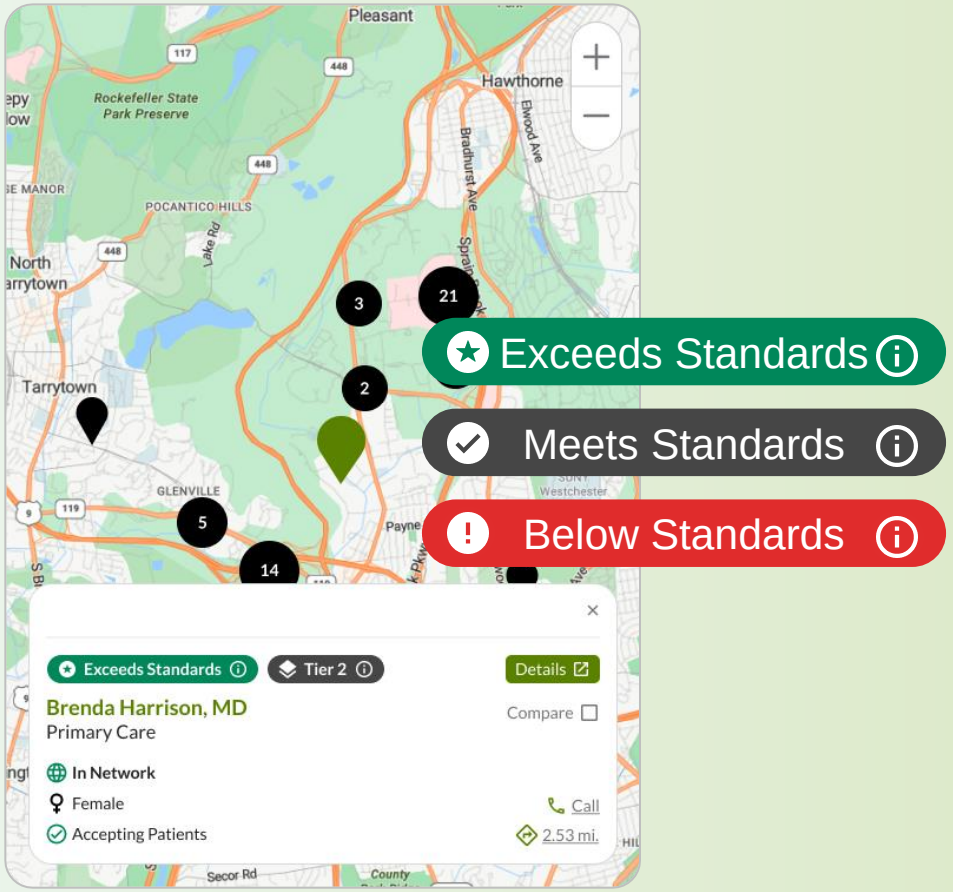
- Care Finder connects members to top Tier 1 providers, guiding them to the right care from the right doctors.

Confidence in choices

- Care Finder ensures that employees are still being driven to high quality care, even if it's outside the system.

Aligned with standards

- Keeps care in-network, guiding members to receive evidence-based, quality-aligned care.



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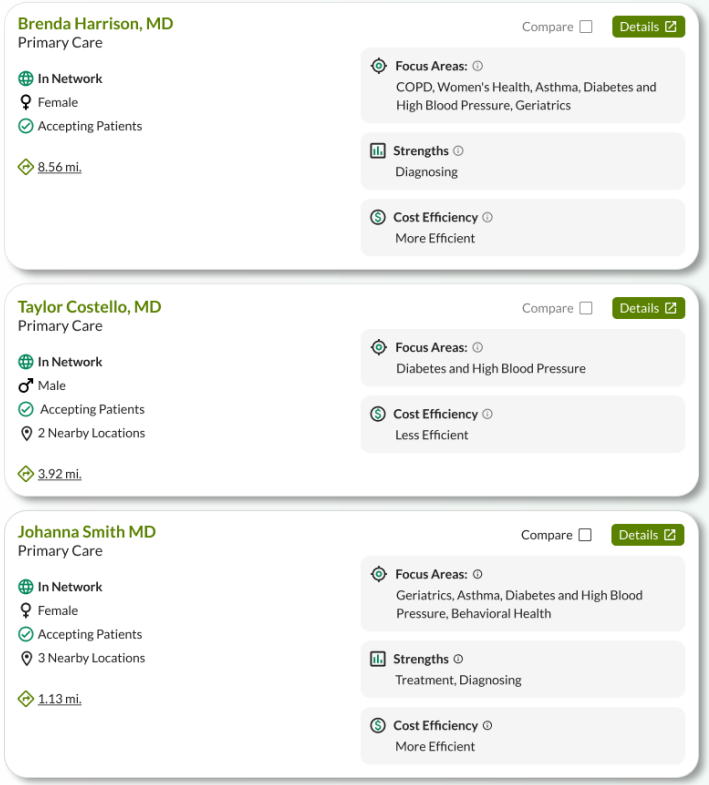
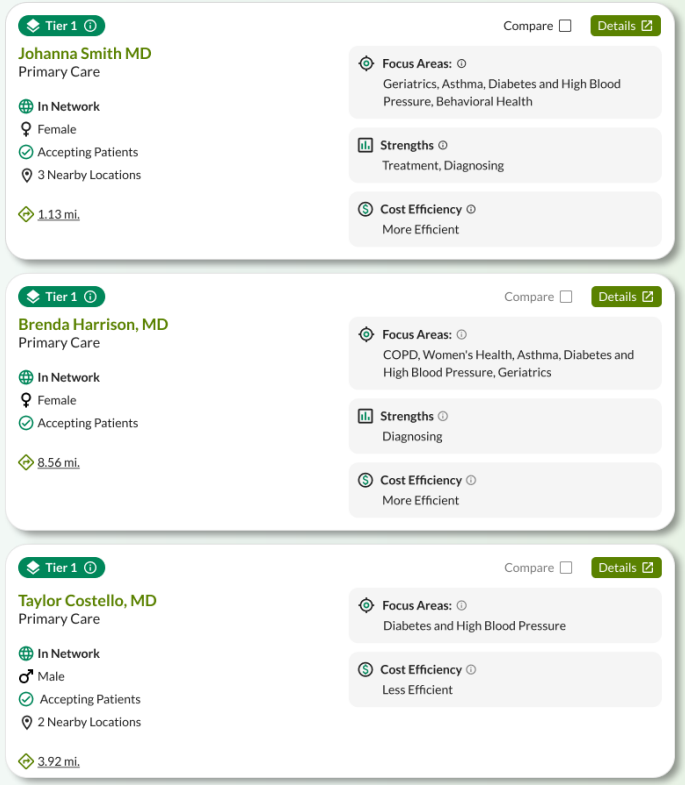
Choose whether to steer members based on quality domestically

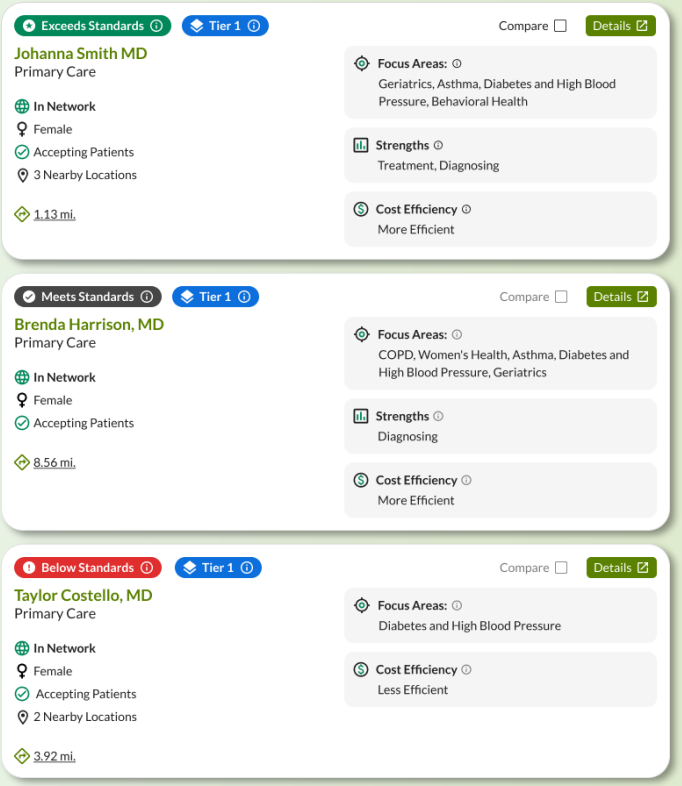
No steerage



Silent steerage



Explicit steerage



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The value we deliver

Educate at the moment of need

Engage members with timely, benefits-focused education, guiding them to the right care when it matters most.

Drive domestic steerage

Prioritize domestic providers and facilities to keep care within your system, maximizing value and utilization.

Match to the right provider

Guide members, silently or explicitly, to the highest-quality providers — both domestic and non-domestic — ensuring the best outcomes.

Promote high-value care

Highlight top care options within your benefits ecosystem, empowering members to make informed, cost-effective choices.

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Demo

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Q&A

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