



An IDFS's approach to Telehealth & Innovation

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“When you have exhausted all possibilities, remember this - you haven't.” - Thomas Edison

The challenges of being both a Provider and Payor

- Fee for Service Reimbursement
- Switch from Volume to Value is slowly evolving
- Providers still expected to increase volumes
- Hospital still focused on census
- Payor side needs to cover more lives at lower cost



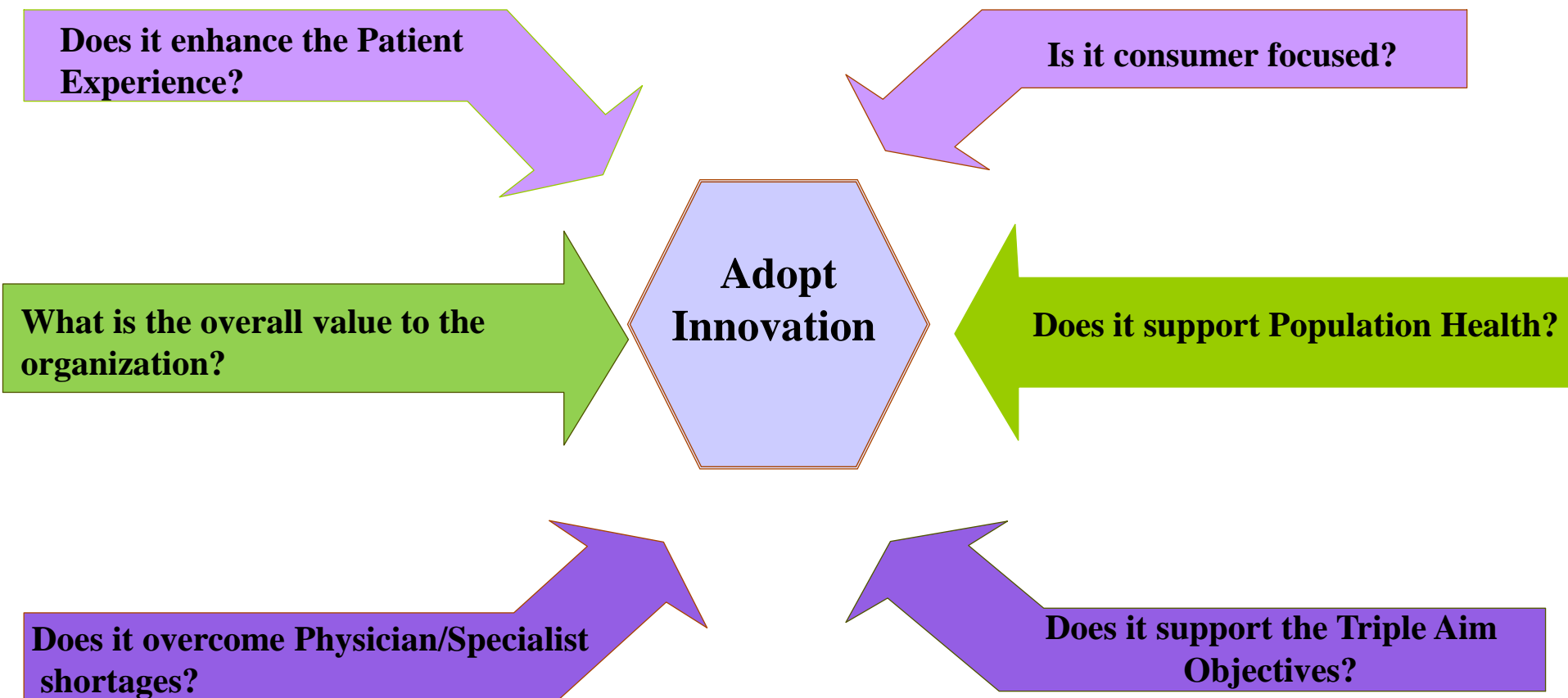
"Laughter is the best medicine, but your insurance only covers chuckles, snickers and giggles."

Gradual Shift to “Pay for Performance”

- Pay-for-performance Models-
 - ACOs
 - Medical Home Programs
 - Global or bundled payments
 - Episode-of-care Reimbursement



How to determine which innovations & Telehealth programs to support?



UPMC AnywhereCare

Start a visit >

- 4 finals.
- 3 hours of work study.
- 2 hours of practice.
- 1 hot date.
- 4 hour late shift.



Staying healthy? More like staying smart. **Get the power to power through.**



How does it work?



Diagnosis and Treatment



Convenient, High-Quality Care

Ready to power through? Start a visit now. >

Before you start...

UPMC AnywhereCare offers medical care for non-emergency conditions. If you think you may be experiencing life-threatening symptoms, call 911 or seek immediate medical attention. You must be over the age of 18 to use UPMC AnywhereCare.



Watch a demo.

Why Use AnywhereCare?

Conditions We Treat

How We Diagnose

Pediatric Patients

Security

Coughs, colds, allergies - anything that's keeping you from being at your best. UPMC AnywhereCare gives patients with non-emergency symptoms like these the opportunity to get the care they need online. Anytime. Anywhere in Pennsylvania.

No traffic or parking hassles. No waiting to schedule an appointment or sitting in a waiting room. Instead, you get a personalized response from a UPMC provider - usually within 30 minutes of submitting your symptoms. And, if needed, prescriptions can be sent directly to your pharmacy.

All for only \$38 (or less, depending on your insurance provider).

Start a visit >

Also available **MyUPMC**: a free online service that allows you to communicate with your doctor's office.

Learn More

For additional questions and assistance, as well as for billing questions regarding UPMC AnywhereCare or MyUPMC, please call our technical support line at 1-866-884-8579 or send an email to help@myupmc.com.

Adult Symptoms Treated:

• Back pain	• Birth control	• Bronchitis	• Burn
• Cold	• Cold and flu symptoms	• Cough	• Diarrhea
• Flu	• Genital herpes	• Pink eye	• Pneumonia
• Poison ivy	• Rash	• Red eye	• Scabies
• Seasonal allergies	• Shingles	• Sinus/cold symptoms	• Sinus infection
• Sore throat	• Strep throat	• Urinary symptoms	• Vaginal irritation/discharge

Pediatric Symptoms Treated:

• cold	• cough	• pink_eye
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www.upmcAnywhereCare.com Visit Summary

UPMC AnywhereCare Cumulative Visit Report 11/04/13 – 01/31/15					
	Total Visits Submitted	Total Adult Visits Submitted	Total Pediatric Visits Submitted	Clinically Inappropriate (NONEVISIT)	Total Visits Completed
AnywhereCare Convenience (24/7/365 On-Demand, Virtual Visits)	3,511	3,473	38	647	2,533
AnywhereCare Continuity (Established PCP eVisit)	436	431	5	41	363
Total	3,947	3,904	43	688	3,248

Health Plan eVisit Pilot Program- DoHE Summary:

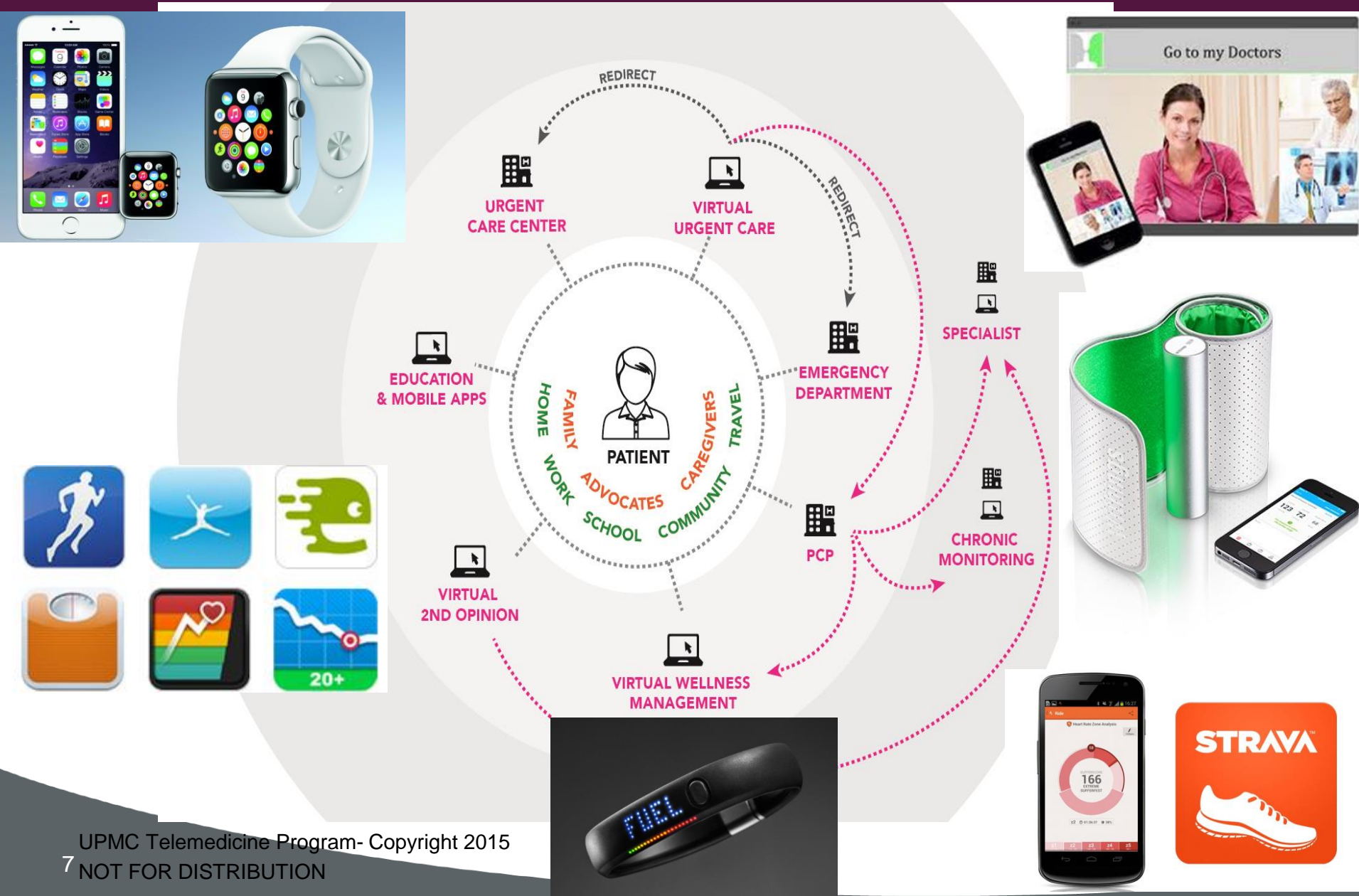
542 eVisits completed between November 4, 2013 – February 24, 2014

- 95% Commercial members
- 76% female
- 71% for respiratory conditions

- **No evidence eVisit use is additive** to the care continuum
- 4.83% resulted in subsequent care (ER, PCP, Urgi, or Retail visit) within 30 days
- **eVisits were \$86.64 cheaper on average per episode of care, weighted by the current proportion of episodes at alternative places of service for the same diagnoses.**

$$[(\$289.89 * 10.9\%) + (\$107.63 * 22.2\%) + (\$47.23 * 65.9\%) + (\$12.48 * 1.1\%) = \$86.64]$$

How Technology & Innovation may help to lead the healthcare transformation:



Thank you!

www.upmc.com/Telemedicine

