

About HealthCare Partners

Why HealthCare Partners?

1 Access & Network

1: Access & Network

As one of the largest medical groups in Southern Nevada, HealthCare Partners provides easy, convenient access to quality health care.

2 Coordinated Care

2: Coordinated Care

For patients with certain health plans, our *Total Care* patient-centered model was designed so our primary care providers are supported by a network of nurses, specialists and care managers – all working in sync to help keep our patients healthy.

3 Quality

3: Quality

HealthCare Partners strives to continuously provide our patients with outstanding care and service, helping to ensure their individual health care needs are met.

1: Access & Network



Over 300 primary care providers and growing

Added 79 new medical professionals to the HealthCare Partners organization in 2018

OVER 1,500
specialists and support providers

OVER 100
primary care locations across Southern Nevada



acute care hospitals in Southern Nevada are in our network



PLUS...



Innovative, senior-focused clinic concept, myGeneration, with 23 locations (by 10/1/18)



Virtual doctor's appointments with 24/7 access through Teladoc™



After-hours Nurse Advice and Access phone line



Access to walk-in clinics and urgent care locations

Walk-In Clinics and Urgent Cares



Walk-In Clinics

Available for minor conditions and services such as colds, scrapes, broken bones, some medication refills, strep test, etc.

- Three (3) walk-in clinics
- Open extended hours when your primary care provider may not be available
- No appointment needed
- Shared integrated electronic medical record system



Urgent Care Clinics

Covers everything that walk-in clinics have PLUS urgent medicine, more surgical procedures and more medications

- Four (4) owned certified urgent care clinics
 - with shared integrated electronic medical record system
- 13 affiliate urgent care locations
- Open extended hours when your primary care provider may not be available
- No appointment needed



Setting a New Standard

A LONG HISTORY OF SERVING SENIORS
Currently serving more than **100,000 seniors** in Southern Nevada

Unprecedented access standards

- New Patients: 2 weeks
- Current Patients: 2 days
- Same-day access for urgent needs including primary care, cardiology consults
- Average appointment length of 30 minutes

Focused care team for most patients

- Dedicated referral team
- On-site care management support
- Care navigators
- On-site lab draws

Services include: annual wellness checks, treatment of long-term and chronic conditions, diagnostic testing, laboratory services and immunizations conveniently available in one location.

2: Coordinated Care

for patients with certain health plans

TOTAL
CARE
MODEL

Designed to carefully manage patients' health, improve experience and quality of life and is available to patients with certain health plans



High risk program and designation for most at-risk patients

House Calls program to provide care to homebound patients

Integrated specialty teams including cardiology, endocrinology and oncology/hematology with access to shared electronic medical records



Disease management programs for patients with diabetes, heart failure and chronic pulmonary disease

Care Navigator available at key locations to provide additional care plan support for our patients



3: Quality

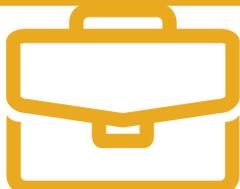


HealthCare Partners keeps patients out of the hospital

HealthCare Partners helped **NEARLY 5,000 MEDICARE ADVANTAGE MEMBERS** avoid hospital admissions last year¹



In 2017, **HealthCare Partners surpassed the national CMS benchmark** on nine core STAR quality care measures for Medicare Advantage including colorectal cancer screening, diabetes, breast cancer, blood pressure, rheumatoid arthritis and more²



Care Management program offers patients a personalized advocate to help navigate their care plan



Dedicated Service Excellence Team to support patients and brokers

¹HealthIndicators.gov

²2017 rates are using 2018 Star Rates from CMS as of 9/28/17