

aiming for the future together.



Changing the healthcare landscape
to deliver affordable care with
concierge customer service

Find out more at blueshieldca.com/aco.

Trio delivers lower annual costs while providing access to a high-quality network and personalized customer care

Lowers annual cost

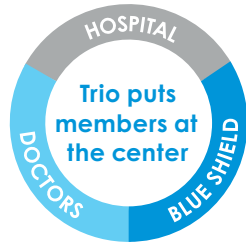
- Lower trend
- Rate caps to offer certainty

Quality

- Reduced unnecessary care
- Coordinated with a quality local network

Exclusive concierge service

- Shield Concierge: One-stop service exclusive to new and current Trio members



With the freedom you'd expect from a Blue Shield plan:

- Access to ER and urgent care when traveling abroad
- Freedom to choose your own doctor and care team
- Freedom to self-refer to see a Trio specialist*
- Access to care options – in person, online, and over the phone

Deeply rooted relationships and investment set ACOs apart

Relationships with common goals

- Expertise drives better coordination
- Easier administration and transparency

Unique financial models

- Enhanced risk sharing
- Deep investment in the practice

Committed to bend the trend

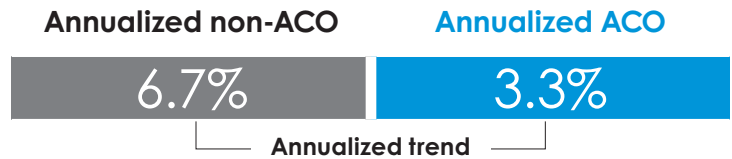
- \$486 million in savings[†]
- 3.3% annualized trend[†]

Evidence-based programs contribute to lower costs

- Clinical programs to enhance care

HMO results are in: \$486M aggregate cost savings

Our ACOs are proven and have kept trend below 4%[†]



-17%
Inpatient admissions

-16%
Inpatient admissions

-13%
Inpatient re-admissions

-7%
ER visits

Available in 24 counties throughout California



Alameda (F)	Contra Costa (F)	El Dorado (P)
Kern (P)	Los Angeles (P)	Marin (P)
Nevada (P)	Orange (F)	Placer (P)
Riverside (P)	Sacramento (P)	San Bernardino (P)
San Diego (P)	San Francisco (F)	San Joaquin (F)
San Luis Obispo (P)	San Mateo (F)	Santa Clara (F)
Santa Cruz (F)	Solano (P)	Stanislaus (P)
	Tulare (P)	Ventura (P)
		Yolo (P)

Areas of coverage

(F) = Full coverage (P) = Partial coverage

Transforming provider relationships

Here's what our providers are saying:

"We consider Blue Shield the gold standard among our health plan relationships. Blue Shield has served as a true, collaborative, and patient-focused partner."
– John Muir Health

"Our ACO partnership with Blue Shield has taken down historical barriers and allowed for data-driven, honest conversations on how we can improve our care delivery model to reduce redundant care and wasteful spending."
– AppleCare

"Our doctors found the meetings some of the best and most productive so far. You are doing a great job with kick-starting this new ACO."
– Adventist

"There is no health care out there that is doing the kind of work that Blue Shield is doing – thank you for being the innovators."
– AllCare

"The ACO partnership has evolved our organization in a wonderful way. The degree of information that we've been receiving from the ACO and Blue Shield relationship is unprecedented."
– Facey/Providence

"Blue Shield's ACO vision, whether for the HMO product or the PPO product, is a place where our organization needs to be and where it needs to continue to move forward towards that goal of better quality and lower costs."
– Good Samaritan Hospital

* First specialist visit within the same medical group.

† Blue Shield of California Network Analytics; since inception through September 2017.