

EngageNEWS

INTEGRITY • INNOVATION • RESPECT • SERVICE



NEW BUILDING
CONSTRUCTION
UNDERWAY



**A COMMITMENT
TO EXCELLENCE**
WITH ENGAGEMED'S
COO & PRESIDENT



INCREASE
YOUR HSA IQ

EXPANDING ENGAGEMED

NEW 2ND BUILDING UNDER CONSTRUCTION



Space will be used for clinical operations, human resources, recruitment center, IT department and multiple meeting spaces



Space features will include an exercise room, bicycle storage and cafe-style breakroom



The size of the new office building is 34,000 square feet



Our expansion building is located next to the current office in North Little Rock



Construction to be completed in October

LEVERAGING TECHNOLOGY FOR PATIENT CONVENIENCE

by Julie Embry, EngageMED Chief Operating Officer

In today's hectic society, convenience is everything! We don't need to go to the grocery store...we have an app on our phone and within hours, our groceries are at our doorstep. We can buy a car online and have it delivered within days. Consumerism is in full force and it is amazing the things that we can do in the comforts of our home. Yet, in many parts of the country, we struggle to get into our healthcare provider when we need them the most (flu, stomach bug, allergies, etc.). Wouldn't it be nice to have the option of a virtual visit?

Virtual visits are meeting that need around the country. Kaiser Permanente recently reported that more than half of their physician visits were performed using virtual visits. Physician practice thought leaders around the country are quickly recognizing the benefits of these visits, with three main elements making the decision to adopt virtual visits a no-brainer: 1) Increases access to care, 2) Reduces the cost of care, and 3) Improves chronic disease management. At the top of EngageMED's

priority list for helping our clients implement virtual visits is the convenience that it provides to our patients.

In Arkansas, CommonSpirit St. Vincent Medical Group (CSSVMG) is proud to be among the first to offer virtual visits with your own PCP or within your PCP's group. Dr. David Foster, President of CSSVMG, commented, "The market is asking our healthcare professionals to provide better, more cost-effective access points of care. E-visits answer this demand."



CSSVMG, managed by EngageMED, will roll out the virtual visits this year. Using the eClinicalWorks platform combined with the Healow App, patients may use their cell phones entirely to navigate the virtual encounter. Another client, Little Rock Family Practice, is in the process of implementing the same technology using the AllScripts platform in the next four months.

To learn more about virtual visits, please contact us. For eCW, contact Paula Bobbitt, Director of Ambulatory Applications at [501-552-3915](tel:501-552-3915) or pbobbitt@stvincenthealth.com. For AllScripts, contact Terrah Patton, EngageMED Director of Information Systems at [501-320-4811](tel:501-320-4811) or tpatton@engagemed.com.

DELIVERING VALUE, RESPECT & INTEGRITY

When physicians are working with a patient, their thoughts should be solely focused on the care and attention they're providing to that patient—not on ins and outs of managing their practice. That's why EngageMED offers innovative, comprehensive physician practice management services for independent physicians, physician groups and hospital-owned practices alike.

The company evolved from Arkansas Physician Management, Inc. (APMI), which formed in January 1995 as a collaborative between Little Rock Family Practice Clinic and St. Vincent Infirmary to provide billing services for medical practices. Over the last two decades, as the complexity of operating clinics drastically increased, APMI evolved to support those needs.

We rebranded as EngageMED to illustrate to clients that we value them as partners. Our company's mission of excellence is to deliver our services with value, respect and integrity.

"We provide full-service practice management," says EngageMED President & CEO, Daniel Felton, MD. "Our team offers a level of expertise that allows us to provide the support needed to meet the operational challenges present in today's healthcare environment and improve clinic operations and financial performance. We offer HR, benefits, payroll, coding and billing, and a customer service line, as well as office operations management—including staffing the clinics. Physicians can come to us, hand over their practice operations and just see their patients. They can do what they love, while remaining independent." From large group practices to single physician clinics,

EngageMED employs over 800 team members and manages more than 400 providers' practices. Currently, all of our business is based in Arkansas, but Chief Operating Officer Julie Embry says the company is growing and looking at expansion both within our state and possibly in regional opportunities in neighboring states.

"Our clients trust us with their business, and we take that responsibility seriously," Embry says. "We are committed to excellence, and as a result, we are now one of the largest management service organizations in Arkansas."

"EngageMED allows doctors the flexibility to be as involved in running the business side of their operations as they prefer," she says.

"We offer a number of options for physicians."

Felton says he understands the ever-changing needs of outpatient medicine from his role as a practicing family physician. He believes the collective expertise of the EngageMED team has brought together can be a great asset to the state's more rural doctors' offices and hospitals that may not be able to attract and hire employees with the talent and skills needed to keep them at optimal efficiency.

"We put the physicians' quality of life and quality of practice first, and do the best job that we can to make their practices as enjoyable and as least stressful as possible."



**“WE ARE
COMMITTED TO
EXCELLENCE”**

Pictured above: Julie Embry, EngageMED Chief Operating Officer and Daniel Felton, EngageMED President, both native Arkansans.

417 PROVIDERS • 194M NET REVENUE

843 COWORKERS • 1.4M CLINIC VISITS • 55 CLINICS

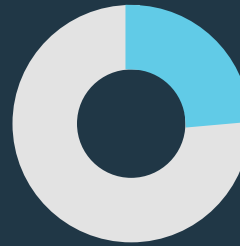
KEY METRICS

METRIC	MTD	MTD BUDGET TO GOAL	
STRATEGIC VALUE			
Net Promoter Score	91.0%	90.0%	●
Total Clients	25	25	●
New Clients (Under 1 Year)	3.0	2.0	●
Catchment Rate	100%	100%	●

HUMAN RESOURCES			
Turnover Rate	31.0%	20.0%	●
Average Time to Fill	21.0	20.0	●

STRATEGIC VALUE			
Days in Arkansas	31	34	●
AR Aging < 90 Days	34.8%	37.2%	●
Denial Rate	9.2%	8.0%	●
emCharge Lag (DOR or DOE)	1.64	2.0	●
Gross Collections	48.0%	48.0%	●
Net Collections	98.0%	95.0%	●

PROJECTS



ENGAGE ACCESS
Referral Center



ENGAGE NEWS
Client Newsletter



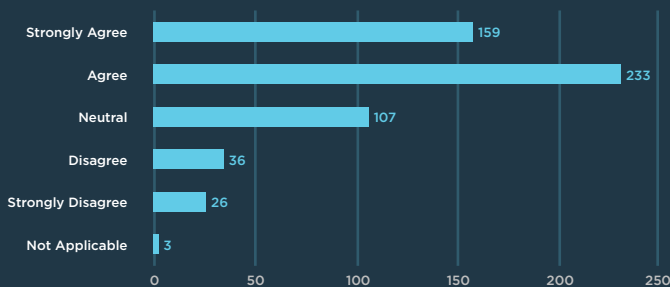
ENGAGE DATA
Dashboard Reports



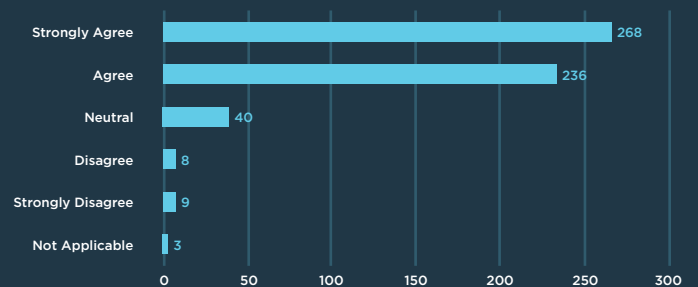
ENGAGE STAFF
Staffing Pool

TOP SURVEY QUESTIONNAIRE

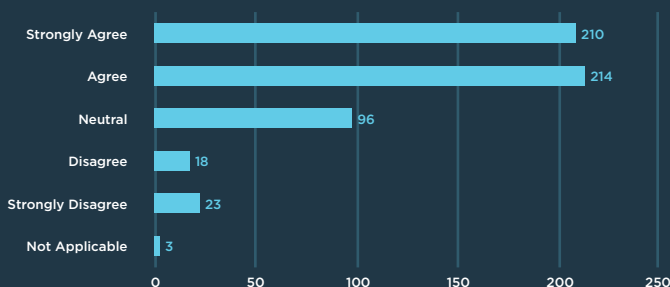
Overall, I am a satisfied employee



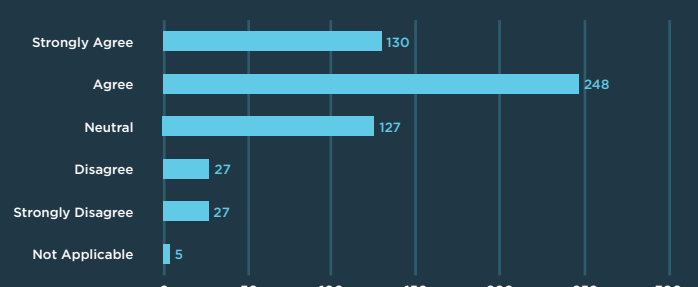
My work is meaningful



I am proud to tell people I work for this organization/clinic



I would recommend EngageMED/Clinic as a good place to work



YOUR SENIOR LEADERSHIP TEAM



DANIEL FELTON, MD • PRESIDENT & CEO
Dyad partnership with COO. Oversight of all aspects of the organization



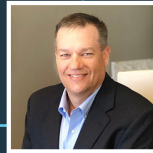
JULIE EMBRY, MBA • COO
Dyad partnership with CEO. Oversight of all aspects of the organization



MARY ANDREWS, MHA
EVP • CLINICAL OPERATIONS

Oversees operations of physician practices, perfecting the patient experience, leads quality initiatives and develops talent

Practice Mgmt, Front Office, Quality, Leadership Development



BRAD HARPER
CFO • CHIEF FINANCIAL OFFICER

Oversees financial operations, ensures fiscal responsibility and financial soundness

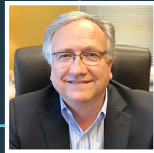
Finance/AP, Joint Ventures, IT/Telephony



JELINDA SCOTT, MHA
EVP • BUSINESS DEVELOPMENT

Oversees the development of new product lines (consulting), marketing for the organization and specialty practices

Product Development, Practice Mgmt, Marketing, Policy & Procedure



JEFF ERWIN
EVP • REVENUE INTEGRITY

Oversees all aspects of our clients' revenue cycles and ensures interoperability of practice management software with EMR platforms

Billing (AR) & Coding, EMR, Compliance, Hospital Interoperability



SCOTT LOVEDAY
EVP • HUMAN RESOURCES

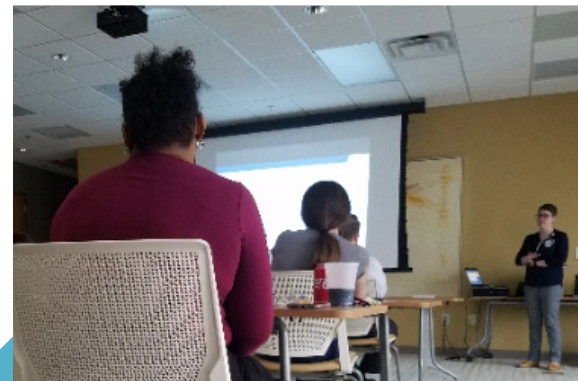
Oversees all HR functions and ensures fair policies, equitable compensation and adherence to appropriate regulations

Staffing, Compensation/Benefits, Compliance, Employee Policy

OVER 230 ATTEND TRAINING SESSIONS

The Revenue Integrity team recently offered an “Insurance and Over the Counter Collections” training for any employee who may be involved with registering patients, entering and verifying insurance information, or collecting copay/coinsurance/deductible amounts. The training material was customized for each of our 2 markets – CHI-Hot Springs and CHI-Little Rock. Over 230 employees attended this training over a two and a half week period.

We covered topics such as obtaining accurate demographic/ insurance information, how to verify insurance coverage, how to calculate the amount owed by the patient and how to politely, but firmly, ask for payment. Tips and tricks for some of the major carriers were also shared, as well as best practice recommendations.



A BIG “THANK YOU” to Valerie Baker, Elizabeth Cohen, Alicia Krou and Kathy Rich for developing and presenting the training material.

UNDERSTANDING HEALTH SAVINGS ACCOUNTS

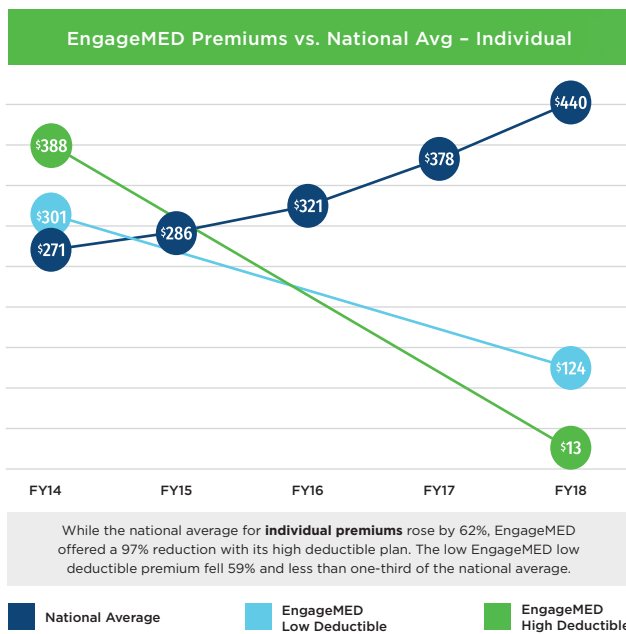
▶ WHO CAN HAVE AN HSA?

Any adult can have an HSA if you:

- Have coverage under an HSA-qualified, high deductible health plan (HDHP)
- Have no other health coverage (certain types of insurance, such as specific injury or accident, disability, dental care, vision care or long-term care, are permitted)
- Are not enrolled in Medicare
- Cannot be claimed as a dependent on someone else's tax return

▶ HSA CONTRIBUTIONS

Contributions can be made by you, your employer or both.



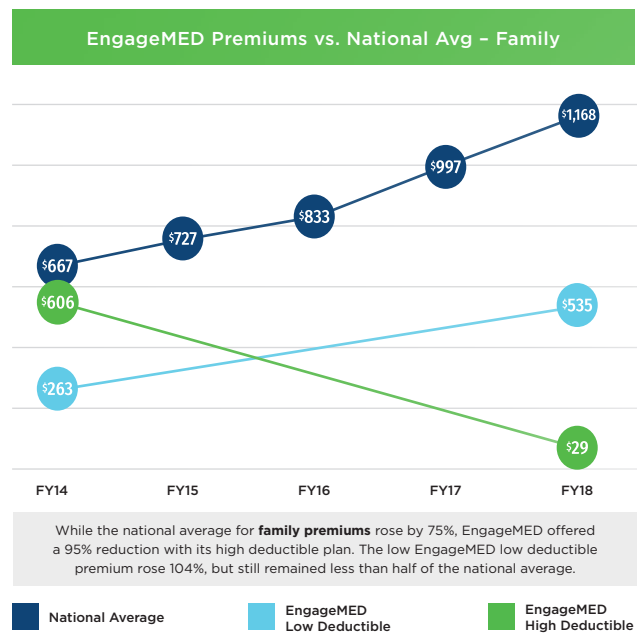
However, the total contributions are limited annually. If you make a contribution, you can deduct the contributions (even if you do not itemize deductions) when completing your federal income tax return. Alternatively, some employers will allow you to make your HSA contributions as tax-free salary reductions.

You can make a contribution to your HSA each year that you are eligible. You can contribute no more than:

- Single coverage: \$3,500 for 2019 (\$3,550 for 2020)
- Family coverage: \$7,000 for 2019 (\$7,100 for 2020)

▶ USING YOUR HSA

You can use money in your HSA to pay for any qualified medical expense permitted under federal tax law.



▶ ADVANTAGES OF HSA's

Affordability

In most cases, you can lower your health insurance premiums by switching to health insurance coverage with a higher deductible.

Flexibility

You can use your HSA to pay for current medical expenses, including expenses that your insurance may not cover, or save your funds for future needs.

Savings

You can save the money in your HSA for future medical expenses.

Ownership

Funds remain in the account from year to year, just like an IRA. There are no "use it or lose it" rules for HSAs.

Control

You make the decisions regarding:

- How much money you will put in the account
- Whether to save the account for future expenses or pay current medical expenses
- Which medical expenses to pay from the account

Portability

Accounts are completely portable, meaning you can keep your HSA even if you:

- Change jobs
- Change your medical coverage
- Become unemployed
- Move to another state
- Change your marital status