



VersantHealth®



Health plan services

Experts in routine vision, medical
claims review & medical management

Bringing you



DavisVision®



SuperiorVision®



Helping members enjoy the wonders of sight through healthy eyes and vision

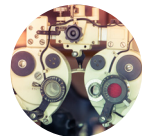
Versant Health is a leader in managed vision care, providing vision and eye health solutions ranging from routine vision benefits to medical management. Our customers include commercial groups, individuals, and health plans that serve government-sponsored programs such as Medicaid, Medicare Advantage and CHIP. Headquartered in Baltimore, Maryland, we serve more than 33 million members nationwide.

Through our vision products, Davis Vision and Superior Vision, members have access to quality vision care through the broadest and most diverse eye care professional networks in the industry, which include independent vision care professionals, leading retail optical chains, and online eyewear locations.

Delivering quality vision care to our members is our highest priority

Maintaining internal expertise and resources for vision-related needs can be costly. At Versant Health, we go beyond the annual eye exam and prescription.

Annual vision exams are a critical component of one's overall health and wellbeing. Eye health is our only focus. We have the systems and expertise to manage the entire continuum of care including:



Wellness vision



Prospective claims review



Medical/surgical procedures

Our programs, resources, and extensive experience managing government-sponsored programs ensure that health plan members receive quality vision services made available through a broad, diverse national network of eye care professionals.

A health plan partner

To be an effective partner in delivering quality vision care to members, we offer a variety of program models to align with our clients' unique needs and goals:

- Risk and non-risk models
- Full service management
 - Versant Health provides the contracted/credentialed network
 - Delegation of all program management functions
- A la carte management
 - Ideal for plans seeking to reduce costs
- Versant Health manages your existing network
- Delegation of client-designated functions such as:
 - Utilization management
 - Claims review/editing
 - Member outreach campaigns



Eye care can have a dramatic effect on overall wellness and costs associated with systemic diseases.

More than 25 medical conditions can be detected and diagnosed through a routine eye exam. In fact, almost 90% of diabetes-related blindness can be avoided by getting an annual eye exam.

Versant Health fast facts

- 33 million** members nationwide
- 98%** member satisfaction*
- 99%** net customer retention*
- 90,000+** points of access*
- 46 out of the top 50** major retail optical chains are in-network*

*Superior Vision Group Data 2014–2018



Why offer routine vision programs?

The CMS Innovation Center has a growing portfolio testing various payment and service delivery models that aim to achieve better care for patients, better health for our communities, and lower costs through improvement for our health care system.

In the meantime, health care costs continue to rise. And, while it may be buried in the numbers, vision costs are contributing to that increase more significantly than health plans realize. In fact, vision-related costs, including Ophthalmology & Optometry for Medicare, are growing at more than three times the rate of total Medicare costs annually.

At the same time, millions of individuals are counting on their health plan to deliver high quality care at an affordable price, and vision care is no exception. In a recent study, respondents reported that good vision is vital to overall health and 47% rated losing vision as the worst possible health outcome.

Medicare per capita spending is projected to grow at an annual rate of 4.6% over the next 10 years.

Vision-related costs are growing at nearly 3 times total Medicare costs.

On average, States project total Medicaid spending growth in 2018 to hit 5.2%.¹

¹<https://www.kff.org/medicaid/issue-brief/medicaid-enrollment-spending-growth-fy-2017-2018/>

We enable health plans to manage the costs of vision care across the eye care continuum

We leverage over 25 years of providing vision medical management services built on evidenced based guidelines, while also monitoring industry-related changes and best practices to ensure the highest quality of care is delivered to members.

Along the way, we deliver cost efficiencies through utilization management that includes a highly effective combination of prior authorization and prospective claims review. We offer programs and champion procedures that help reduce medical eye-related costs by 20% or more:

- Evidence-based utilization management protocols that ensure surgery is performed only when medically appropriate
- Eye-specific claims review/editing techniques that eliminate unnecessary and/or duplicative diagnostic procedures
- Identification of drugs that provide the greatest combination of efficacy and cost containment
- A range of easy-to-implement, tailored program models

Medical claims review

Versant Health's rigorous claims review process follows the guidelines advocated by organizations such as the American Medical Association (AMA), American Academy of Ophthalmology (AAO), American Optometric Association (AOA), and National Council on Compensation Insurance (NCCI).

Utilization management

Because eye care is our sole focus, we're experts at managing advanced medical procedures requiring prior authorization, such as surgeries and injectables.



The vision to change the future



Our proactive approach to managing fraud, waste and abuse

To ensure compliance, enhance cost control, and increase overall value, our Fraud, Waste and Abuse (FWA) Program rigorously applies both pre-payment and post-payment measures to:

- Verify accurate benefits administration, appropriate claims coding, and adherence to program guidelines
- Employ systems with proprietary algorithms that help to identify suspicious claims activity and patterns
- Investigates and identifies any activity that may involve FWA

Our FWA program's procedures strictly monitor utilization and claims patterns to:

- Enforce applicable frequency limitations
- Scrutinizes both individual claims and eye care professional claims submission patterns for evidence of potential FWA
- Track complaint patterns and other Member Services contacts for possible fraud or abuse

Should fraud or abuse be suspected, our SIU investigates the matter and takes appropriate action based on our findings. If potential member fraud or abuse is detected, we contact you to discuss our findings and suggest possible follow-up steps.

Past inquiries and actions of Versant Health's SIU have resulted in:

- Implementation of eye care professional corrective action plans
- Termination of eye care professionals' participation privileges
- Recoupment of claims paid

SIU has identified over \$5 million in cost savings related to risks identified in claims paid processes.

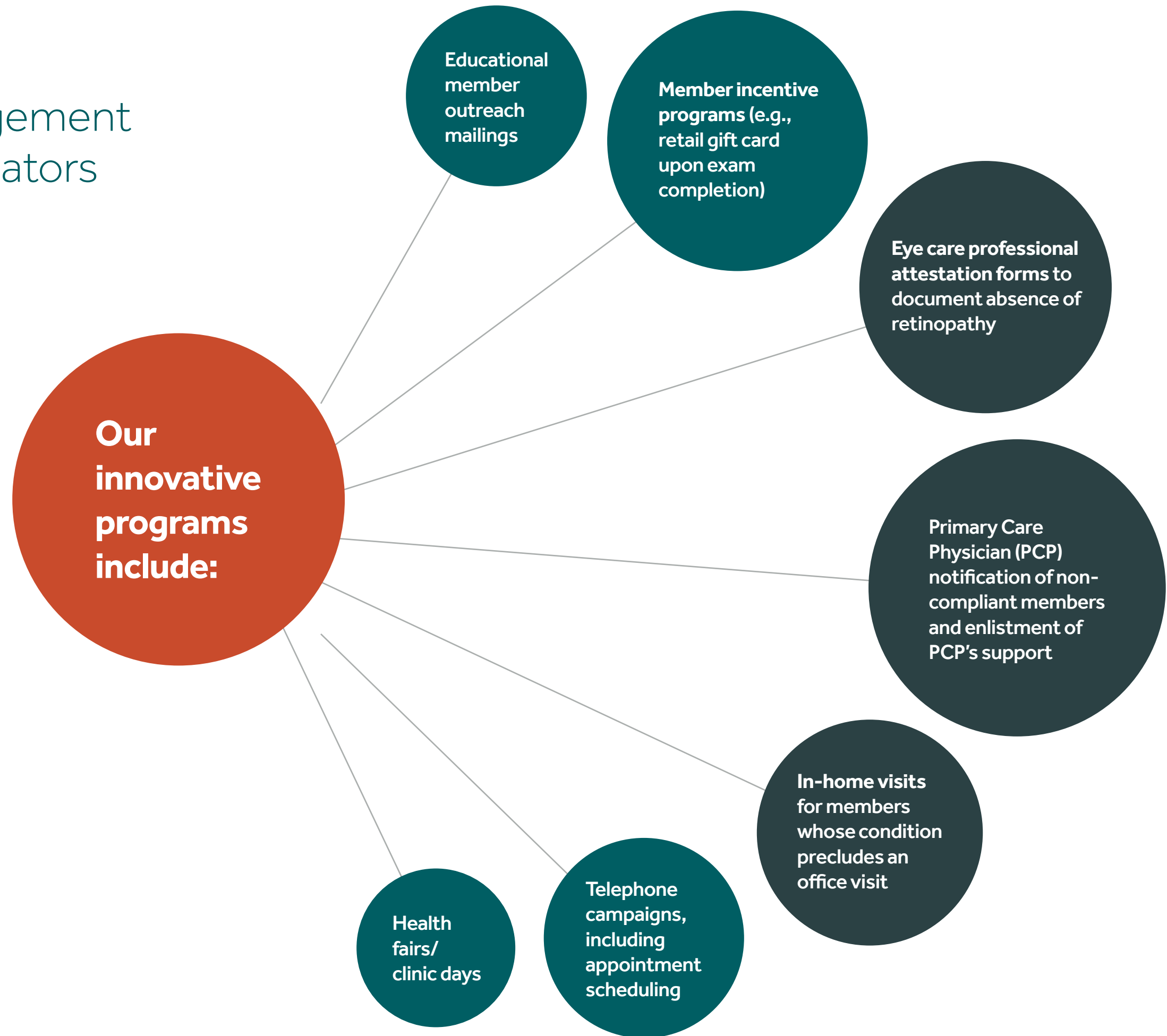
Enhancing member engagement and improving quality indicators

Those who have vision coverage are more likely to live a healthier lifestyle.*

Comprehensive eye care is about more than just seeing 20/20. Versant Health plans help our members through easy access to one of the nation's largest and most diverse network of eye care professionals, which promotes a healthier lifestyle and can increase improvements in HEDIS/Star Scores.

Along with providing quality comprehensive vision care services to members and ensuring that care is managed responsibly, we're committed to exploring opportunities to help our clients and their members.

We customize all of our outreach offerings to work seamlessly with the activities conducted by our health plan clients, working closely with clients to carefully manage the quantity, method, and timing of member "touches." This incorporates multiple outreach activities on an ongoing basis to ensure and encourage a spirit of continuous care.



*National Association of Vision Care Plans, 2017



We lead the nation when it comes to government-sponsored health plans. Our clients can trust that we have the internal resources and capabilities to meet the ever-changing regulatory and compliance requirements while providing members top quality vision care with exceptional value.

Interested in learning more about health plan services?

Visit us at versanthealth.com/health-plans

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