“Our Role: Scaling to Give VA Needed Provider Access”

Dave McIntyre
President and CEO
The Most Inspiring Customers A Company Can Serve!
The Early Journey

Birthed from a Crisis… “33 Days from Specs to Live!”
No “4 Hour Waits” on the Phone
Many Adjustments to Make… Policy and Operational
Massive Scale to Be Built… But Placement Key
Understanding and Education, Perhaps the Greatest Challenge
Reality… Over 5 Million Appointments Now Served, 3.2 Million in Our Area
Setting the Network and Utilization Curve
Total Provider Network: Today

Alliance for Health Reform

October 21, 2016
Staggering Growth in Utilization

Alliance for Health Reform

There Was a Need… Demand has grown at a Staggering Pace

VCP Program Enacted

< Program changes to increase eligibility and increase usage

Actual Gross Ordered Volume
Forecast Gross Ordered Volume
Healthcare Spend

Healthcare Spend Has Increased Rapidly
Volume Increase  Change in Mix

Higher Number of Claims Per Authorization
Higher Dollar Value Per Claim

Volume Increase
Change in Mix

FY14 FY15 FY16 FY17

$- $200,000,000 $400,000,000 $600,000,000 $800,000,000 $1,000,000,000 $1,200,000,000 $1,400,000,000 $1,600,000,000

Healthcare Spend

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Next Challenges to Confront

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- Access, Access, Access!
- Continued Refinement
- Surviving Demoralizing Public Discourse
- Easing Eligibility Complications for Veterans, Providers, and Joint Support Team
- Consolidation of Programs
Teamwork!

Emerging Confidence in Phoenix!

THANKS TO PHOENIX’S 400 VA AND 8,800 COMMUNITY PROVIDERS FOR TEAMING UP TO KEEP VETERANS STRONG!
Thank You!