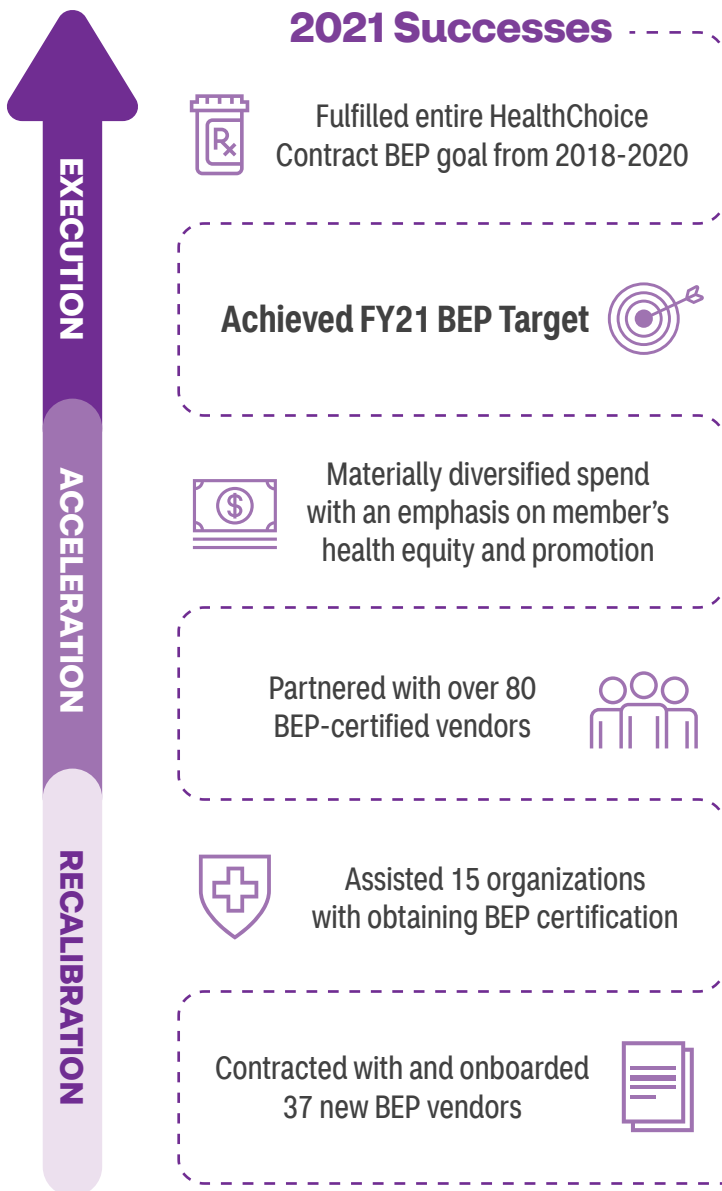


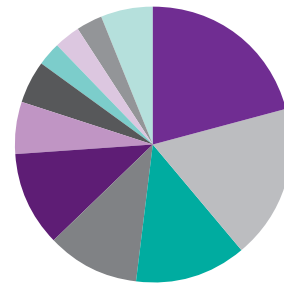
Better together

Aetna Better Health® of Illinois Business Enterprise Program (BEP) update

Aetna Better Health® of Illinois has met its full HealthChoice Illinois Contract BEP financial obligation and built a sustainable program foundation that will allow us to achieve our goals for years to come.



2021 Aetna Better Health of Illinois BEP Spend by Category







Professional services	21%
Telehealth and population health platform services	18%
Member outreach/HRS completion	13%
Value-added benefits	11%
Complex care management	11%
Population health incentives	6%
Transportation	5%
Media and print fulfillment	3%
Staffing agency	3%
Vision provider	3%
Additional (includes home health provider, marketing/communication services, medical record review and clinical laboratory/testing)	6%



BEP initiatives for 2022

Aetna Better Health® of Illinois has launched programs for fiscal year (FY) 2022 with the following BEP vendors to advance health and quality of care, expand care access, and bolster health plan operations.

 MEDICAL MANAGEMENT	 QUALITY	 POPULATION HEALTH	 OPERATIONS
<p>Complete Care Management Partners: Complex care management program</p>	<p>MXOtech: HEDIS data optimization</p>	<p>MyOwnDoctor: Care coordination, RPM, virtual education and culturally competent telehealth services</p>	<p>Catalyst: Business Process Support for claims processing and call center</p>
<p>Twin Health: Technology-integrated diabetes management program</p>	<p>Southland Care Coordination Partners: Follow up after hospitalization (FUH) and health risk services</p>	<p>Allitech: Value-added benefits management</p>	<p>Creative resources: Member Welcome Kit and ID card generation and distribution</p>

We're partnering with BEP suppliers to prioritize culturally sensitive and competent services and programs for our members. Recent partnerships include:

- **MyOwnDoctor**, providing telehealth and population-health services from health care professionals who come from backgrounds that mirror the demographics of our membership.
- **T. Castro Produce**, delivering fresh to provide food care packages to members in food deserts.
- **Ventures Unlimited**, facilitating member-centered focus groups for greater insight and input on Aetna Better Health of Illinois members' needs, challenges and ideas.

