



Overcoming Barriers to Telehealth & TECs Adoption

January 2021

About HMS

HMS delivers healthcare technology, analytics and engagement solutions to help reduce costs, improve health outcomes and enhance member experience.

NASDAQ

> **HMSY**

CLIENTS

- > **350+** health plans
- > **50+** U.S. federal & state government agencies
- > **160+** employers

LOCATIONS

Headquarters: Irving, TX; 27 U.S. offices
International offices: Hyderabad, India & Sydney, Australia

RESULTS

\$5.5 billion in measurable annual savings for our clients; significant gap closure improvements

Key Assets



Data



Analytics



Customers



Expertise

>295+ Million

Unique healthcare lives in database

>3,100

Employees focused on healthcare

>3 Billion

Paid claims records processed annually

>400+

Clinicians experts

>1,270

Data trading partners

>1,100+

Data, analytics and engineering experts

Product Lines

Portfolio that supports the full spectrum of healthcare to drive cost containment and outcomes

Payment Accuracy Solutions



Coordination of Benefits

Industry-leading solution ensures the right payer pays the claim, both prospectively for cost avoidance and retrospectively for recoveries of improper payments.



Payment Integrity

A comprehensive and interoperable solution set that addresses a wide range of payment accuracy needs on a prospective and retrospective basis.

Risk Analytics, Member Engagement, Care Management Solutions



Population Health Management

Provides actionable insights to address quality, cost and compliance by stratifying risk; deploys proven member engagement strategies and a configurable care management platform.

Consulting Services



HMS Advisory

Assists health care payers to achieve their financial, operational and program goals. Our team of experts provide a consultative approach to enhance premium revenue, reduce operating expenses and ensure regulatory compliance.

Population Health Management Solutions

Integrated solutions enable individual member management at enterprise scale

Risk intelligence

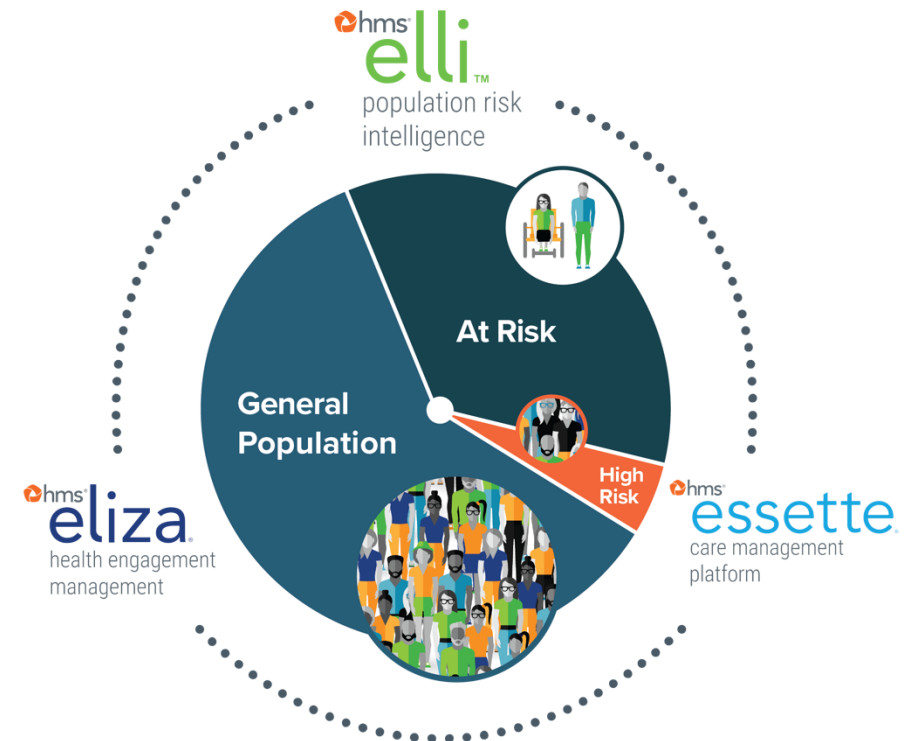
identifies actionable insights derived from SDoH, EMR & claims data

Engagement

personalized conversations through multiple channels drive member action

Care management

modular platform enables effective management of high-risk and high-cost members



January 2021

01

COVID-19

02

2020 in Review

- › Reduced in-office visits
- › Increased audio/visual healthcare
- › Behavioral Healthcare
- › Healthcare disparities



Barriers to Telehealth & TECs Adoption

- > Technology
- > Socioeconomic
- > Trust in Relationships & Technology

10%
Physical
Environment

40%
Social and
Economic Factors

30%
Health
Behaviors

20%
Clinical
Care



Potential Solutions

01 Address the Digital Divide

02 Build Trust

03 Technology Solutions

Meet people
where they are



Policy & Payment

01

Multi-Pronged Approach

02

Incentivize & Subsidize Broadband

03

Benefit & Program Expansion



Build Trust



Technology Solutions

Aa

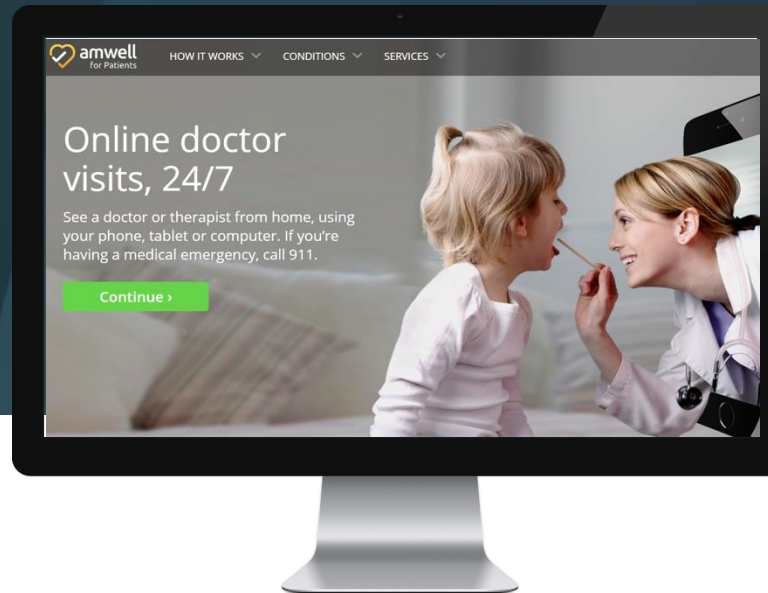
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Ease of Use



Limited Access Requirements



How We Help



Person-Focused



Analytics



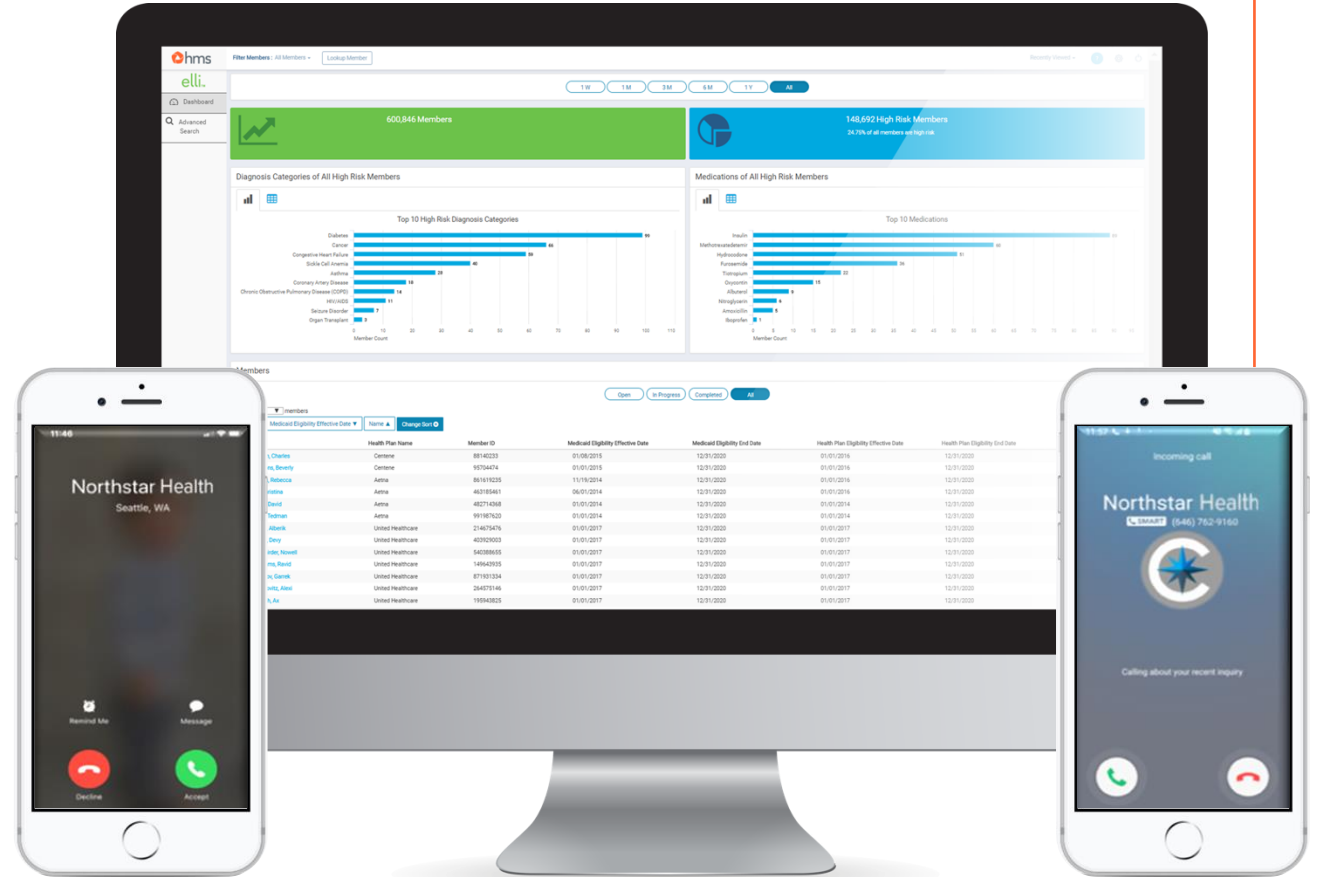
Outreach & Enablement

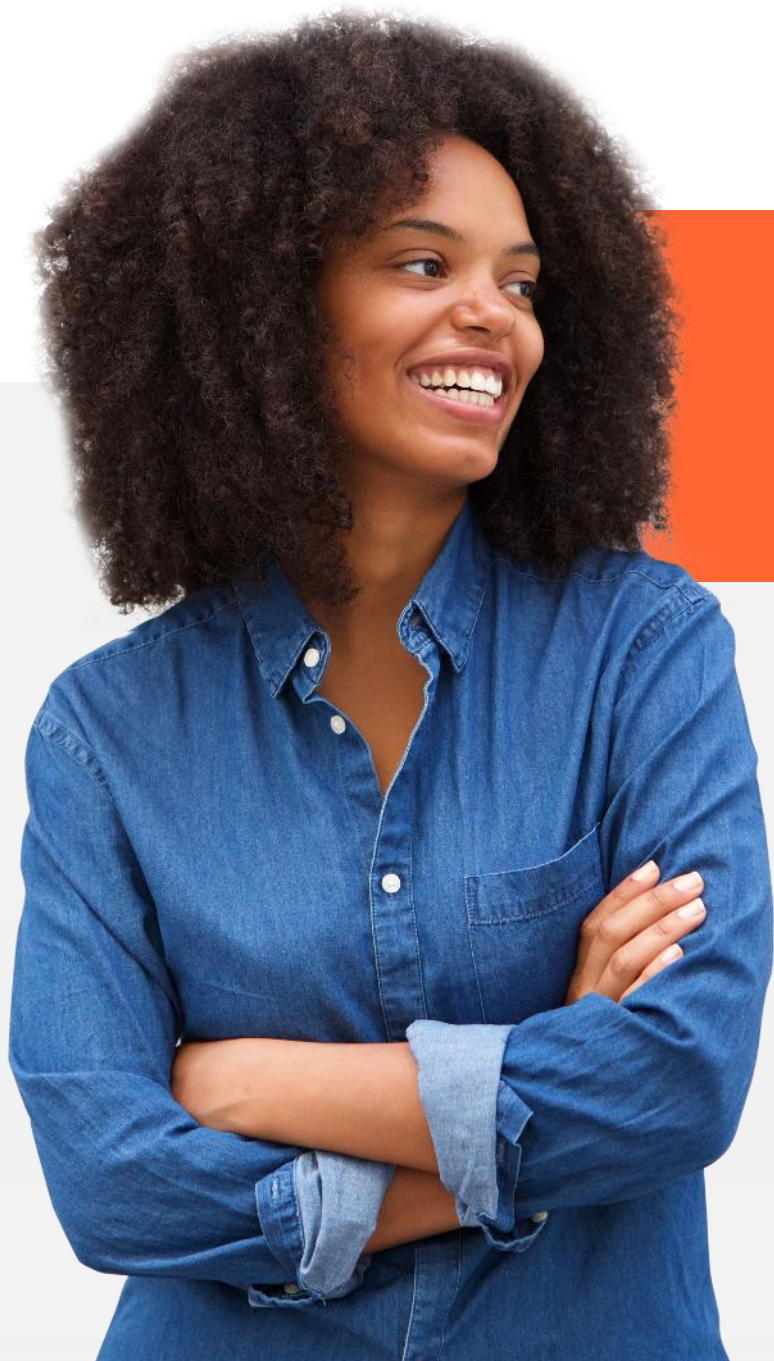


Research



Policy Advancement





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