

Paying doctors for the quality of care they provide and their ability to help your employees get healthy and stay healthy is a key component of maximizing health plan value for your organization and employees. Through our national network of value-based care programs, Blue Cross and Blue Shield (BCBS) companies are partnering with doctors and hospitals nationwide to improve health outcomes for your employees and curb the rising cost of health care.

Because BCBS companies have more than 654,0001 providers delivering value-based care overall—three times more than our competitors—your employees have greater opportunities to access Accountable Care Organizations (ACO) and Patient Centered Medical Home (PCMH) providers. Nationally, more than 81 million BCBS members have access to our value-based providers, which is nearly 71 percent of our total membership.²

THE TOTAL CARE DIFFERENCE

Total Care is a national designation program awarded by BCBS that recognizes doctors and hospitals for their efforts in coordinating total patient care.

Total Care programs incorporate patient-centered and data-driven practices to better coordinate care and improve quality and safety as well as affordability of care. Total Care is demonstrating meaningful improvements in diabetes, asthma and cardiovascular disease management. Total Care is also driving a significant increase in preventive care, including pediatric health screenings and immunizations².



- Empowering providers with tools and actionable data to help them deliver more targeted patient care
- Creating provider risk-sharing arrangements and rewarding better care coordination
- Helping providers take on more accountability and risk over time
- Identifying providers who are improving the quality of care they deliver
- Measuring patient outcomes and tracking the appropriate utilization of services

AT A GLANCE

Nearly have access to valuebased care providers

Available in

O OF THE 100 MSAS 47 states and D.C.1

Delivering more coordinated care, improving appropriateness and strengthening quality

Total Care quality and utilization performance is better than non-Total Care performance in almost every measure.

VALUE-BASED CARE

Total Care



PROVEN RESULTS

Through Total Care, BCBSA is seeing measurable improvements driven largely through better coordination of care. Total Care's success spans measurement categories such as appropriateness, chronic disease management, preventive care, and utilization.

MORE appropriate care	BETTER control of chronic conditions	MORE preventive care	LESS utilization of unnecessary services
Total Care providers compared to non-Total Care providers ³			
2% better use of appropriate imaging services	3.3% better comprehensive diabetes care	6% higher immunization rates	9.4% fewer emergency room visits
LOWERING COST			
\$6-8 PaMPM ² average national Total Care program savings			

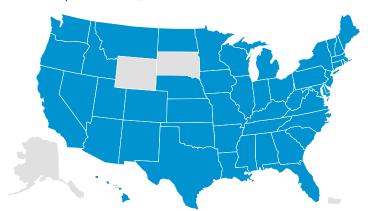
VALUE FOR EMPLOYEES

In addition to enhanced care coordination, better outcomes and health care cost results, employees seeing Total Care providers benefit from more personal interaction with their health care providers. The breadth of Total Care providers across the country enables more of your employees to access value-based care than with other health plan partners.

Your BCBS representative will help establish the appropriate support employees need to understand the benefits of selecting a Total Care provider, such as easy-to-understand enrollment materials and an enhanced online provider directory.

AVAILABILITY

Total Care is available in 100 of the top 100 MSAs, 47 states and D.C.1



¹Reflects current and anticipated geographies for Total Care in 2024; CY 2022 Value-Based Program Topline National Statistics, released October 2023. ²2022 Value-Based Program Topline National Statistics, released October 2023. ³2019 Total Care National Aggregate Results, released December 2021. Results reflect an evaluation of BCBS claims from 2018 to 2019, comparing Total Care providers to non-Total Care. Not all products are available in all markets. Please discuss specific product options with your Blue Cross and/or Blue Shield representative.