

R-Health for Brokers COMMONLY ASKED QUESTIONS

Are you interested in progressive options for healthcare for your clients? Do you want to learn more about Direct Care? Below are answers to many of the commonly asked questions we've gotten from our broker partners about R-Health Direct Care.



WHY SHOULD WE OFFER R-HEALTH DIRECT CARE?

R-Health Direct Care puts employers back in control of healthcare by focusing on great primary care as the foundation of great healthcare, which allows for significant cost savings. With Direct Care, R-Health physicians deliver comprehensive primary, preventive, urgent and chronic care, and coordinate specialists for a fixed monthly fee. No co-pays, deductibles, or fuss. Our doctors have the time and incentive to truly understand their patients, and help them stay healthy, happy, and productive, while saving money on healthcare.

WHAT ARE THE MAIN BENEFITS OF R-HEALTH DIRECT CARE?

R-Health Direct Care transforms primary care from the legacy model, which is transactional, volume-based, and focused on treating discreet illnesses, to a refreshing new model which is continuous, relationship-based, and focused on helping patients achieve optimum health. Direct Care firmly establishes primary care at the nexus of our healthcare delivery system.

In Direct Care, doctors are rewarded for superior clinical care, stewardship of overall healthcare spend, and the patient experience. It is the ultimate evolution of value-based primary care. Direct Care is built on three main pillars including no fee-for-service billing, removing barriers to care (no co-pays), and smaller patient panels to provide patients with superior access to their personal doctor.

HOW DOES TECHNOLOGY SUPPORT THIS SOLUTION?

R-Health Direct Care uses technology to enhance the doctor-patient relationship and to provide doctors with access to actionable data to impact care. Direct Care gives a patient 24/7 access to a personal physician and care team. The most effective primary care is the care that is available to the patient when and where they need it. This seamless contact is accomplished through a secure, HIPAA-compliant app that allows for text access, photo uploads, phone visits, and video chats. This ensures that doctors can deliver the right care, at the right time, in the right setting.

In addition, R-Health's proprietary clinical intelligence platform, HealthyData™, provides the clinical care team with actionable data to transform patient care. It seamlessly integrates claims, patient, and clinical data to make informed decisions. This data puts primary care doctors back in control of healthcare – serving as the quarterback for their patients to navigate through the confusing healthcare landscape. HealthyData™ also allows for customizable reporting options for R-Health clients.

WHAT WILL PATIENTS EXPERIENCE WITH R-HEALTH?

Some of the main benefits that employees and family members will enjoy include:

- No co-pays
- More time with the doctor
- Same- and next-day appointments for urgent issues
- Convenient appointments, including evening and weekend hours
- 24/7 virtual access via a secure, HIPAA-compliant mobile app for texting, photo uploads, and video visits
- Onsite labs, medications, and immunizations

DOES R-HEALTH WORK BEST FOR CERTAIN SIZE EMPLOYERS?

R-Health Direct Care will provide our services to all employers but works best when an employer is self-funded or involved in a risk sharing medical contract. We do not have size limitations for employers.

WILL R-HEALTH FULFILL HEALTH COVERAGE REQUIREMENTS?

No, R-Health Direct Care is not health insurance. R-Health Direct Care works best working in conjunction with a health insurance plan that provides coverage for specialists, hospitals, prescriptions, and more.

R-Health for Brokers – Commonly Asked Questions

HOW CAN WE GET A PROPOSAL FROM R-HEALTH AND WHAT INFORMATION IS NEEDED?

Please contact us for the information required to develop a proposal. A member of our team will be in touch to share proposal requirements and answer any questions.

WHAT ARE THE OPTIONS FOR OFFERING R-HEALTH DIRECT CARE?

There are multiple ways to partner with R-Health. The first is to provide access to R-Health's growing network of Direct Care practices. The second is to partner with R-Health to open a new location(s) to serve new clients.

HOW DOES R-HEALTH PARTNER WITH TPAS?

R-Health will partner Third Party Administrators (TPAs) and Pharmacy Benefits Managers (PBMs) to access the data that contributes to the success of the Direct Care model. Timely claims data from the TPA and Rx data is integrated with other available information and used to measure the program's success as well as enhance care. R-Health transforms disparate streams of data into information that guides high-value referrals, lowers utilization of emergency department and urgent care centers, and impacts chronic conditions.

We work collaboratively with each of our clients to define the clinical quality metrics to focus on for their specific population and share quarterly reports on the program's success such as utilization, cost trend management, ER utilization, and more. We also have the capability to submit zero dollar claims to the partnering TPA.

HOW DOES R-HEALTH DETERMINE WHO IS ELIGIBLE TO PARTICIPATE FROM AN EMPLOYER?

The R-Health client determines the parameters of who is eligible to participate with R-Health. This could be employee only, employee and spouse, or employee and all covered dependents. Once these parameters are set, the client will share a monthly eligibility file with R-Health that includes those who are currently eligible and any who have terminated. R-Health uses this data to determine the eligibility of those who sign up.

HOW ARE NEW MEMBERS ENROLLED INTO R-HEALTH?

R-Health partners with our clients to collaboratively onboard any new members. Members are invited to sign up for R-Health through a variety of channels including online, over the phone, and at in person events.

WILL THE CLIENT KNOW WHO IS PARTICIPATING WITH R-HEALTH?

R-Health will share a monthly enrollment roster with the client that shows who is currently participating. This will be included along with the monthly invoice.

DO YOU OFFER ELECTRONIC BILLING?

R-Health can accept payment in a variety of formats including check, wire transfer, and ACH.

IS R-HEALTH AVAILABLE TO EMPLOYEES WITH COBRA COVERAGE?

It is up to the client to determine who is eligible for the R-Health program, including those who are on COBRA.

CAN I BRING MY CLIENT TO VISIT ONE OF YOUR MEDICAL SITES?

Yes, contact the R-Health team to schedule a visit of one of our current locations.

IS R-HEALTH FLEXIBLE ON START DATES FOR NEW BUSINESS?

R-Health can start with new clients at any point during the year, however services for new clients will begin at the first of each month.

DOES R-HEALTH PAY A BROKER COMMISSION?

R-Health will pay a broker, with a Broker of Record letter, compensation for new business presented to R-Health.

Have additional questions?

Contact us at 215.600.4590.

