



HealthMine is a technology-enabled member engagement and rewards company focused on empowering people to take the right actions to improve their health.

**We offer scalable, member-centric solutions for all markets that enable improved clinical and quality outcomes:**



**Member Engagement:**

Conduct outreach to engage members in self-managing health risk and conditions



**Member Experience:**

Keep a pulse on member satisfaction through digital surveys (e.g., mock CAHPS, NPS©)



**Digital HRA:**

Uncover new or unidentified risk in your population from self-reported data in an NCQA-certified digital HRA



**Smart Rewards & Incentives:**

Motivate members with the right rewards to encourage the right actions that enable continuous health improvement and better clinical outcomes



**Strategic Advisory:**

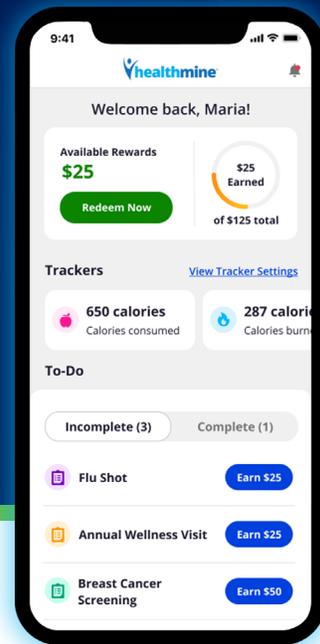
Leverage our team of industry experts to guide strategy and implement our technology tools in ways that best meet your unique needs



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Focused on empowering people to take the right actions to improve their health.



### Personal Health Assistant (PHA)

## How We Do It

Our programs are deliberately designed to help members take healthy actions that improve clinical outcomes using our member-centric mobile and web-based applications.



## Member Tools for Success



**Member-Facing Mobile App & Web Portal** delivers critical health information and educational material, collects valuable self-reported data, and intelligently rewards members with a specific benefit tied to their personal health goals and needs



**Personalized Health Action Plans** automatically generated based on physical, social, mental health, and self-reported data



**Relevant Guidance & Individualized Education** curated according to the member's health risks and interests



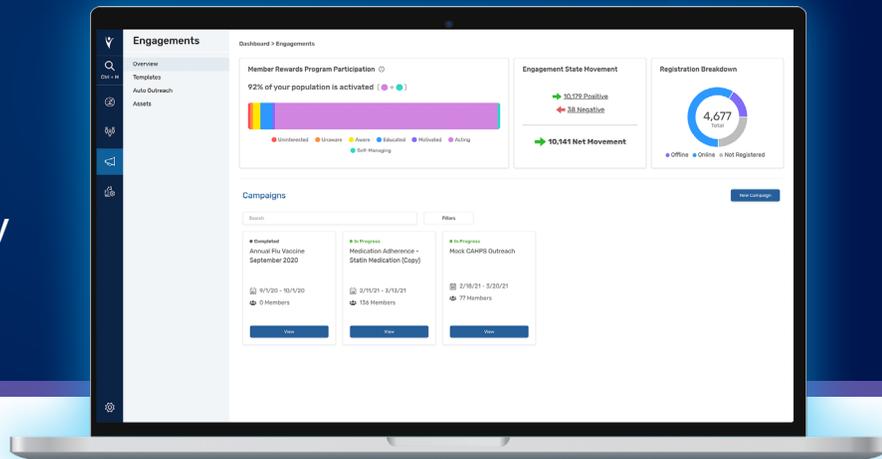
**Customized Incentives & Rewards** to motivate and empower members to take healthy action



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Technology designed by quality improvement professionals with experience running top-performing government and commercial quality programs inside health plans.



## How We Do It

### Opportunity Manager (OM)

Our plan-facing tool allows you to take a data-driven approach to quality improvement. Forget messy data and complicated spreadsheets—everything you need to track and respond to member satisfaction surveys and HRAs, measure and affect quality measure performance and compliance, as well as build targeted member communications, is contained in a single interface.

## Health Plan Tools for Success



**Interactive Dashboards** provide continuous monitoring of member satisfaction, health action completion and compliance, rewards fulfilment, and more



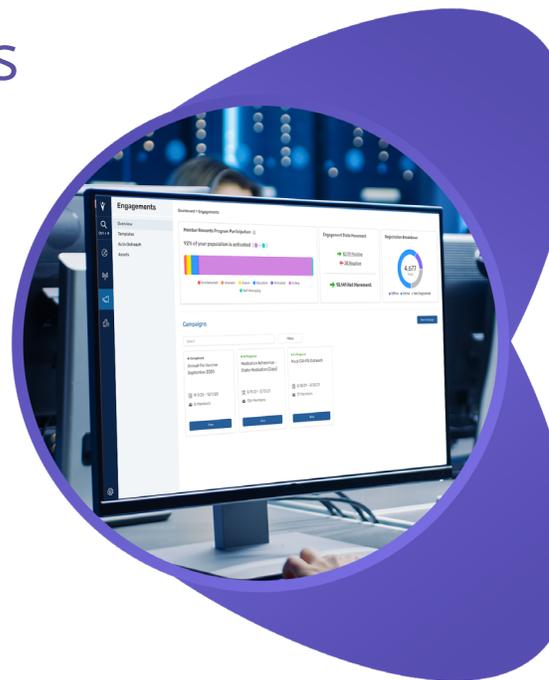
**Multi-Channel Campaign Builder** with messaging tailored to specific member needs automatically delivered via their preferred medium



**Smart Lists** instantly available with filters based on health risks, social determinants of health data, quality measure eligibility, health action status, and more



**Quality Measure Performance Dashboard** for all contracts and lines of business in a centralized location with drill down into member- and measure-level details



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# Success Stories

HealthMine's ability to deliver a best-in-class member experience and personalized member engagement and rewards through scalable, efficient digital solutions is why health plans across the country choose to work with HealthMine.



## Multi-State Medicare Advantage Blues Plan—Path to 4 Stars

A multi-state MA plan used HealthMine's full suite of services to actively engage, track, and monitor the quality improvement needed to accelerate results and move from 3.5 to 4 Stars.

**54%**

average registration rate

**1+ ★**

2 measures improved by 1 Star Rating

**5**

measures showed statistically significant year-over-year improvement

**Our client's jump to 4 Stars resulted in an estimated \$7M bonus payment.**

## Digital HRA Doubles Completion Rate for Commercial Members

HealthMine partnered with a Commercial plan to transition to digital health risk assessments and pair their HRA strategy with their member rewards strategy.

**2X**

increase in HRA completion with HealthMine

**54%**

completion rate

**20%**

increase in condition identification through self-reported data

**Digital HRA completions were 15% higher on the mobile app compared to website completions.**



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Implement HealthMine's solution in as little as 90 days.



# Why HealthMine?

By partnering with HealthMine, you can make a powerful impact on your health plan's financial and quality performance, create a better overall member experience, and improve member outcomes, leading to happier, healthier, and more rewarded members.



**Impact 75% of the Star Rating program** by evaluating nearly every Star Rating measure and prioritizing the ones with the most potential for improvement



**Increase registration** through our programs and shift to more scalable, efficient digital outreach, significantly reducing telephonic and physical mail outreach costs



Create personalized outreach delivered via each member's preferred channel through our **member-centric focus**



Consolidate member engagement, member satisfaction, digital HRAs, and more with **one partner and one solution**



Tap into **10+ years of experience** serving diverse populations across commercial and government health plans, including SNPs



Deploy a solution that **originated inside a VBID health plan** and is continuously enhanced by industry-leading quality improvement professionals on our leadership team that came from the plan side



Join our roster of high-performing health plans who value their partnership with HealthMine—in the last 10 years, **we've never lost a client**



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