



Affordable Care.
Superior Experience.



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ChenMed has been **transforming healthcare** for the
neediest populations for more than **30 YEARS**

A PHYSICIAN **LED** REVOLUTION



America's
**SCALABLE
HEALTHCARE
SOLUTION**



Giving Physicians
A PURPOSE

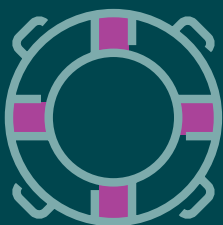
**ACCOUNTABILITY
FOR OUTCOMES**

**DRIVING
SOCIAL
JUSTICE**



Affordable

LEADERS
in Physician
**TRAINING &
Development**



**COMMITTED TO OWNING
FULL RISK**

Proven
RESULTS



EVERYONE WINS
When we achieve
our Vision

To be America's leading
primary care provider,
transforming care of the
neediest populations.

We **honor Seniors** with affordable **VIP care** that **delivers better health.**

ChenMed Model



Dr. Chris Chen, CEO

America's healthcare system has been built on volume-based incentives. In this system, primary care doctors have been pushed to the bottom. They serve a glorified triage role pushing care to specialists and hospitals where fee-for-service profits are generated. Too often systems are built to work around primary care providers - hoping that technology or extra personnel can fill the void of great primary care. We believe this leaves many PCPs feeling drained of their purpose, and unmotivated to do what it takes to get great patient outcomes. **WE WORK DIFFERENTLY.**

ChenMed is light-years ahead of the slow shift in healthcare from volume to value. We have built a replicable, successful model by putting primary care physicians in charge of outcomes and patient experience. We are a primary care practice with our own employed physicians. We work only in Medicare Advantage, taking a global capitation. **We bear all the risk and accountability for service, quality, and financial outcomes.**

Everyone knows the minority of patients drive the majority of costs. These patients often live in neighborhoods with little access to care and face social determinants of health that drive a large disparity in outcomes. These are the neighborhoods our Mission compels us to commit to.

“**We can bring social justice**

by offering a solution tailor-made to those who need it most. Our patients get personal physicians who care for only 450 or fewer patients.”

With roughly 80 percent fewer patients on their panel than a typical doctor in America, our PCPs can truly be a doctor, coach, and health “quarterback” for each of our patients.

Smaller panels don't just mean time for more frequent visits to prevent advancement of disease. We tackle the social factors that undermine total health - from loneliness to transportation and beyond. Our medical centers are a welcoming place for seniors. Standard is door-to-doctor transportation, on-site prescriptions, on-site health and lifestyle education classes, and more.

We are committed to training doctors to be leaders in ways they were not taught in medical training. By learning how to drive better health outcomes, our doctors are leading the physician revolution. They are reclaiming their purpose - and delivering patients longer, healthier, happier lives.

CHENMED IS THE SOLUTION TO DELIVERING BETTER HEALTH INTO A FRAGMENTED HEALTHCARE DELIVERY SYSTEM.



CARE

=

5x the attention*

450 patients per ChenMed PCP

Our patients receive a truly **VIP** experience:

- ▶ A personal physician who comes with an entire team dedicated to the patient to help promote and coordinate their care.
- ▶ “Head-to-toe executive physicals” and ongoing preventive care to detect and treat disease early.
- ▶ Access to call their doctor’s cell phone. Patients in need are encouraged to simply walk in without an appointment.
- ▶ Comprehensive care in one location, including prescription pick-up and refill, blood testing, x-rays, and selected specialists.
- ▶ Door-to-doctor transportation.
- ▶ Welcoming centers with a café, health classes, literacy sensitive educational materials, and special events where everything is built only with seniors in mind.
- ▶ 24/7 support for medical questions.
- ▶ The best clinical medicine complemented by alternative medical services such as acupuncture.

We keep VIP care **affordable** by:

- ▶ Working on a pre-paid basis to align incentives to keep patients well.
- ▶ Focusing on prevention and helping patients holistically so they can improve lifestyles & behaviors.
- ▶ Using proprietary technology that helps to manage the care of our patients, delivering better outcomes.
- ▶ Offering a financial hardship policy.



Services are designed uniquely for our patients

- Average age 72
- Low-to-moderate income seniors, 90% within 300% of the federal poverty limit
- Minority
- Average of 4-5 chronic conditions

* Based on ratio between industry average panel size of 2,300 and ChenMed panel size of 450 or fewer patients.

ChenMed Results



208
MINUTES
of patient
face time
with doctor

**10X THE NATIONAL
AVERAGE**

30%

FEWER
hospital
admissions*

41%

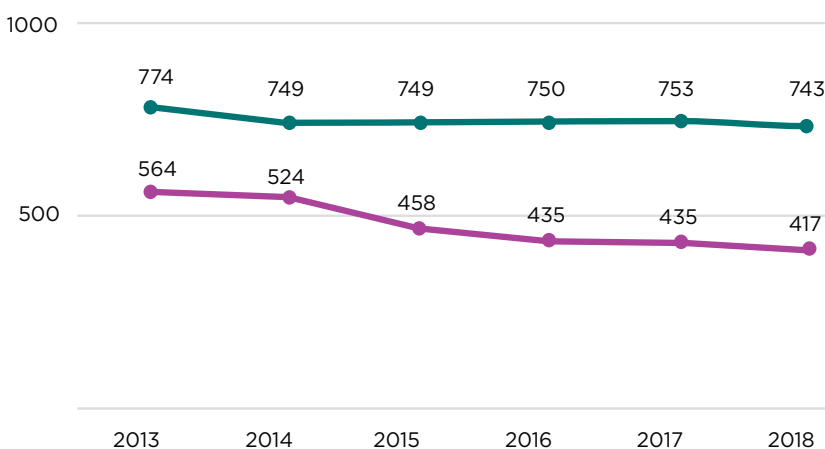
FEWER
emergency
room visits*



TOP DECILE
patient satisfaction
scores

TOP DECILE
clinical quality
metrics

ChenMed results are not unique to Florida: Every market has successfully lowered hospitalization rates and beats the local Medicare benchmarks.



ChenMed **continues to outperform** Medicare average utilization of Emergency Room visits.

● 14-County Average
● ChenMed Average

* Comparisons are made on a non-risk-adjusted basis (i.e., ChenMed results are compared to Medicare averages for all beneficiaries in the counties we serve without raising the Medicare benchmark data to reflect a similar disease burden to what we care for.)

Patient Satisfaction is High

- Industry leading Net Promoter Scores
- ChenMed outperforms U.S. Top-Box Average*



97.4%

of ChenMed centers serving seniors in six states beat the U.S.

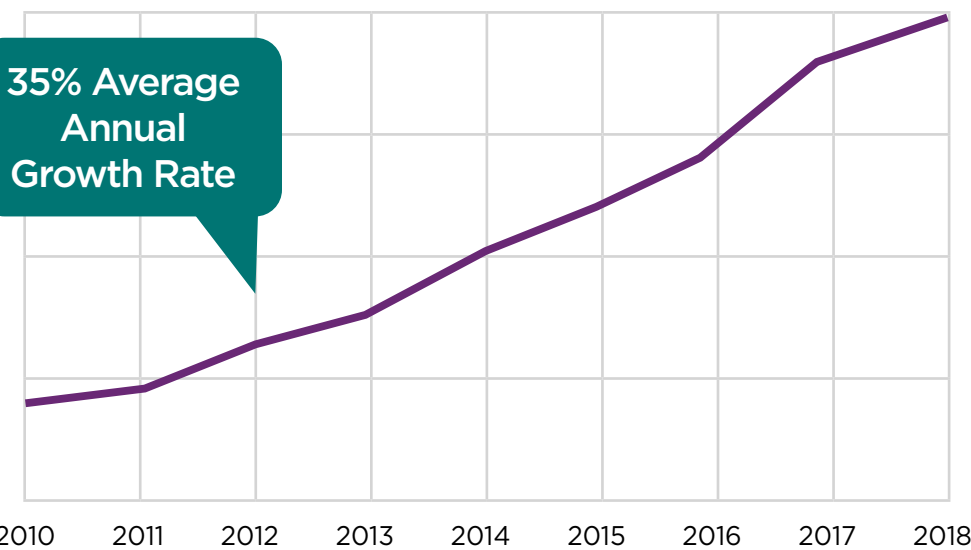
Top Box average for **“Provider - Overall Rating”****



84.6%

of ChenMed centers outshine the U.S. **Top Box** average for **“Timeliness of appointment for check-up or routine care”****

ChenMed Membership Growth



Excellent MRA Documentation & Coding Compliance

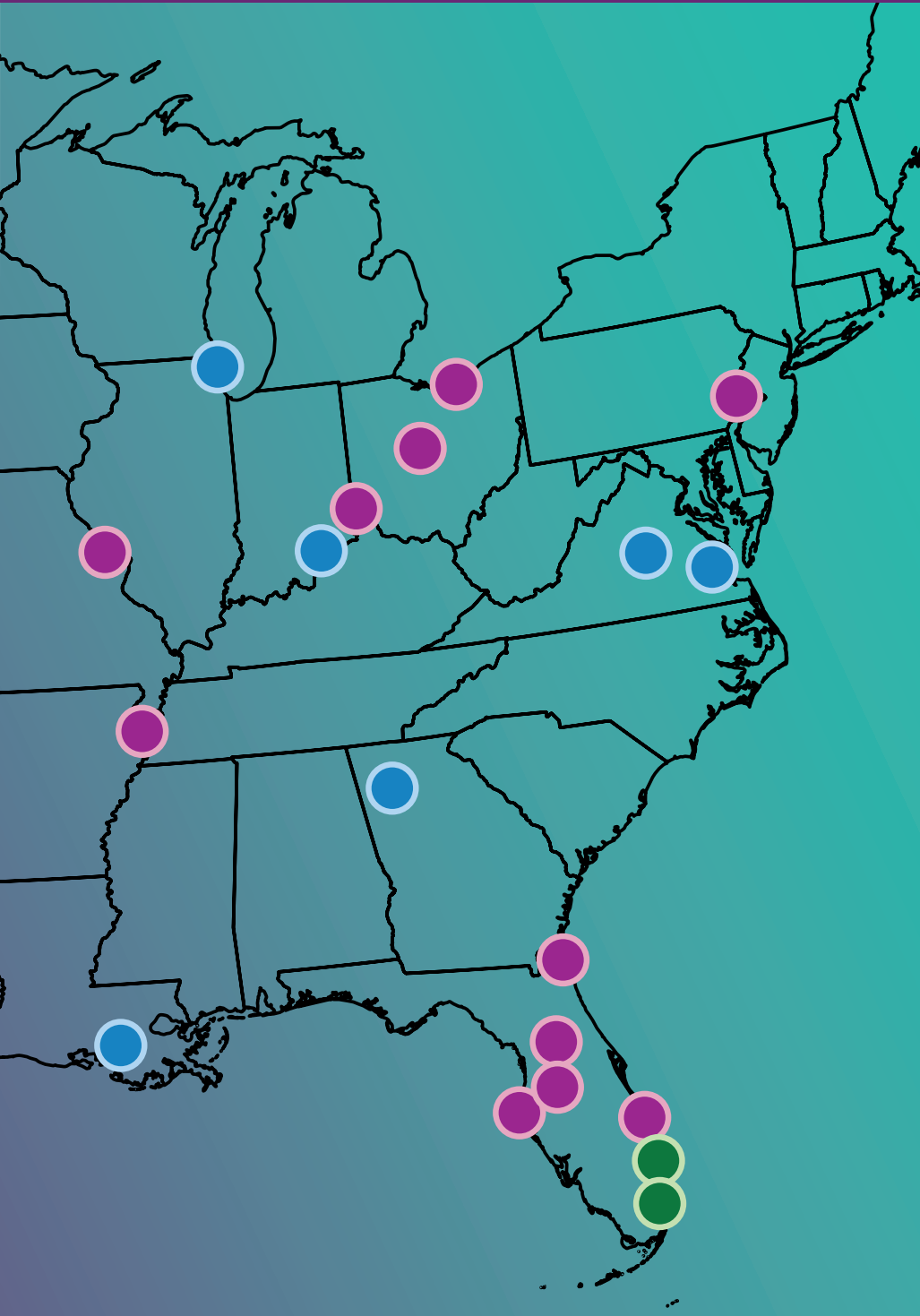
- Training for physicians on thorough documentation and accuracy
- Internal and external mock RADV audits
- Average score of 98.4% validated HCCs by 2016/2017 internal and independent audits

* Standardized U.S. Centers for Medicaid and Medicare Services survey of 11,000 providers: CG CAHPS survey for 90-day period ending 11/27/17. The Top-Box score is the sum of percentages for the top one, two or three highest points on a purchase intent, satisfaction or awareness scale.

Where we operate

70+ Medical Centers and Growing

Our medical centers are located in primary care shortage areas.



Chen Senior Medical Center
A CHENMED COMPANY

- Ft. Lauderdale, FL
- Miami, FL



Dedicated Senior Medical Center
A CHENMED COMPANY

- Bradenton, FL
- Cincinnati, OH *
- Cleveland, OH *
- Columbus, OH
- Jacksonville, FL
- Lakeland, FL
- Memphis, TN *
- Orlando, FL *
- Palm Beach, FL
- Philadelphia, PA
- St. Louis, MO *
- Tampa, FL

* Coming Soon



JenCare Senior Medical Center
A CHENMED COMPANY

- Atlanta, GA
- Chicago, IL
- Louisville, KY
- New Orleans, LA
- Richmond, VA
- Tidewater, VA



Media Highlights

The Economist

The Economist-Private health care:
The problem-solvers

Medical Economics®

Medical Economics-How one primary care practice innovated to improve outcomes for high-risk Medicare patients

Forbes

Forbes-Concierge Medicine for The Poorest

THE WALL STREET JOURNAL

Wall Street Journal-Medical Quarterbacking

SUBSCRIPTION REQUIRED

The Guardian

The Guardian-What a US company could teach

For the latest on ChenMed visit us www.chenmed.com/news

They go above and
beyond and that
means the world!

- Sherry, Chen Patient





Thought Leaders

High-Touch Care Leads to Better Outcomes and Lower Costs in a Senior Population

AJMC // Reyhan Ghany, MD, et al. (ChenMed)

A new study in The American Journal of Managed Care® found that giving Medicare Advantage (MA) patients more frequent contact with their primary care doctors kept them healthier and cost 28 percent less than usual care.

Opportunities for Risk-Taking Primary Care Providers

NEJM Catalyst // Chris Chen, MD (CEO, ChenMed) and Bob Kocher, MD (Partner, Venrock)

The common denominator for lowering total clinical cost appears to be more time spent with primary care physicians. For example, ChenMed doctors spend 189 minutes per year per patient, compared to 21 minutes on average for Medicare patients in traditional primary care practices. Some ChenMed providers conduct weekly visits for certain patients.

Running Through Walls: Medicine is a Family Affair

Venrock // Chris Chen, MD (CEO, ChenMed)

Chris Chen, CEO of ChenMed, joins Venrock's Bryan Roberts to discuss the challenges and successes of providing healthcare to the population that needs it most - the poor, the old, and the sick. Chris's father, Dr. James Chen, founded ChenMed as a way of providing concierge-style healthcare to low- and moderate-income seniors.

Innovation in Medicare Advantage Begins with Doctors

AJMC // Chris Chen, MD (CEO, ChenMed)

Chris Chen, CEO of ChenMed, explains why embracing innovation is key to primary care physicians achieving healthy outcomes for their patients and how Medicare Advantage helps provide innovative care. As the first entry point into the healthcare system for most patients, primary care physicians have the tremendous responsibility of leading innovation. Adopting a new way of thinking about treatment plans and care is especially important when caring for some of the most challenging patients, such as seniors who are managing multiple complex chronic conditions.



Thought Leaders (Continued)

How Concierge Care for Low-Income Seniors Can Improve Outcomes and Reduce Costs

AJMC // Chris Chen, MD (*CEO, ChenMed*)

Our results suggest MA remains worthy of even greater attention—particularly if the value-based care model and physician culture of service are aligned. Our model and strategic association with MA means we're rewarded when we keep patients as healthy as possible to avoid costly episodes of care. Recent analysis shows impressive results that, when measured against comparative CMS data, suggest MA can ultimately lead to lower costs and deliver better health outcomes nationwide.

Physicians Need to be More Like The Ritz-Carlton to Improve Healthcare

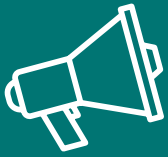
Medical Economics // Horst Schulze (*Founding President and former COO of Ritz-Carlton, Chairman Emeritus of Capella Hotel Group, and Member of the ChenMed Board of Directors*)

Primary care practices should be driven by a mission that is communicated to all employees, from physicians to medical technicians to front-desk staff. When employees are motivated to provide extraordinary customer service every day, patients notice it, and will approach the whole visit and relationship with their provider differently. The good news is, while still rare, some practices are making this happen already.

Innovations At Miami Practice Show Promise For Treating High-Risk Medicare Patients

Health Affairs // Chris Chen, MD (*CEO, ChenMed*) and Craig Tanio

Chris Chen, CEO of ChenMed provides insight on how his full-risk capitation primary care practice works. This collaborative physician-led culture is a promising delivery system with major potential to improve the cost and quality of care for seniors.



In the News

SELECTED RECENT PRESS MENTIONS

[Putting the Humanity in Health Care: Relationship-based clinics for older patients set out to upend the system](#)

Next Avenue // December 13, 2019

[Primary-care provider ChenMed to enter five new markets](#)

Modern Healthcare // December 5, 2019

[Primary care center operator ChenMed growing locally, nationally](#)

Philadelphia Business Journal // December 3, 2019

[Amid lagging hospital risk taking, value-based payment advocates try to woo CFOs](#)

Healthcare Financial Management // October 28, 2019

[‘Broken’ American Health Care: Good People, Bad System and the Health Powers of Disruptors](#)

Managed Care // August 5, 2019

[OhioHealth’s plan to provide high-touch primary care to seniors](#)

Modern Healthcare // January 1, 2019

[Seeking the value in value-based care](#)

Managed Care Magazine // September 30, 2018

Our Story

Out of humble beginnings, a family-run enterprise has boomed.



Dr. James Chen, the top ranked student in Taiwan, came to America to earn his PhD. His family fell on hard times and, while he eventually also got an MD, they were homeless for almost a year and lived on welfare programs such as food stamps. The Chens lived in one of the poorest areas of Miami - Liberty City - for many years. Dr. Chen was finally able to pursue the American dream by starting his own primary care practice in 1985, but an indelible mark was left through experiencing poverty.

As Dr. Chen grew his medical practice, he chose to be an early adopter of the prepaid movement in South Florida in the 1990s and switched his practice away from fee-for-service to take risk. Soon he and his wife, Mary Chen, who ran the practice, found they had a lot of sick patients that other practices didn't want to take care of. Wanting to help, the Chens built a model to improve health.

The Chens' solution: Get closer to the patients. See them more often. Be more available. Be more proactive in uncovering every condition in need of management. Go beyond the medicine and help them improve their lifestyles and behaviors. Patients who deserved the most help were now getting VIP care and more time at home instead of being stuck in a hospital bed. The Chens had found a replicable way to achieve economic success in a risk model.

When Medicare began paying more to health plans to care for sicker patients, ChenMed flourished. With rising earnings, the Chens, permanently shaped by their first-hand experiences with poverty knew it was time to give back by helping to deliver social justice. They leveled the field in terms of who could attain VIP care by adding more locations in neighborhoods lacking good primary care, where the neediest seniors lived.

Dr. Chen's own battle with cancer - that included a misdiagnosis, fragmented care, and a complete lack of VIP service - left the family convinced that more Americans needed the ChenMed style of care.

Dr. Chen and Mary's two sons, both doctors, joined the family business and helped expand the footprint outside of Florida so that more seniors - still dedicated to and focused upon the underserved who can't otherwise access the best care - could have ChenMed's affordable, VIP care solution. The company launched its JenCare Senior Medical Center brand in Georgia, Illinois, Kentucky, Louisiana, and Virginia between 2009 and 2013. In 2017, ChenMed began launching its Dedicated Senior Medical Center brand in new markets, which now include Central and North Florida and Pennsylvania. All told, the very same model Dr. James Chen and Mary Chen built in South Florida now serves tens of thousands of seniors with affordable VIP care that delivers better health in more than a dozen major U.S. markets.



Online Directory

News: www.chenmed.com/news

Careers: www.chenmed.com/careers

Executive Team: www.chenmed.com/executive-team

ChenMed Contacts

For media inquiries or speaking opportunities:

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For partnership opportunities:

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