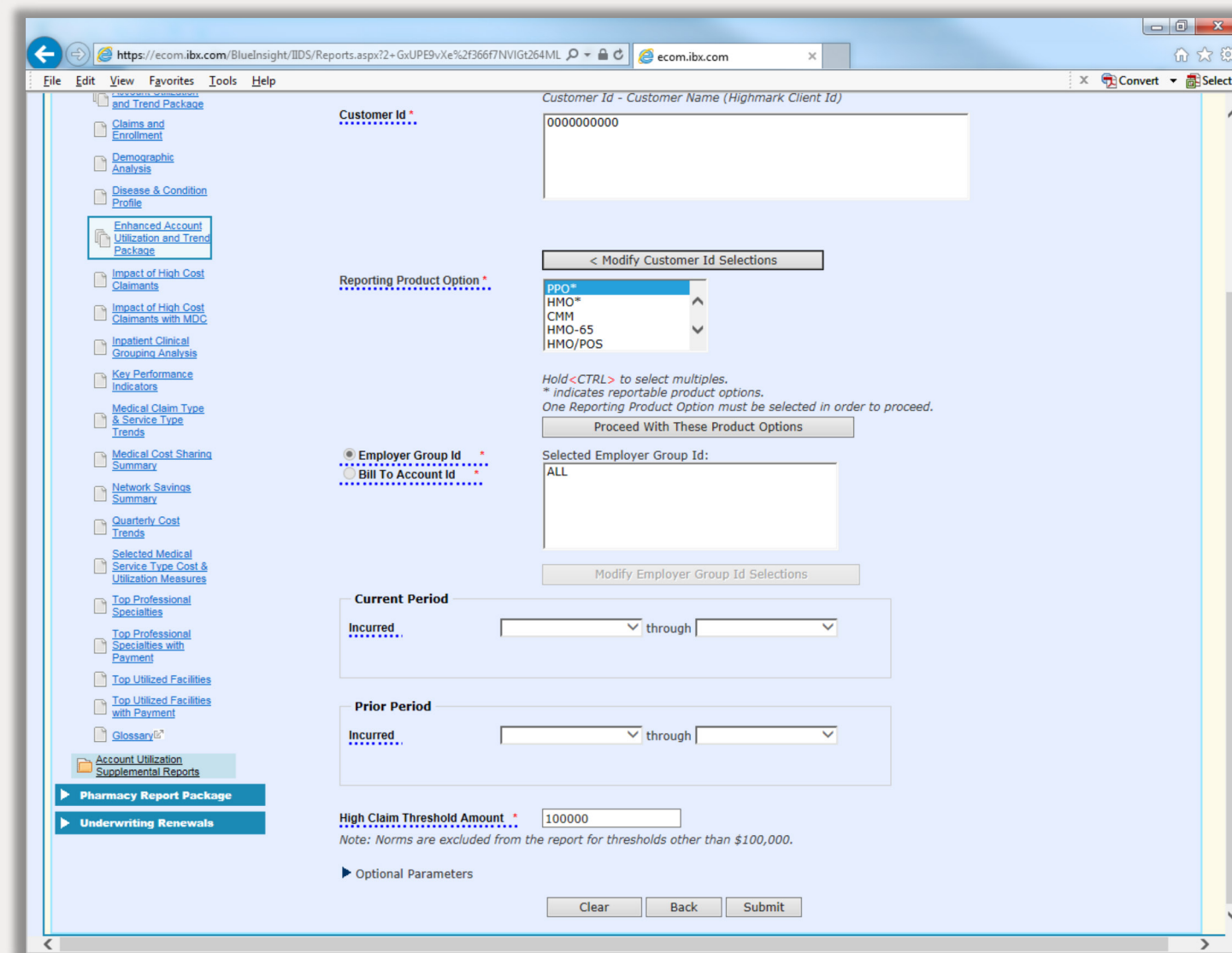




ENHANCED CUSTOMER REPORTING

Customer Reporting

Current User Interface



The screenshot displays the 'Customer Reporting' web application interface. The browser address bar shows the URL: <https://ecom.ibx.com/BlueInsight/IDS/Reports.aspx?2+GxUPE9vXe%2F366f7NVIGt264ML>. The interface is divided into a left sidebar with a tree view of report categories and a main content area for form input.

Left Sidebar (Report Categories):

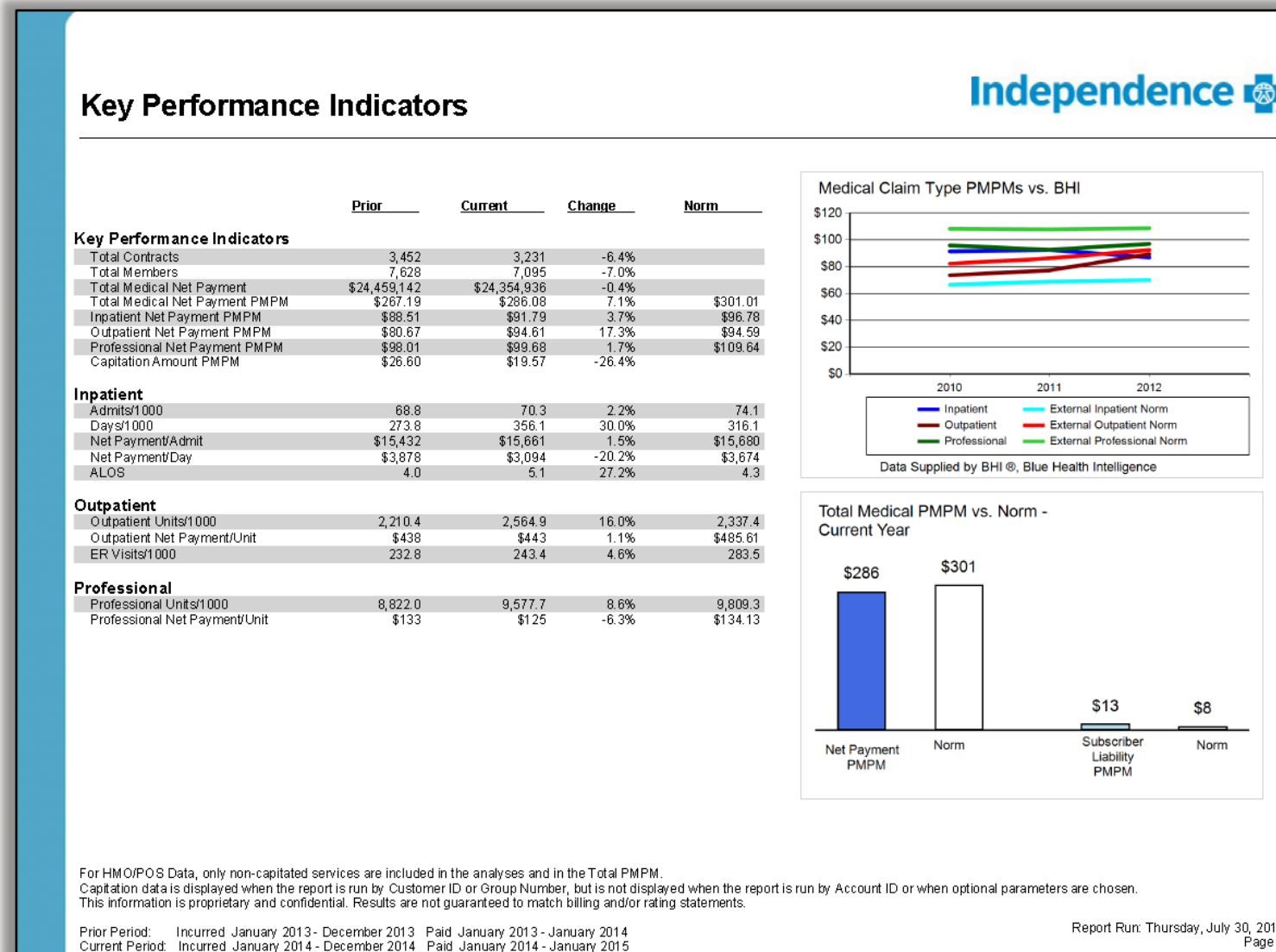
- Enhanced Account Utilization and Trend Package
- Claims and Enrollment
- Demographic Analysis
- Disease & Condition Profile
- Enhanced Account Utilization and Trend Package
- Impact of High Cost Claimants
- Impact of High Cost Claimants with MDG
- Inpatient Clinical Grouping Analysis
- Key Performance Indicators
- Medical Claim Type & Service Type Trends
- Medical Cost Sharing Summary
- Network Savings Summary
- Quarterly Cost Trends
- Selected Medical Service Type Cost & Utilization Measures
- Top Professional Specialties
- Top Professional Specialties with Payment
- Top Utilized Facilities
- Top Utilized Facilities with Payment
- Glossary
- Account Utilization Supplemental Reports
- Pharmacy Report Package
- Underwriting Renewals

Main Content Area (Form Fields):

- Customer Id ***: A text input field containing '0000000000'. Above it is the label 'Customer Id - Customer Name (Highmark Client Id)'.
- Reporting Product Option ***: A dropdown menu with options: PPO*, HMO*, CMM, HMO-65, HMO/POS. Below the dropdown is a button '< Modify Customer Id Selections'. Further down is a button 'Proceed With These Product Options'.
- Employer Group Id ***: A radio button selection between 'Employer Group Id' (selected) and 'Bill To Account Id'. Below it is a text input field containing 'ALL' and a button 'Modify Employer Group Id Selections'.
- Current Period**: A section with a label 'Incurred' and two dropdown menus separated by 'through'.
- Prior Period**: A section with a label 'Incurred' and two dropdown menus separated by 'through'.
- High Claim Threshold Amount ***: A text input field containing '100000'. Below it is a note: 'Note: Norms are excluded from the report for thresholds other than \$100,000.'
- Optional Parameters**: A section with a right-pointing arrow.
- Buttons**: At the bottom are three buttons: 'Clear', 'Back', and 'Submit'.

Customer Reporting

Current Report Example



Enhancements to the Reporting Experience

Coming in Q1 2017

Independence Blue Cross has made significant investments to enhance the user experience and actionable insights in our integrated customer reporting package.

IndeX, the new self-service reporting platform, contains market-leading functionality to provide intuitive, fast results.



Enhance the content and experience of Independence's reporting suite with actionable insights and a modern design.



SCALABLE

- Customized to User Reporting Needs
- User-driven parameter selection

FLEXIBLE

- Web-based Access
- Role-based Security

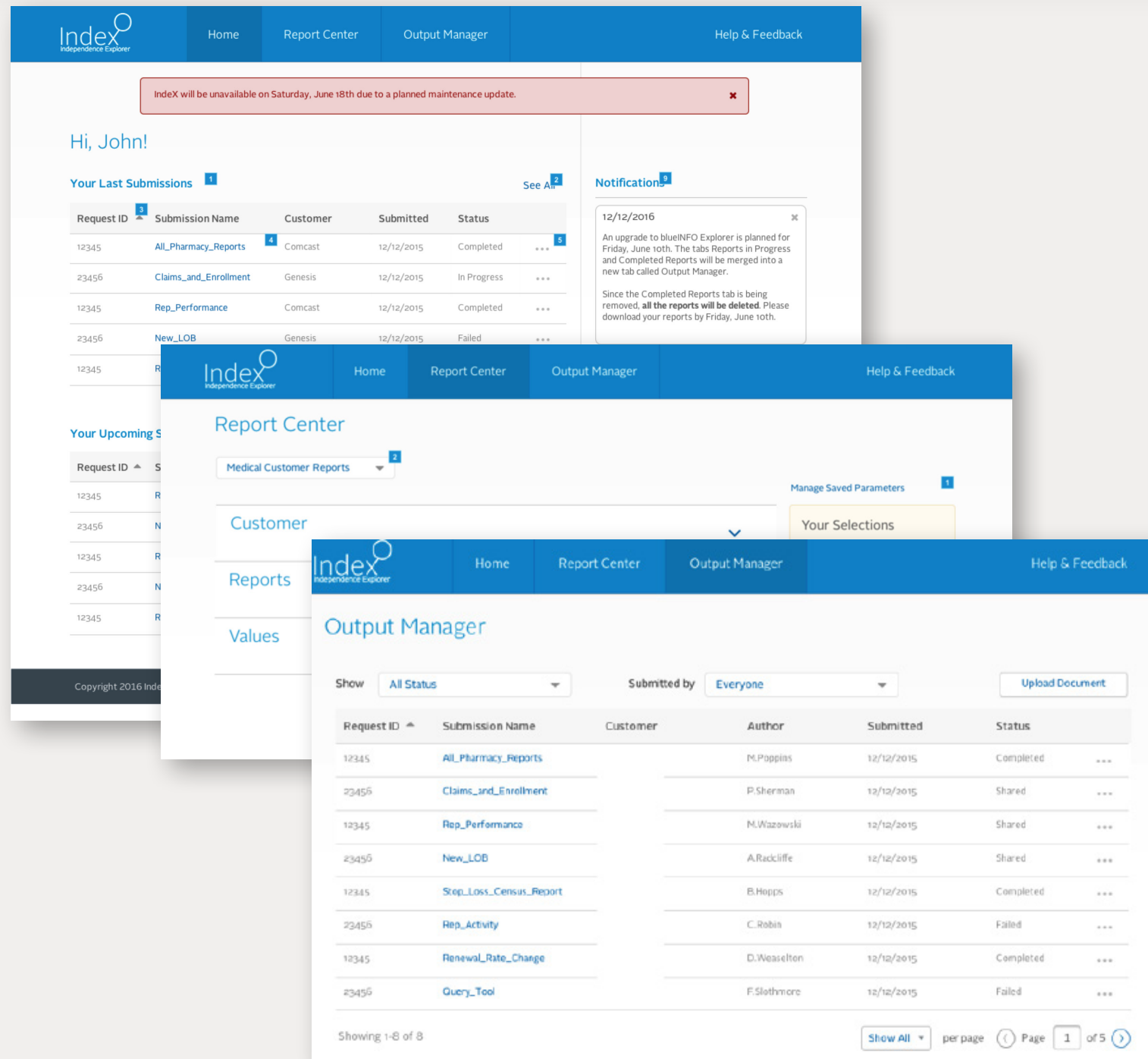
ADAPTABLE

- Scheduled Report Runs
- User-defined reporting packages
- Re-run in 2 clicks

ACTION ORIENTED

- "So What" Metrics

Index Features



The screenshots show the Index Independence Explorer interface. The top screenshot is the Home page, which includes a navigation bar with 'Home', 'Report Center', 'Output Manager', and 'Help & Feedback'. A maintenance notice states: 'Index will be unavailable on Saturday, June 18th due to a planned maintenance update.' The main content area says 'Hi, John!' and features 'Your Last Submissions' (a table of recent reports), 'Your Upcoming Submissions' (a list of upcoming reports), and 'Notifications' (a list of system messages). The middle screenshot shows the 'Report Center' with a dropdown menu for 'Medical Customer Reports' and a 'Manage Saved Parameters' button. The bottom screenshot shows the 'Output Manager' with a table of reports, including columns for Request ID, Submission Name, Customer, Author, Submitted, and Status. The table lists 8 reports, with the first 4 being 'Completed' and the last 4 being 'Failed'.

Request ID	Submission Name	Customer	Submitted	Status
12345	All_Pharmacy_Reports	Comcast	12/12/2015	Completed
23456	Claims_and_Enrollment	Genesis	12/12/2015	In Progress
12345	Rep_Performance	Comcast	12/12/2015	Completed
23456	New_LOB	Genesis	12/12/2015	Failed

Request ID	Submission Name	Customer	Author	Submitted	Status
12345	All_Pharmacy_Reports		M.Poppins	12/12/2015	Completed
23456	Claims_and_Enrollment		P.Sherman	12/12/2015	Shared
12345	Rep_Performance		M.Wazowski	12/12/2015	Shared
23456	New_LOB		A.Rackliffe	12/12/2015	Shared
12345	Stop_Loss_Census_Report		B.Hopps	12/12/2015	Completed
23456	Rep_Activity		C.Robin	12/12/2015	Failed
12345	Renewal_Rate_Change		D.Weaselton	12/12/2015	Completed
23456	Query_Tool		F.Slothmore	12/12/2015	Failed

INTEGRATED HOME PAGE

- Last 5 submissions, and re-run quickly - **NEW**
- Ability to download recent completed submissions in two clicks - **NEW**
- See Notifications and Alerts

REPORT CENTER

- Intuitive, modern design applied to create reports
- Minimize time by applying templates to create reports in 2 clicks - **NEW**
- Schedule reports based on submissions - **NEW**

OUTPUT MANAGER

- See status of package requests
- Re-run completed packages quickly - **NEW**
- Search past submissions - **NEW**

Enhanced Reporting Content

Key Themes

Actionable insights and information with a modern look and feel

UTILIZATION

Breaks down the use of Inpatient, Outpatient, Professional, and RX services by total \$ and PMPM in multiple ways to illustrate utilization and cost.

HIGH COST CLAIMANTS¹

Focuses on members that meet a high cost claimant threshold that is defaulted to \$100K, but can be adjusted by the user.

RISK PROFILES

Gives summary and detailed information on Chronic and Notable conditions, including medical spend, HCC, and CMC.

POPULATION HEALTH

Summarizes Preventive screening services, gaps in care, member outreach and engagement.

*Additional enhancements will include Value Based Care/BDTC incorporation

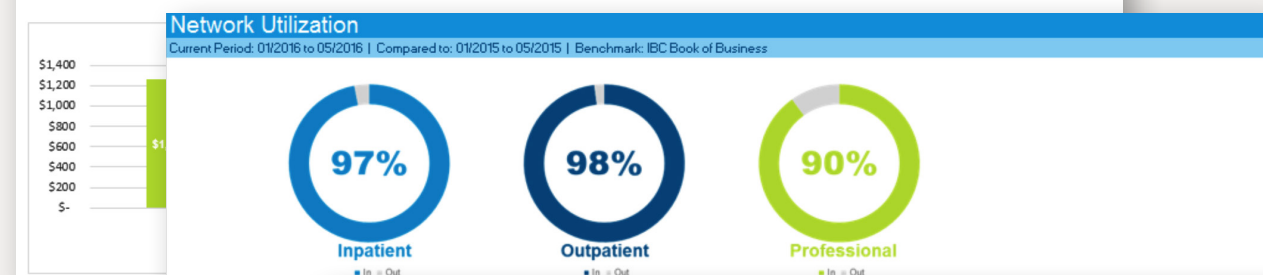
¹ Not available to all customers

Enhanced Reporting Detail

The enhanced reporting suite can be run by benefits admins, consultants, and brokers. Examples of the reporting package include:

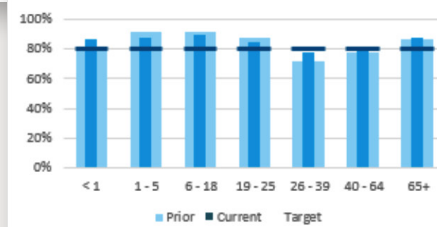
- Network Savings
- Network Utilization
- Office Visit Utilization
- Claims and Enrollment
- ER Utilization

Network Savings Summary			
Current Period: 01/2016 to 05/2016 Compared to: 01/2015 to 05/2015 Benchmark: IBC Book of Business			
Total Savings*			
	Prior	Current	% Change
Billed Charges Subject to Discount	\$75,465,577	\$71,177,196	-5.70%
Total Savings			
Inpatient	\$18,056,887	\$17,955,573	-0.60%
Outpatient	\$25,615,072	\$22,672,657	-11.50%
Professional	\$8,718,067	\$8,173,860	-6.20%
Total	\$52,390,027	\$48,802,090	-6.80%
Total Savings Per Contract	\$15,178	\$15,103	-0.50%
Total Savings Per Member	\$6,868	\$6,879	0.20%
Average Total Savings Per Admissi	\$36,479	\$41,952	15.00%



Office Visit Utilization											
Current Period: 01/2016 to 05/2016 Compared to: 01/2015 to 05/2015 Benchmark: IBC Book of Business											
	Members		Visits		Visits/1000		Net Payment		PMPM		
	Current	Prior	Current	Change	Current	Change	Current	Change	Current	Change	
Inpatient											
Members	100	100	100	100%	1	10%	\$10,000	10%	100	10%	
Admissions	1000	1000	1000	100%	1	10%	\$10,000	10%	1000	10%	
Admissions / 1000											
Days	100	100	100	100%	1	10%	\$10,000	10%	100	10%	
Days / 1000											
Net Payment											
% of Total Providers											
Outpatient											
Members	100	100	100	100%	1	10%	\$10,000	10%	100	10%	
Units	100	100	100	100%	1	10%	\$10,000	10%	100	10%	
Units / 1000											
Net Payment											
% of Total Providers											
Total Office Visits	1400	1400	1400	100%	5	10%	\$50,000	10%	1400	10%	

Member that received Preventive Screening in last 12 months



	Members		% Of Member Utilizing	% Of Total Visits	Total Office Net	Visits Current	Visits/1000		Net Payment		Net Pay/Visit	
	Current	Prior				Change	Current	Change	Current	Change	Current	Change
Dermatology	100	100	100%	100%	100%	10	10%	1	\$10,000	10%	\$100,000	10%
Gastroenterology	1000	1000	100%	100%	100%	1000	10%	1	\$10,000	10%	\$100,000	10%
Medical Oncology	100	100	100%	100%	100%	100	10%	1	\$10,000	10%	\$100,000	10%
Neurology	100	100	100%	100%	100%	100	10%	1	\$10,000	10%	\$100,000	10%
Otorhinolaryngology	100	100	100%	100%	100%	100	10%	1	\$10,000	10%	\$100,000	10%

Independence 