

AN INTRODUCTION TO

UpStream Healthcare

UpStream is a global risk-bearing organization in the healthcare sector that uses a coordinated care model to support patients facing medically complex conditions. In its efforts to eliminate the burden of chronic disease and expand value-based healthcare, UpStream partners with ACOs, CINs, independent practices and health systems to increase value, manage costs, and, most importantly, improve patient outcomes.

OPERATING MODEL

UpStream's operating model prioritizes building close relationships between UpStream clinical professionals, who are embedded at Upstream expense into contracted physician practices, and patients to manage chronic diseases. Team members, known as UpStreamers, work collaboratively towards a goal of identifying interventions that reduce patient frustrations, increase clinical adherence, and, as a result, improve quality of life.

UpStream accomplishes this through an integrated care model, which creates infrastructure and resources for the whole person's care and is supported by Medicare's Chronic Care Management (CCM) program. Embedded UpStream pharmacists, nurses, and medical assistants work in or with each physician practice to reduce acute care needs by coordinating and/or providing:

1. **Direct Patient Services:** Embedded pharmacists, nurses, and medical assistants reach out to patients proactively to discuss their needs, carry out annual wellness visits, and evaluate medication requirements and adherence. A written care plan is co-created with each patient, which guides the follow-up care coordinate and provided for the patient.
2. **Remote Patient Monitoring:** Patients are offered free electronic monitoring equipment to collect health data, which is reviewed, analyzed, and acted on by UpStream's team members.
3. **Patient Assistance:** Medical assistants' partner with community organizations to identify and negotiate for free or reduced cost medications for UpStream patients.
4. **Medication Oversight and Dispensing:** Pharmacists and assistants communicate regularly with patients to review medications, understand usage, and identify drug therapy problems. Medications are delivered to patient homes using a pouch-based dispensing system that clearly denotes what medications should be taken while increasing patient adherence.

FINANCIAL MODEL

UpStream assumes the full risk of care for Medicare lives within its network. Consequently, financial success is ultimately measured by Medicare Star ratings that drive annual incentive payments. Subsequently, success for UpStream and its contracted partners lies in realizing improvements in value-based care for patients, removing barriers to CCM services for physicians, and providing a unique, relationship-based approach for patients.

UpStream's direct contracting approach provides physicians guaranteed advanced payments for quality (G.A.P.-Q.TM), based on patient volume and Star ratings. This payment model enables practices of any size or experience to participate in full risk Medicare contracts. Physicians also receive a portion of the fee schedule for preventive, transition, and care coordination billable services. The downside risk is borne entirely by UpStream in its role as a global risk organization. UpStream anticipates a positive financial return as its operating model, embedded staff collaborating closely with patients, is designed to increase value-based performance by improving patients' care at a lower cost for insurance providers.

Five Key Areas that Drive Clinical and Financial Success for an ACO

1. Chronic Care Management (CCM): Shared Revenue at the Practice Level
2. Guaranteed Advanced Payments for Quality (G.A.P.-Q.TM)
3. Reduction in ACO Administrative Costs
4. UpStream assumes any downside risk for Medicare lives within the network
5. Additional MSO programs available to the ACO

UpStream Care has a Leadership Team with decades of experience in Value-Based Care with a proven track record of improving patient outcomes, optimizing medical cost, and increased financial performance.