

Achieving Whole-Person Care With Whole Health

Fostering stability by improving access to integrated care



whole health
by Quartet

Prepared by Quartet Health | quartethealth.com | Whole, human, behavioral health care

A Commitment to An Underserved Patient Population

Driving down costs while improving outcomes

Across the landscape of mental and behavioral health treatment are several geographic areas of underserved populations, due to their location or due to unfavorable patient-provider ratios. And within those areas is a specific patient population that is consistently underserved, regardless of geography.

It is precisely why Quartet Health, a value-based behavioral health care enablement and delivery company, developed a program specifically for patients living with a serious mental illness (SMI).



The SMI population often drives a medical loss ratio of more than 120%.

"This population experiences very fragmented care today. The SMI population has as many as five comorbid conditions on average, three times a higher rate of emergency room visits...so that's why we think it's important to address physical health, behavioral health and then take into account their social care needs, whether it's food or transportation."



Christina Mainelli
Quartet Health CEO

Whole Health, a first-of-its-kind care delivery solution that integrates physical and behavioral health care in a whole-person approach, is designed to reduce costs by improving care. The SMI population has long been forced to navigate a complicated web of services with little guidance or support, leading to poor outcomes, lower life expectancy and inadequate care that doesn't meet their needs.



The wraparound care offered by Whole Health invests in existing gaps in care to help payers more effectively manage costs and patients achieve better outcomes.

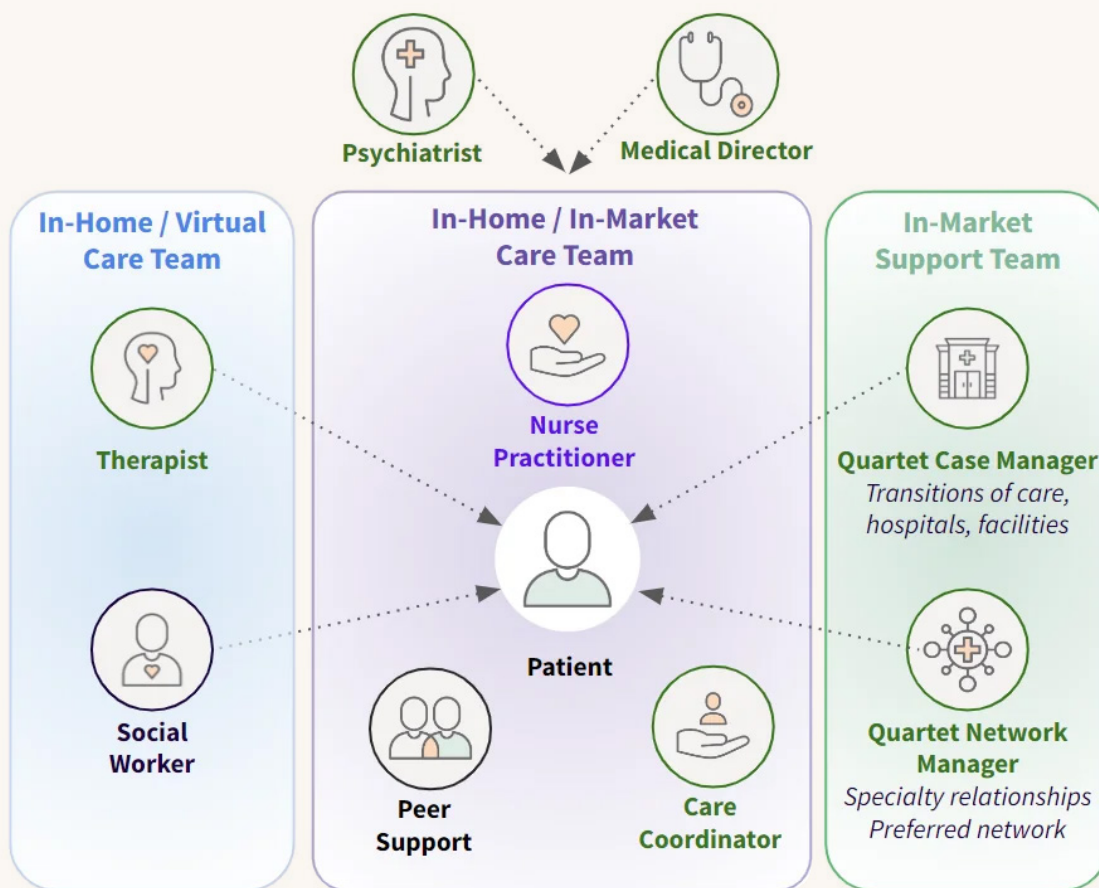


Coordinated Care that Leads to Cost Containment

Outcomes that benefit the patient and the payer

In partnership with a Medicare Advantage plan, the Whole Health program is offered to qualified plan enrollees at no additional cost. Patients engage with a personalized care team that may include medical assistants, social workers, a dedicated care coordinator and peers.

A Quartet case manager facilitates arrangements associated with transitions of care between hospitals and facilities, while a Quartet network manager coordinates specialty relationships should the patient require a preferred network referral.



By working with innovaTel by Quartet, a clinician-founded organization Quartet Health acquired for its wealth of experience delivering care to the SMI population, patients are able to receive care either virtually or in their homes. That hybrid approach reduces care fragmentation and makes treatment more accessible to a patient population that may face challenges maintaining consistent care.

Whole Health utilizes a capitated, value-based payment model, which means Quartet Health takes on the total cost of care accountability.



Whole Health, In Practice

Implementing an improved approach to care

Whole Health is more than a concept. It's in practice, launching first in New Jersey. And the outcomes are encouraging, underscoring not only the need for a new type of integrated, whole-person care but the efficacy of a program that delivers it.

Engagement is Critical

Christina Mainelli

Quartet Health CEO

"We are currently exceeding our targets for engagement rates, and we're also seeing patients coming through for second and third visits. That's a very good marker of success."

In partnership with Clover Health, a Medicare Advantage plan, Quartet Health introduced the Whole Health program to eligible enrollees. Clover Health's SMI patients live with an average of five different chronic conditions and see at least five different prescribing providers. The Whole Health program utilizes evidence-based screening which can increase HEDIS scores.

The Whole Health program is stepping in to offer coordinated, accessible care to help mitigate risk for Clover Health's most vulnerable and complex patient population.

"We're confident that additional behavioral health support for our SMI cohort will increase the quality of life for these members, while continuing to reduce unnecessary spend."

- **Brady Priest,**
CEO of Clover Home Care

Whole Health Reduces Medical Loss Ratios



Reduce medical and behavioral health hospitalizations.



Prevent hospital and emergency room readmissions.



Ensure post-discharge follow-up in less than 7 days.



Improved health promotion and chronic condition management.



Improved diagnosis capture.





About Quartet Health

Quartet Health is a leading value-based behavioral health care enablement and delivery company. Our goal is to improve lives through quality, whole-person care for those with behavioral health care needs. Quartet is a trusted partner of health plans, health systems, and community mental health centers in 39 states across the country. We identify people in need of care and connect them directly to high-quality providers, including Quartet's own medical group. Learn more at www.quartethealth.com.

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