



## PBGH can help you bring advanced primary care to your Employees and Families

Your employees deserve the best primary care experience. Unfortunately, they are not receiving it. On average, Americans wait 21 days for a primary care visit, which can lead to costly urgent care or emergency room visits. When patients do finally see a doctor, the visit is rushed, which impacts the ability to avoid preventable health complications.

### PBGH Care Excellence Program Set the Standards for Advanced Primary Care

Practices may claim to provide 'advanced primary care' but only PBGH can certify it. The PBGH Care Excellence Program identifies top performing practices that provide high quality, comprehensive care that is convenient and easy to access. Standards are defined by employers like you and by physicians. The program includes both quality and clinical care standards that can improve health outcomes, the total cost of care, and the patient experience.

Plus, our quality standards require clinics provide integrated behavioral health and concierge referral navigation to vetted specialists and transparent quality reporting. As a result of our holistic approach to primary care, patients are seen, heard, and can address health challenges right away.

Employers trust PBGH because we are an unconflicted partner that can identify practices that deliver exceptional care and simultaneously reduce wasteful health care spending.

### Healthier, Happier Employees

- Top-notch care by providers that have achieved PBGH Care Excellence standards
- Fast and easy access to care when the patient needs it
- Concierge service, including specialty navigation
- Behavioral Health professionals are part of the primary care team
- Avoid extended loss of productivity from employees using work time to navigate a health system which operates during business hours
- Healthier employees → improved productivity → increased profitability for your organization

### Helps You Take Control of Your Fiduciary Obligations

- Reduced wasteful health care spending
- Transparent reporting on quality, access, and experience by selected partners

*"[The Doctor] is fantastic. I get in whenever I want. I connect to my doctor through this cool App. I never have to wait for care, and they really know me."*

Join the growing movement to make advanced primary care available to your employees and families.

You'll be in the good company of other leading employers who have used the Care Excellence Program to ensure their primary care providers are delivering high quality, affordable care and improving the health and wellbeing of their employees and families.

As more employers come together, advocating and using their voices to demand better, more affordable care using the Care Excellence Program, we can make this standard of care the rule instead of the exception. Join the growing movement to make advanced primary care accessible to all.

*I just wanted to say I had a primary care appointment at [Care Excellence certified provider] yesterday and it was honestly the best medical experience I have ever had.*

*You leave feeling so seen and heard, with a real plan to move forward with. I told my husband he needs to switch doctors and start going to [the same provider]."*

The PBGH Care Excellence Program can be easily deployed no matter your organization's benefit strategy:

1

### **Engage PBGH to evaluate new primary care practices for direct contracting.**

PBGH will identify partners that will achieve your desired results. Partner with other PBGH members in areas with limited employees. Combined headcount from multiple employers allows employers to negotiate rates for active utilizers, instead of paying for every employee. This low-risk approach is advantageous for employers.

2

### **Certify the quality of your existing practices using the Care Excellence Program standards.**

If you already have a contracted relationship with a primary care practice, how are you benchmarking against the quality of the care being provided? PBGH will evaluate your current partners against best practices using the program measure sets and provide suggestions on how to improve their delivery of advanced primary care.

3

### **Demand your health plan applies Care Excellence Program Standards to and certifies all in-network primary care practices.**

We know that advanced primary care is often not available through most health plans. Excellent care should be non-negotiable. Employers have successfully challenged their health plans to implement the Care Excellence standards. Further, health plans are now investing develop infrastructure more aligned with advanced primary care.

The Purchaser Business Group on Health is a nonprofit membership organization with over 35 years of conflict-free experience supporting jumbo self-insuring employers.

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