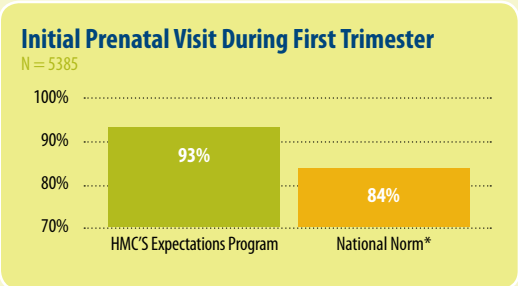
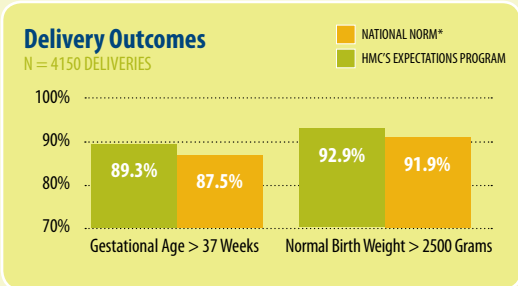




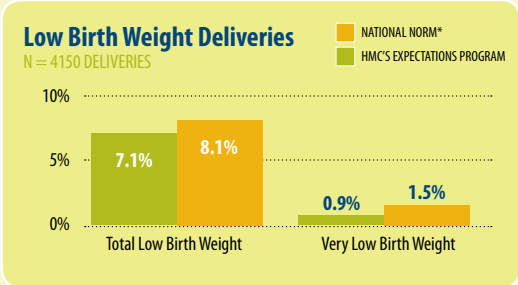
# Expectations



HMC's **Expectations** program resulted in a **10.7% relative increase** in initial prenatal visits during the first trimester vs. the national average.

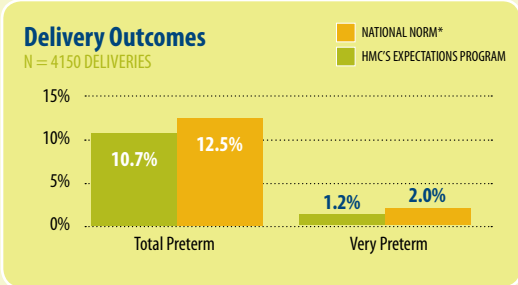


HMC's **Expectations** program resulted in an increase in full-term births and normal birth weight babies vs. the national average.



HMC's **Expectations** program resulted in:

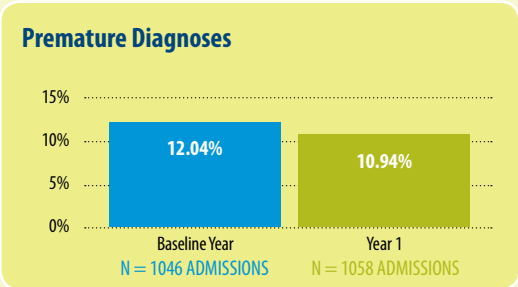
- **12.3% fewer** low birth weight babies vs. the national average
- **40% fewer** very low birth weight babies vs. the national average



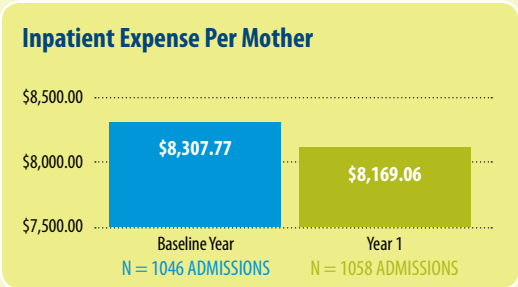
HMC's **Expectations** program resulted in:

- **14.4% relative decrease** in all preterm births vs. the national average
- **40% relative decrease** in births categorized as "very preterm\*" vs. the national average

\*Very Preterm = < 32 weeks



In its first year, our **Expectations** program helped decrease the number of babies diagnosed as having a condition before they were born by 9.1%.



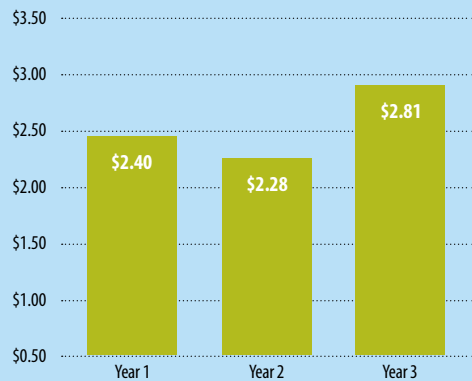
In its first year, our **Expectations** program helped decrease inpatient claims by \$138.71 per mother.

"Program Norm" information is taken from a 2007 report to a client and was calculated internally by HMC's Informatics department. "National Norm" final data for 2004 is taken from the National Vital Statistics Report, Vol. 55, No. 1, September 29, 2006. Baseline = January 1, 2004 through December 31, 2004. Year 1 = March 1, 2006 through December 31, 2006. (Actual Program Start Date was September 1, 2005. March 1 allows for 6-month ramp-up period). 130748

# 2

# Condition Management

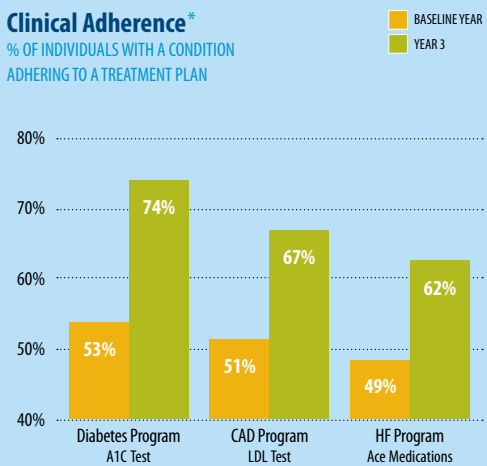
## The ROI of Condition Management Programs\*



Our **Condition Management** programs resulted in significant ROI.

## Clinical Adherence\*

% OF INDIVIDUALS WITH A CONDITION ADHERING TO A TREATMENT PLAN



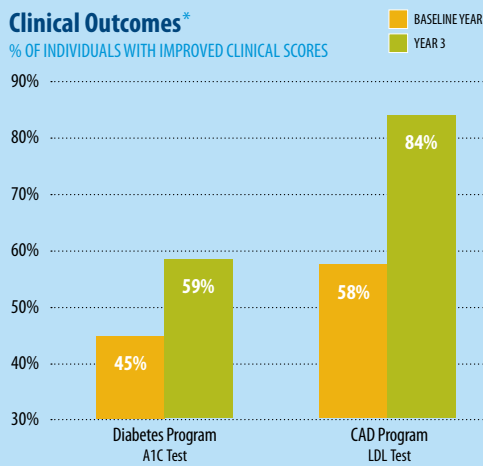
Our **Condition Management** programs had a dramatic impact on claims reduction and clinical adherence.

Members were more likely to get the tests and take the medications they need to be healthy and help reduce future medical claims.

[chooseHMC.com](http://chooseHMC.com)

## Clinical Outcomes\*

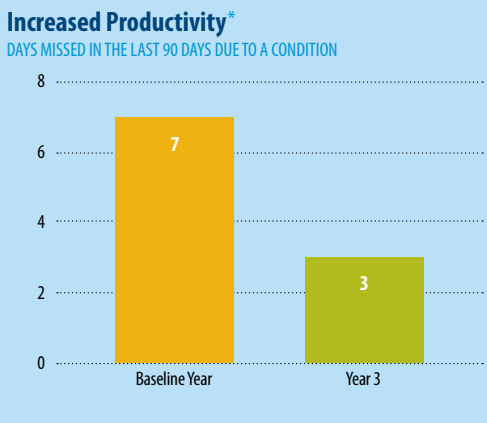
% OF INDIVIDUALS WITH IMPROVED CLINICAL SCORES



Our **Condition Management** programs helped members achieve more positive medical outcomes. The healthier they are, the less likely they'll be to incur future medical claims.

## Increased Productivity\*

DAYS MISSED IN THE LAST 90 DAYS DUE TO A CONDITION



Our **Condition Management** programs resulted in increased productivity, with members reporting over a 50% decrease in missed days of work due to their condition.



All results are from a recent, three-year, internal analysis of our diabetes, CAD, and HF programs for two large clients. For clients included in the study, service delivery began in September 2002. Asthma and COPD were added in 2007.

\*For all tables, N = 275K total members; 12K participating in Condition Management 140750

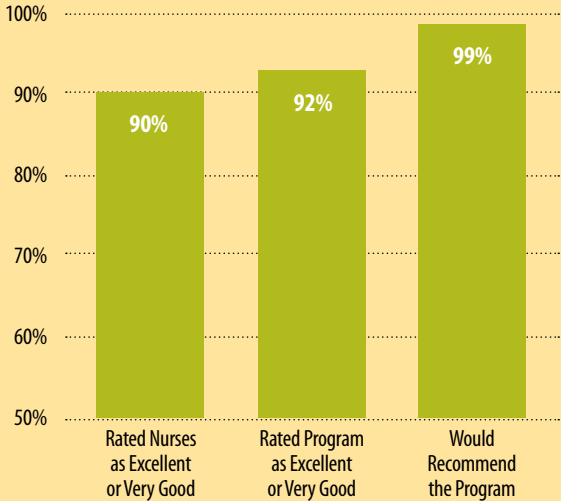
[chooseHMC.com](http://chooseHMC.com)



# Satisfaction

## High Intensity Expectations Program

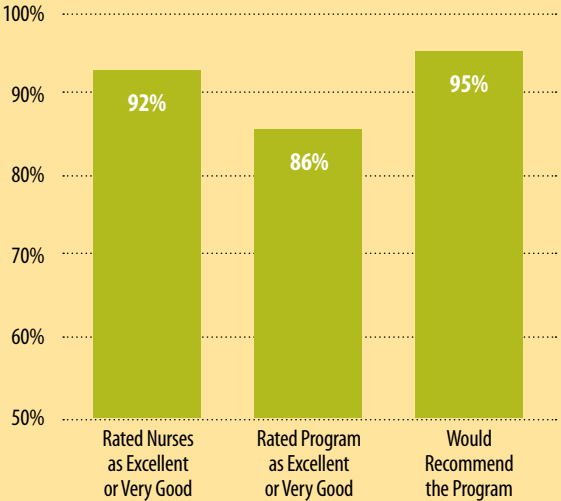
N = 994



- Of the **Expectations** program participants:
- 90% rated the program nurses as excellent or very good
  - 92% rated the program as excellent or very good
  - 99% would recommend the program

## High Intensity Condition Management Programs

N = 2043



- Of the **Condition Management** program participants:
- 92% rated the program nurses as excellent or very good
  - 86% rated the program as excellent or very good
  - 95% would recommend the program



building healthier lives

All results are from 2007 internal satisfaction studies. 000749