

# Employee Health & Wellness Services



Lisa Pennington  
Executive Director  
Corporate & Community Health & Wellness  
Cone Health  
200 E. Northwood St.  
Greensboro, NC  
27401  
Phone: 336.832.6034  
Fax: 336.832.8527  
[lisa.pennington@conehealth.com](mailto:lisa.pennington@conehealth.com)  
Revised July 7, 2016

**TABLE OF CONTENTS**

<b>COMPREHENSIVE EMPLOYEE HEALTH &amp; WELLNESS</b>	<b>Page</b>
I. Business Background & Experience .....	3
II. Proposal for Comprehensive Employee Health & Wellness Services .....	4
III. Additional Access to Care .....	9
IV. Data Analytics .....	11
 <b>EXHIBITS</b>	
EXHIBIT A: On-Site Employee Health & Wellness Clinic .....	12
EXHIBIT B: On-site RN & Virtual Health Kiosks .....	14
EXHIBIT C: Wellness Coordinator & Wellness Portal Fee Schedule .....	16
EXHIBIT D: A La Carte Wellness Options .....	17
EXHIBIT E: Near-Site Clinic Services Fee Schedule .....	19
EXHIBIT F: Medication Dispensing Fees .....	20
 <b>APPENDICES</b>	
APPENDIX I: Services & ROI for Existing Clients .....	21
APPENDIX II: Contact Information for Municipal Clients .....	26
APPENDIX III: Cone Health Diabetes Disease Management ROI .....	27
APPENDIX IV: Wellness Incentive Program ROI for Cone Health .....	28
APPENDIX V: Cone Health Wellness Portal Homepage .....	29
<b>COLLATERAL MATERIAL</b> .....	<b>31</b>

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

## **I. Business Background**

### **Our History**

Since welcoming our first patient in 1953, Cone Health has been actively engaged in the communities in which we work and live to fulfill our mission of providing exceptional care. Cone Health is a not-for-profit network of healthcare providers serving people in Guilford, Forsyth, Rockingham, Alamance, Caswell and Randolph counties. Our tagline — “The Network for Exceptional Care” — highlights our commitment to excellence, which is shared by our more than 11,000 professionals, 1,300 physicians and 1,200 volunteers. As one of the region’s largest and most comprehensive health networks, Cone Health has more than 100 locations, including six hospitals, four urgent care centers, three ambulatory surgery centers, three free-standing ambulatory care centers, nine outpatient rehabilitation locations, a nursing home, a retirement center, more than 100 physician practice sites and multiple centers of excellence. Our best-in-class technology creates a single electronic medical record for each patient, which ensures that physicians can easily access a patient’s medical history, medications and treatment records all in one secure location. Cone Health is committed to improving the health of the communities we serve by partnering with employers to provide a wide range of onsite and hospital clinic-based services.

### **Our Culture of Exceptional Care**

At Cone Health, we emphasize “care” in both word and deed. Our caring behavior is central to our organizational culture and corporate citizenship. Unlike some organizations, we actually “walk the talk.” We put people first by listening, by holding ourselves and others accountable for living up to our obligations, by assuming the best of others, by encouraging partnership and collaboration, by celebrating achievements, by thanking at least one person each day, by communicating honestly, by respecting differences and by being inclusive of others. We don’t just write our values down, we live them. At Cone Health, we value and are accountable for Caring for Our Patients, Caring for Each Other and Caring for Our Communities.

### **Our Employee Health & Wellness Services**

Cone Health’s Employee Health & Wellness team recognizes that employees are an organization’s most important asset. We are committed to providing the right solutions to deliver acute and chronic condition care, where and when your employees need it. Using our assessment and analytics capabilities we will identify and actively engage employees one-on-one with chronic conditions. Cone Health has 25 years of experience in the delivery of quality, cost-effective care in on-site and near-site health centers with a proven track record in financial savings. We take great pride in our highly qualified team, which includes physicians, nurse practitioners, physician assistants and registered nurses, most of whom are Certified

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

Occupational Health Nurses. Additional personnel include phlebotomists, radiology technicians and other support staff. We provide in-depth occupational health services including minor injury treatment, work-related physicals, drug screening, vaccinations and immunizations. Our Employee Health & Wellness programs have grown to include: primary care, biometric laboratory screenings, travel medicine services, wellness coaching, healthy lifestyle management (diabetes, hypertension, hyperlipidemia), therapeutic massage therapy, wellness screenings, osteoporosis bone density screenings, physical therapy screenings and more. Additionally, as Cone Health is a comprehensive healthcare system for the area, access to further medical needs can be easily coordinated and provided in a variety of convenient locations. We have significant experience working with municipalities, currently providing services for Alamance County, City of Burlington, Town of Kernersville, City of Graham, City of Reidsville and Town of Gibsonville. Because we value our own employees, Cone Health has operated an Employee Health Center for more than 21 years. We have twice completed Health Risk Assessments for more than 10,000 employees with plans to conduct another within the next year.

[Refer to Appendix I: Services & ROI for Existing Clients](#)

[Refer to Appendix II: Contact Information for Municipal Clients](#)

Our Medical Director, Dr. Mary Ruth Hunt, has been practicing Occupational Health exclusively for the last 15 years, and has been practicing in the Triad for the last 10 years. She is residency trained in both Internal Medicine and Occupational Medicine. In addition, she has a Masters of Public Health. Dr. Hunt has worked closely with the Greensboro Fire Department for the last 6 years performing their Annual Health Exams and is familiar with Fire and Police health/safety issues. In addition to patient care, Dr. Hunt has a strong interest in employee wellness and is particularly interested in strategies to improve employee health and reduce medical costs. Dr. Hunt is MRO (Medical Review Officer) Certified and Board Certified in Preventive Medicine – Occupational Health. Additionally, she is an active member in American College of Occupational and Environmental Medicine.

## **II. Proposal to Provide Comprehensive Employee Health & Wellness Services for Guilford County**

In keeping with the Guilford County goal to provide the best possible medical care for the health and safety of its employees, Cone Health is proud to present this comprehensive proposal for Employee Health & Wellness Services. Partnering with Cone Health will ensure that your employees receive the right care at the most appropriate time, in the most appropriate setting in order to improve health and reduce costs. In addition to an onsite Acute Care Clinic, this

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

proposal includes options for telehealth, an on-site Wellness Coordinator and health promotions programs.

#### **A. Acute Care, Chronic Disease Management & Triage**

Based on our extensive experience in designing and operating primary care and occupational health clinics, this proposal offers two options for onsite acute care, each of which will reduce Guilford County's annual healthcare expenditure over time as utilization increases. With either option, Guilford County wins by improving the health of employees and by shifting costs away from higher cost acute care facilities, such as physician offices, urgent care centers and emergency departments. The result is reduced claims to your self-funded insurance plan. Employees win due to low or no office visit co-pays and the identification and management of health risks before they result in costly disease or illness. By partnering with Cone Health, Guilford County has the opportunity to make a positive impact on your group health plan, workers' compensation and occupational health needs.

#### **On-site Employee Health & Wellness Clinic**

Based on your population size, an on-site Health & Wellness Clinic staffed by a Nurse Practitioner (NP) for 40 hours/week and a Certified Medical Assistant (CMA) for 40 hours/week will meet your acute care needs for County employees, retirees and covered dependents (ages 16 and over). The on-site Employee Health & Wellness Clinic provides the potential to reduce the cost of lost productivity from absent workers, as well as present workers who cannot perform due to health-related impairments. An on-site clinic will reduce your total healthcare costs, not only through improved health, but also through increased employee productivity and reduced absenteeism.

The full-time NP will provide acute/episodic care for illnesses/injuries, work-related complaints, chronic disease care and management, occupational medicine / workers compensation services, Fit for Duty assessments, health education and vaccinations. On-site dispensing of pre-packaged prescription medications is also available with an on-site full-time NP. In addition to providing clinical care, the NP's role will include advising the County on issues such as policy, environment, blood-borne pathogen exposures, safety issues, etc. The CMA will schedule appointments, prepare clients for examination by taking vital signs and brief histories and assist the NP with procedures such as suturing, incision & drainage of wounds. Additionally, the CMA will schedule appointments for laboratory, radiology, specialist physician care or other services as referred by the NP.

We suggest one location for your on-site Employee Health & Wellness Clinic. Services at this location will include: primary care visits, chronic disease management and acute care services.

A general guide for an efficient clinic would be:

- Two exam rooms (min. 11' x7' each) with space for supplies and medication storage, one office and access to a small reception/waiting area. The second exam room would allow for maximum efficiency so the NP would be able to move quickly between patients.
- Technology equipment including phones, copier and fax, computers, scanners, signature pads.
- Furnishings and medical equipment.

Cone Health will collaborate with the County to recommend furnishings, equipment and supplies, as well as proposing models and consulting on the final design of the clinic space.

If additional on-site accessibility is desired for acute care in different locations or during overnight shifts, the Virtual Health Kiosks described in the option below could supplement the acute care provided in the on-site Health & Wellness Clinic.

[Refer to Exhibit A: On-Site Employee Health & Wellness Clinic](#)

### **Virtual Health Kiosks**

Access to care can be augmented with kiosks placed strategically in County offices to provide private access for telehealth visits in the workplace. With this option, County employees will have 24/7 access to phone and video telehealth visits with board-certified physicians via a cobranded Guilford County landing page. Telehealth physicians will see the employees on demand in real time using Cone Health's telehealth platform. Employees, retirees and dependents will access care 24/7 from home or office utilizing phone and video.

[Refer to Exhibit B: Virtual Health Kiosks](#)

### **B. Health Promotion and Wellness**

Implementing a comprehensive wellness program is one of the most effective strategies in controlling rising healthcare costs, increasing productivity and decreasing sick leave. Research shows that it's more cost-effective to invest in preventive health practices, such as screenings, immunizations, health-risk appraisals, behavioral coaching and health awareness/education, rather than spending resources exclusively on the small minority of employees/dependents who are responsible for high-cost health claims. Additionally, worksite health programs can improve productivity, increase employee satisfaction, demonstrate concern for employees and improve morale in the workplace.

Cone Health will provide a full-time Wellness Coordinator responsible for providing health coaching for low-risk and rising-risk employees, coordinating wellness incentive programs,

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

initiating and coordinating group exercise classes and exercise facility, administering and/or coordinating on-site health promotion classes such as Weight Watchers, smoking cessation, monthly health challenges, prevention/screening education, annual health-risk assessments and coordinated follow up, access to healthy food environment, lunch and learns and stress management education.

Cone Health has a long-standing track record with successful implementation of wellness incentive programs that have resulted in a positive ROI in total spend for healthcare claims. Incentives can be provided through premium reductions or cash based awards as determined by the County. Incentive Program, health-risk assessments, health challenges, fitness center usage and health promotion program participation can be administered electronically through the online wellness platform provided in partnership with BSDI.

The Wellness Coordinator will work with Guilford County to develop and implement incentive programs to encourage employee participation. Examples include:

**Encourage Preventive Care Visits** – Provide cash-based incentive or premium reduction for all plan members who get their annual physical and complete the wellness profile, also known as their health-risk assessment (HRA).

**Improve Population Dietary Habits** – Allow members to earn the incentive through multiple opportunities 1.) Weight Watchers 2.) Registered Dietitian Visit 3.) Group Weight Management Health Coaching 4.) 10% weight loss 5.) Members who have BMI of 27.5 or less automatically earn incentive 6.) Weight loss challenge participation

**Target high-risk population for health coaching** – Employees are identified through their annual HRA, annual labs/biometric testing and claims analysis. Labs are reviewed and employees are notified. Enrollment in the program is optional. High-risk disease management focuses on, but is not limited to, three primary disease states: diabetes, hyperlipidemia and hypertension and will be administered by registered nurse. Programs specifically designed for high-risk populations include:

#### Diabetes Program

- 10 hours of diabetes education through American Diabetes Association certified program
- Monthly visit with a certified diabetes educator if A1C > 7%
- Meeting every 3 months if A1C < 7%
- Free blood sugar meter and testing supplies
- Free limited diabetes, hypertension and hyperlipidemia medications for program participants
- Free A1C testing every 3 months

### Hypertension Programs

- 2 classes – 1 hour each taught by Registered Dietitian (RD)
- Individual one-hour appointment with a nurse educator
- Meeting every 6 months with RN or RD
- BP cuff offered (\$55 value) for \$5
- Free hypertension medications when enrolled in the program

### Hypercholesterolemia Programs

- 2 classes – 1 hour each taught by Registered Dietitian (RD)
- Individual one-hour appointment with a nurse educator
- Meeting every 6 months with RN or RD
- Free hyperlipidemia medications when enrolled in the program

*We identify high-risk health conditions via HRA's, available clinical and claims data.*

**Cone Health also offers additional a la carte wellness programs to supplement your current wellness program.** Our programs include a variety of educational services for wellness programs. Services inform and engage employees in making healthful lifestyle choices.

[Refer to Exhibit C: Wellness Coordinator & Wellness Portal Fee Schedule](#)

[Refer to Exhibit D: A La Carte Wellness Options](#)

[Refer to Appendix III: Cone Health Diabetes Disease Management ROI](#)

[Refer to Appendix IV: ROI on Wellness Incentive Program for Cone Health Employees](#)

[Refer to Appendix V: Cone Health Wellness Portal Homepage](#)

### **C. Pre-employment Screening Services**

1. Provide Post Offer Drug Screening (including Department of Transportation testing protocols).
2. Provide Post Offer Physical Examination for requested personnel.
3. Provide Post Offer Criminal Justice Physical for Sheriff Department.

### **D. Pre-placement, Random, Post-Accident and Reasonable Suspicion Drug Testing**

Conduct drug screens according to standard protocols, chain of custody, follow-up testing and analysis and record-keeping.

1. Provide breath alcohol testing as requested.
2. Conduct reasonable suspicion drug and alcohol testing as requested.
3. Conduct post-accident drug and alcohol testing as required by DOT and County policy.
4. Provide Medical Review Officer (MRO) services related to suspicious and positive drug test results.

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

**E. Annual Flu Vaccine Clinic**

Conduct annual flu vaccine clinic at various County facilities for employees, dependents and retirees. To maximize opportunities for eligible participants, Flu Vaccine Clinics will be offered at various times from early morning to early evenings at multiple County locations. Additionally, by appointment or during times mutually agreed upon by the County and Cone Health, employees, dependents and retirees may obtain flu vaccines at MedCenter Kernersville.

[Refer to Exhibit E: Near-Site Clinic Services Fee Schedule](#)

**F. Prescription Dispensary Services**

Our on-site Health & Wellness Clinic will be permitted by the North Carolina Board of Pharmacy as a limited service pharmacy to allow for on-site medication dispensing by our NP. We will work with Guilford County to identify a pharmaceutical vendor for prepackaged medications.

[Refer to Exhibit F: Medication Dispensing Fees](#)

To ensure optimal on-site clinic services, Cone Health will designate Wanda Smith RN, BSN, MPH, COHN-S, FAAOHN, Manager for Employee Health & Wellness Contract Services, as the point of contact for Guilford County employees utilizing the on-site clinic.

**III. Additional Access to Care**

Cone Health offers two near-site clinics specializing in occupational medicine to supplement the onsite clinic. County employees can opt to be seen at either clinic if more convenient. Our primary Employee Health & Wellness Clinic is located at 200 E. Northwood St, Greensboro, NC. A second clinic is located at MedCenter Kernersville (1635 NC 66 South, Kernersville).

The Cone Health Employee Health & Wellness near-site clinics on Northwood St, Greensboro and in MedCenter Kernersville can be utilized for drug screens, travel medicine, injuries, breath alcohol tests, audiograms, physical capacity profiles and other services. Cone Health will work with Guilford County to provide flexible hours and staffing levels for screenings, flu vaccine clinics or other high-volume or urgent needs.

To ensure optimal access, Cone Health will designate Stephen Coward RN, BSN, MHA, MBA, Manager for Employee Health & Wellness Clinic Services, as the point of contact for Guilford County employees needing office or ancillary services. Mr. Coward will work with staff to ensure access to the following services within 24 hours and typically same-day service:

- Office appointments outside of Employee Health & Wellness Services.

- Appointments at the Employee Health & Wellness Clinic, 200 E. Northwood St. Greensboro, NC.
- Radiology services including x-ray, CT scans, MRI, etc.
- Other diagnostic tests including EKG, echocardiograms, etc.

Cone Health owns and operates a network of physician practices under the umbrella of the Cone Health Medical Group (CHMG). Based on our joint ventures, Cone Health is in a position to leverage these relationships for enhanced care coordination and pricing.

For after hours and weekend coverage, Cone Health will utilize Employee Health & Wellness at MedCenter Kernersville located at 1635 NC 66 South, Suite 145, Kernersville, at a flat rate of \$68/visit + labs and radiology. The hours of operation are 8:00am – 5:00pm, Monday through Friday. After hour and weekend needs will be accommodated at MedCenter Kernersville Urgent Care located in Suite 235. The hours of operation are 8:00am – 8:00pm, Monday through Friday; 9:00am – 6:00pm on Saturday; and 11:00am – 6:00pm on Sunday.

MedCenter High Point is an additional resource offering Emergency Medical Services available 24 hours a day. MedCenter High Point is located at 2630 Willard Dairy Road, High Point NC.

We will refer to any provider in the area. To ensure the greatest degree of continuity of care, there are inherent benefits to keeping patients within Cone Health, but that is not mandatory. We respect the existing relationships that your employees have with primary care providers and specialists. Healthcare costs can be decreased with a narrow network. Adding a design that rewards utilization of the Cone Health network could save both the patient and the employer.

#### IV. Data Analytics

Today, employers are struggling to continue to provide health insurance to their employees and families as health care costs continue to escalate. To combat these costs, employers must look for new ways to control spending.

Used by health plans for years, data analysis is instrumental to any employer's medical cost-controlling strategy for a number of reasons.

Data analysis provides clarity and transparency into the overall health of a population and its disease burden. Understanding this picture allows employers to identify disease or wellness trends. By identifying these trends – such as spikes in utilization, gaps in evidence-based care standards, disease prevalence and admissions – employers can more efficiently and effectively improve the focus and implementation and execution of health and wellness initiatives and equally as important, assess the effectiveness of these programs in bending the cost curve.

However, in addition to helping employers gain a deeper understanding of present costs, some of the real benefit of data analytics lies in the power of prediction. New predictive and risk adjustment methodologies can help employers identify those members who are most likely headed for a poor or costly health outcome and allow time for proactive intervention.

Cone Health is on the cutting edge of data analytics. Through its Accountable Care Organization (ACO), Triad HealthCare Network (THN), Cone Health has integrated with hundreds of local primary care physicians throughout Guilford, Alamance, Rockingham and Randolph counties. This means that Cone receives clinical information on tens of thousands of patients from over 30 different Electronic Health Records (EHR) throughout the community on a daily basis. Cone Health is able to then combine this clinical information with an employer's claims and Health Risk Assessment information to provide the most comprehensive view of a population available.

There are many possible data analytics strategies to consider and pursue, and we are committed to implementing the strategy that is right for you. Please contact us for additional information and pricing.

**EXHIBIT A: On-site Employee Health & Wellness Clinic**
**Recruitment and Hiring**

No additional fees are incurred for recruiting and hiring. Cone Health manages the staff recruitment and hiring process for all health care professionals. Potential candidates are screened on the basis of qualifications and experience. Preference is given to those applicants with occupational health or urgent care experience, as well as primary care in private practice. The Cone Health recruitment process involves background checks, drug screen, licensure verification, skill identification, provider interviewing and credentialing. Cone Health strongly encourages and supports clients in their request to interview all potential providers prior to placement in the facility. Guilford County will have input on the selection of staff. Typically, two finalist candidates are presented to the client for feedback and input.

**Start-Up Clinic Costs** \$15,000  
 Includes all initial supplies needed to open clinic.

**Start-Up EMR (EPIC) Costs** \$3,000  
 Covers implementation, training and post go-live/on-going support. Guilford County is responsible for providing and maintaining the hardware, as well as establishing the network within the office. We provide the VPN connection once the network is in place. EPIC is hosted on our campus, so there is not a need for servers at the site.

**Onsite Employee Health & Wellness Clinic Operating Costs**  
 Includes 2 exam room(s) operating 40 hours per week.

**Staffing and Benefits Fees – 1.0 FTE Nurse Practitioner and 1.0 FTE CMA**  
 Model includes 3% annual salary increase for staff.

Year 1	\$225,826
NP @ \$86.57/hour x 2080 hours =	\$180,066
CMA @ \$22.00 /hour x 2080 hours = \$	45,760
Year 2	\$232,601
Year 3	\$239,579
 EMR	
\$300 /NP/Month	\$3,600 per year
 Estimate of Variable Costs	
Year 1	\$74,811
Year 2	\$89,956
Year 3	\$106,522

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

Variable costs include routine drug and medical supplies and are dependent upon the number and acuity of visits.

If our hospital campus locations are more convenient for an employee or dependent, with the County's approval, near-site clinic visits will be charged at \$68 per visit, plus labs and radiology as needed.

**ROI Reports****Health Center Utilization**

Cone Health will track utilization by visits, including diagnoses. We will provide Guilford County with a Healthcare Savings Report based on cost avoidance. The cost per visit calculation for the on-site clinic visit compared to a visit to an off-site clinic visit is \$80 for a typical off-site clinic visit vs. an average cost for an on-site clinic visit of \$28/visit.

**Participant Satisfaction**

Patient satisfaction surveys are utilized in the onsite and near-site clinics. Results are shared with the employer.

**Changes in Cost of Care**

In conjunction with data from your TPA, we will provide you with reports tracking aggregate data for your ensured population. Additionally, we will provide reports indicating the improvements gained by the employee group who participate in the recommended medical interventions and educational programs.

We will provide an itemized monthly bill for all services rendered. One-time fees can be paid in 12 equal installments with no interest.

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

**EXHIBIT B: Virtual Health Kiosks**

Payment Option 1. "Guaranteed Cost Model"

- a. Guilford County branded landing page for Telehealth with inclusive cost of \$2.25 per 2578 employees per month adults and pediatric  

\$5,800 per month	\$69,600.00 per year
-------------------	----------------------
- b. No per visit charge
- c. Kiosks are an option as a onetime investment of \$2,000.00 per site

Option 1 Analysis: Fixed costs could be billed monthly

- Free to employees from anywhere (work, home or travel)
- 24/7 coverage and all shift coverage
- No recurrent site costs, no annual staffing costs, no minimal office size for access and no employee travel time needed
- No change in cost with variable use rate

ROI: If the employee chooses a telehealth visit over a clinic OV, Urgent Care or ER the savings is at least \$80 per visit to the health plan.

Payment Option 2. "Minimal Fixed Cost Model"

- a. Guilford County branded employee landing page for telehealth  

@ .20 PMPM for 2578 employees & dependents adults and pediatrics	\$6,180 Annual cost
\$515.00 per month	
- b. Per visit charge for employee telehealth visits (video or phone)  
 24/7 coverage (origination for any electronic site including a kiosk)
- c. Site kiosks for employees without video access or who need consultations at work  

One Time Installation Fee	\$2000.00 per kiosk
---------------------------	---------------------

Option 2 Analysis:

- Minimal upfront costs of annual landing page fee and onetime costs for kiosks
- Pay as you go for telehealth and phone consultations at \$45 billed directly on the 15th of each month
- Guilford County has the option to "cost share" with employee by charging \$10 copay collected electronically by credit card on landing page. Total cost remains the same.
- 24/7 coverage from office, home or national travel

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

- No recurrent site costs, no annual staffing costs, no minimal office size for access and no employee travel time needed
- All shifts are covered
- For 2578 employees, the expected telehealth visit rate is approximately 2 – 4 visits per 24-hour day, 7 days a week
- If the employee chooses a telehealth visit over a Primary Care Physician Clinic Visit, Urgent care or ER, the savings is at least \$80 per visit to the health plan.

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

**EXHIBIT C: Wellness Coordinator & Wellness Portal Fee Schedule****Wellness Coordinator**

1.0 FTE, contracted for 50 weeks per year

\$32.00/hour x 2000 hours =

\$ 64,000/yr.

Guilford County to provide office space, computer, supply access

**Wellness Portal**

\$12 per member per year

Guilford County to determine whether to include spouses and dependents age 16 and older

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

**EXHIBIT D: A La Carte Wellness Options****Massage Therapy**

Massage therapy is an integrated component of healthcare and physical rehabilitation programs. It aids in the recovery of chronic muscle tension and pain, increases joint flexibility, improves circulation and reduces mental and physical stress. Massage therapy can be provided as a part of your next health fair by scheduling one of our therapists to provide chair massages for your employees. The fee is \$45/hour for contract companies and \$50/hour for non-contract companies. Some companies choose to bring in a massage therapist on a weekly basis. The employer or the employee can pay the fee.

**Fitness-Mapping Program**

Our fitness-mapping program focuses on testing various aspects of the employee's fitness and creating exercise goals based on the employee's test results. Participants work with an exercise specialist for one hour to create a fitness map, goals and individual exercise plan. The fee is \$75. As a bonus, participants receive three 30-minute follow-up appointments at a deeply discounted rate of \$10 each within one year of the original assessment. Fitness mapping includes the following services:

- Health History
- Blood Pressure and Heart Rate
- Body Composition: Body Fat, Circumferences & BMI
- Cardiovascular Test
- Muscular Strength Test
- Muscular Endurance Test
- Flexibility Test
- Health Risk Assessment
- Assistance in developing exercise goals and plan

**Fitness Classes**

Cone Health offers a number of fitness options for employers. This is a great way to encourage fitness by means of group exercise. Get your employees motivated with a Zumba class or encourage stress relief through Yoga. Onsite Group Fitness Classes are \$30/hour. We also provide Couch to 5K Training for \$40 per participant and Personal Training for \$40/hour.

**Weigh to Wellness**

Forget fad diets, weekly weigh-ins or expensive foods. Our six-week program, will assist your employees in making positive, lasting lifestyle changes in order to enjoy better health. A registered dietitian leads the class and provides weekly individual customized goals and feedback. The fee for the 6-week series is \$600.

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

### **Medical Nutrition Therapy**

Making sense of food labels, grocery choices and restaurant menus are a challenge, especially if you are trying to control a medical condition, lose weight or avoid food allergens. Our Medical Nutrition Therapy program offers eating, cooking and food shopping guidelines tailored to each patient's individual needs. Your employees can receive one-on-one or group nutrition counseling from a Registered Dietitian. This program can assist with a range of medical goals and conditions, including weight loss, high blood pressure, diabetes, food allergies or renal failure. We also offer onsite registered dietitians to employers for one-on-one counseling sessions, presentations or help with cafeteria menus and healthy snack options. The onsite fee for Registered Dietitians is \$55/hour.

### **Diabetes Management**

Our diabetes programs are recognized by the American Diabetes Association for excellence in diabetes education. Certified Diabetes Educators work closely with employees to supplement the care provided by their doctor in order to extend the best management of your employee's individual needs. We can bring any of our diabetes programs onsite to your business to make it affordable, efficient and convenient.

### **Biometric Screenings**

Biometric screenings include, but are not limited to, measuring levels on measurement of blood sugar, cholesterol (HDL and LDL), blood pressure and body mass index (BMI).

### **Lunch and Learns**

Lunch and Learns are available on a variety of topics in regard to nutrition, fitness and overall health and wellness. One of our specialists is available to provide pertinent information and engage your employees on the topics that are of interest to your population. The fee for onsite lunch and learns is \$75/session plus mileage costs.

### **QuitSmart**

This four-session quit smoking class combines several treatments to produce a potent stop-smoking program. The latest revision incorporates a new way to use the nicotine patch that may quadruple quit rates. Each smoker receives a QuitSmart Stop Smoking Kit that includes a guidebook, hypnosis CD and a patented cigarette substitute that simulates the look and feel of a real cigarette. Each QuitSmart Kit costs \$32. The total fee, exclusive of the participant kits, will be \$450 for the series, including follow up. If Cone Health provides an onsite Wellness Coordinator, he/she could teach the QuitSmart classes so that no additional fee would be required.

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

**EXHIBIT E: Near-Site Clinic Services Fee Schedule**

Brief PE-MD	\$68	Nurse Exam	\$47
Extensive PE-MD	\$88	Respiratory Clearance	\$25
DOT PE	\$73	Fit Test	\$45
Non NIDA UDS 12 pnl	\$44	TSH	\$26
Non NIDA UDS 10 pnl	\$42	PSA	\$32
NIDA UDS	\$62.50 (includes MRO)	Health Survey Panel	\$43
Rapid UDS	\$37	Titmus	\$32
5 panel UDS	\$34	CMP	\$11
Breath Alcohol Test	\$40	Ishiharia (color vision)	\$21.50
BAT Confirmation	\$26.50	Audio	\$37
MRO	\$51	EKG	\$72.50
TB Skin Test	\$20	PCP	\$140
A1C	\$15	Return to work	\$77.50
Quantiferon TB Test	\$50	CBG	\$16
Pulmonary Function	\$42	Injection Fee	\$11
Urine Dip Test	\$11	Venipuncture	\$7.50
Urine Pregnancy Test	\$15	X-ray	variable
Lipid Profile	\$11	Cholestech	\$28
Urine/Hair Collection Only	\$15		
<b>Vaccines/Meds</b>		<b>Titers/Lab Draw</b>	
Flu Shot	\$30	Hep A	\$31
Hep A & B Combo	\$115	Hep B	\$63
Hepatitis A	\$80	Measles	\$38
Hepatitis B	\$80	Mumps	\$38
Jap Encephalitis	\$260	Rubella	\$32
Meningitis	\$150	Varicella (chicken pox)	\$48
MMR	\$74		
Polio	\$55		
Rabies	\$255		
TdAP	\$57		
Typhoid	\$115		
Typhoid Oral	\$80		
Varicella (chicken pox)	\$132		
Yellow Fever	\$170		
Travel Consult	\$50		

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

**EXHIBIT F: Medication Dispensing Fees**

The North Carolina Board of Pharmacy requires a licensed pharmacist to conduct a weekly on-site review of each patient chart for which a medication was dispensed. Pharmacist time will be billed at \$77 per hour. Based on the size of your member population, we estimate 12 hours of on-site pharmacist's time per month. The NC Board of Pharmacy requires an annual fee of \$300 for the NP to dispense medications. This fee will be passed through to Guilford County.

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

**APPENDIX I: Services & ROI for Existing Clients**

Cone Health offers a variety of options to meet business healthcare needs. A program for Guilford County employees will be tailored to the specific needs agreed upon with Guilford County leadership.

Highlighted below are five of Cone Health's successful Occupational Health Services contracts in both Guilford and Alamance counties, which together provide employee health and wellness services to more than 5,000 employees of these organizations and their dependents.

**Elon University** – Cone Health operates the Faculty/Staff Health & Wellness Clinic for employees of Elon University – providing acute care for illnesses, injuries and chronic disease management. The Center is staffed with nurses (74 hours weekly) along with a Physician's Assistant (PA) (20 hours weekly) and clerical support (40 hours weekly). Elon currently has 1511 employees and the utilization rate is 46% for the clinic. Other wellness opportunities are massage therapy, exercise classes, a yearly pedometer program, screenings such as breast, prostate, skin and cardiac, meditation, EACP, lunch & learns and music class are all a part of our program. The combined health and wellness utilization on average is 75%.

- The PA visits each year have consistently increased from 271 in 2010 to 1234 in 2015-16. The corresponding cost avoidance has increased from \$6,182 to \$98,720.00 Employees have enjoyed convenient, quick and cost-free healthcare at work while Elon University has realized increased employee productivity, less time away from work and improved employee satisfaction.

**2015-2016 Utilization and Cost Avoidance**

Type	Utilization	Cost avoidance
PA visits	1234	\$98,720.00
RN visits	2603	*
Lab testing	1532	\$241,468.00
Vaccines	639	\$9526.00
Procedures	766	\$10,038.00

\*Cost Avoidance for RN visits is not calculated

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

**Glen Raven** – We have four clinics staffed with one Advanced Practice Provider and one nurse with the exception of Norlina that is staffed with the Advanced Practice Provider. Each site offers services to employees and covered dependents for acute care, primary care in some cases, chronic disease management and many wellness activities. Employees have been issued “challenges” to compete with coworkers in teams for weight loss, exercise/walking and other lifestyle change events. Incentives are offered for those participating. Glen Raven Mills has on-site fitness centers at three of the locations. They are realizing a 2:1 ratio for ROI. All sites averaged together for Glen Raven yielded monthly cost savings of \$65,568 during 2015.

**Member Participation – Med Plan: Employees, Spouses, Children 18+**

Members are risk stratified based on the definitions provided below. A member can fall into more than one disease category due to comorbidities. Participation and participation rates are based on the date ranges selected for the current period.

**Disease Complexity**

Complexity	Description
Intermediate	Members diagnosed with heart disease, diabetes, severe hypertension or stroke.
Advanced	Members diagnosed with any chronic condition, plus chronic kidney disease or congestive heart failure.
Basic	Members diagnosed with one or more of the following chronic diseases: hypertension, hyperlipidemia, or asthma.
Non-Chronic	Members without a diagnosed disease management condition.

**Diabetes**

Complexity	Members	Participants	Participation Rate	Clinic Visits	Average Visits per Member
Advanced	28	26	92.9%	250	8.9
Intermediate	308	274	89.0%	2120	6.9
<b>Total</b>	<b>336</b>	<b>300</b>	<b>89.3%</b>	<b>2370</b>	<b>7.1</b>

**Heart Disease**

Complexity	Members	Participants	Participation Rate	Clinic Visits	Average Visits per Member
Advanced	35	31	88.6%	243	6.9
Intermediate	106	94	88.7%	591	5.6
<b>Total</b>	<b>141</b>	<b>125</b>	<b>88.7%</b>	<b>834</b>	<b>5.9</b>

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

**Hypertension**

Complexity	Members	Participants	Participation Rate	Clinic Visits	Average Visits per Member
Advanced	74	66	89.2%	478	6.5
Intermediate	378	335	88.6%	2376	6.3
Basic	446	381	85.4%	2747	6.2
Total	898	782	87.1%	5601	6.2

**Obesity**

Complexity	Members	Participants	Participation Rate	Clinic Visits	Average Visits per Member
Advanced	37	34	91.9%	281	7.6
Intermediate	344	329	95.6%	2429	7.1
Basic	465	432	92.9%	2681	5.8
Total	846	795	94.0%	5391	6.4

**Hyperlipidemia**

Complexity	Members	Participants	Participation Rate	Clinic Visits	Average Visits per Member
Advanced	75	68	90.7%	507	6.8
Intermediate	431	386	89.6%	2816	6.5
Basic	801	705	88.0%	4219	5.3
Total	1307	1159	88.7%	7542	5.8

**Asthma**

Complexity	Members	Participants	Participation Rate	Clinic Visits	Average Visits per Member
Advanced	8	6	75.0%	37	4.6
Intermediate	77	69	89.6%	554	7.2
Basic	122	83	68.0%	568	4.7
Total	207	158	76.3%	1159	5.6

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

**All Patients**

Initial Reason for Visit (Total)	Visits	Actual Types of Care Provided		
		Acute	Wellness/Preventive	Chronic/Disease Management
Acute	2855	2751	94	117
Wellness/Preventive	5191	76	510	295
Chronic/Disease Management	2876	91	271	2805
<b>Total</b>	<b>10922</b>	<b>2918</b>	<b>546</b>	<b>3217</b>

**Chronic Patients**

Initial Reason for Visit	Visits	Actual Types of Care Provided		
		Acute	Wellness/Preventive	Chronic/Disease Management
Acute	2467	2375	82	114
Wellness/Preventive	4430	67	4350	281
Chronic/Disease Management	2772	85	259	2705
<b>Total</b>	<b>9669</b>	<b>2527</b>	<b>4691</b>	<b>3100</b>

**Non-chronic Patients**

Initial Reason for Visit	Visits	Actual Types of Care Provided		
		Acute	Wellness/Preventive	Chronic/Disease Management
Acute	388	376	12	3
Wellness/Preventive	761	9	754	14
Chronic/Disease Management	104	6	12	100
<b>Total</b>	<b>1253</b>	<b>391</b>	<b>778</b>	<b>117</b>

**Referrals**

PCP	Specialist	Other	Total
19	141	35	195

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

**Alamance County Government** – We manage the acute care clinic for 1,700 employees and covered dependents, staffing it with one Advanced Practice Provider and one certified medical assistant (CMA) for five hours per day Monday through Friday. Most visits are acute illnesses and injuries, but we also provide primary care to some employees and chronic disease management to others. We also provide allergy injections and other injectable medications. Physical exams are provided for employees or their covered dependents for job performance requirements or other needs. In 2015, Alamance County Government averaged saving \$41,687 per month due to clinic utilization.

**Alamance Regional Medical Center** – We provide the acute care clinic for 2,200 employees. One Advanced Practice Provider and one CMA staff the clinic for four to five hours per day Monday through Friday. The hospital realized an average cost avoidance of \$11,987 per month during 2015.

**Town of Gibsonville** – In the initial year of the contract, Gibsonville realized a savings of \$13,000 when they compared trend to their rate increase and subtracted out the cost of the clinic. This past year, their Blue Cross Blue Shield (BCBS) rates went up by about 4% due to Affordable Care Act mandates while others were experiencing much larger increases and that is with a very rich BCBS PPO plan. In 2014, Gibsonville's rates decreased by 1% and they had very small increases in the prior 2 – 3 years, again while other municipalities were experiencing large increases. Their Human Resources Officer attributes the savings to lower claims due to use of the clinic, education and increased wellness activities. Overuse of the emergency services was historically a problem for Gibsonville. We did some education – encouraged employees to use the clinic and urgent care sites if absolutely needed as an alternative to the Emergency Department. ED visits have decreased each year. Gibsonville's Worker's Comp experience modification has gone down for two years in a row and is currently at 0.89%. Gibsonville uses the clinic as the first line of care for WC if it's during work hours and pay out of pocket for first aid only. If there is a need to refer the employee for additional care, the claim is picked up by the carrier.

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

**APPENDIX II: Contact Information for Municipal Clients**

Alamance County Government  
Sherry Hook  
Human Resources Manager  
(336) 570-4035  
[Sherry.Hook@alamance-nc.com](mailto:Sherry.Hook@alamance-nc.com)

City of Burlington  
Sheila Traywick  
Occupational Health Manager  
(336) 229-3584  
[straywick@ci.burlington.nc.us](mailto:straywick@ci.burlington.nc.us)

City of Graham  
Frankie Maness  
City Manager  
(336) 570-6700  
[fmaness@cityofgraham.com](mailto:fmaness@cityofgraham.com)

Town of Gibsonville  
May Hill  
Human Resources Officer  
(336) 449-4144  
[mhill@gibsonville.net](mailto:mhill@gibsonville.net)

City of Greensboro  
Matthew Schweitzer, Safety  
401 Patton Avenue  
Greensboro, NC 27406  
(336) 373-2167  
[Matthew.Schweitzer@greensboro-nc.gov](mailto:Matthew.Schweitzer@greensboro-nc.gov)

City of Greensboro  
Rosa McDougal  
401 Patton Avenue  
Greensboro, NC 27406  
(336) 373-2412  
[rosa.mcdougal@greensboro-nc.gov](mailto:rosa.mcdougal@greensboro-nc.gov)

City of Reidsville  
Carolyn Nimmons  
230 West Morehead Street  
Reidsville, NC 27320  
(336) 349-1058  
[cnimmons@ci.reidsville.nc.us](mailto:cnimmons@ci.reidsville.nc.us)

Town of Kernersville  
Angela Whitley  
PO Box 728  
Kernersville, NC 27285  
(336) 992-0741  
[awhitley@toknc.com](mailto:awhitley@toknc.com)

### APPENDIX III: Cone Health Diabetes Disease Management ROI

With the use of Care Coordination Nurses, Cone Health's first year with Diabetes Disease Management attained the following results:

First year results in a ROI 9.58

- ✓ Achieved 50% savings on cohort group.
- ✓ ER use reduced 42%, Hospitalizations reduced 65%, Sick days reduced by 2.9 days.
- ✓ Experienced an average decrease of 1.64 in A1C

From Baseline to 12+ months saw the following member trends

- Exercising increased from 47% to 78%
- Checking blood sugar at least daily increased from 66% to 93%
- Daily foot inspections increased from 80% to 100%

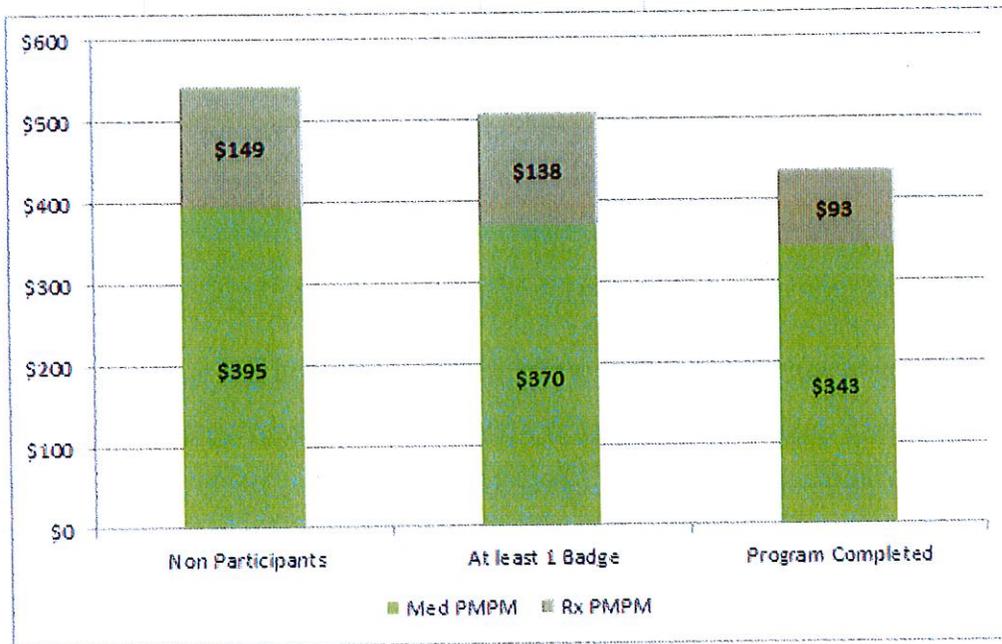
In general, studies indicate for every 1% decrease in the A1C level it creates \$3,500 per person in savings per year.

- ▼ Decrease in the risk of fatal and nonfatal heart attack by 14%
- ▼ Decrease in the risk of stroke by 12%
- ▼ Decrease in the risk of amputation and death from peripheral artery disease (PAD) by 43%
- ▼ Decrease in the risk of heart failure by 16%
- ▼ Decrease in the complications of eye, kidney and nerves damage by 40%

Two years – 136 members x avg. 1.71% decrease in A1C x \$3500 / member / year =  
\$816,340.00 Costs Avoidance

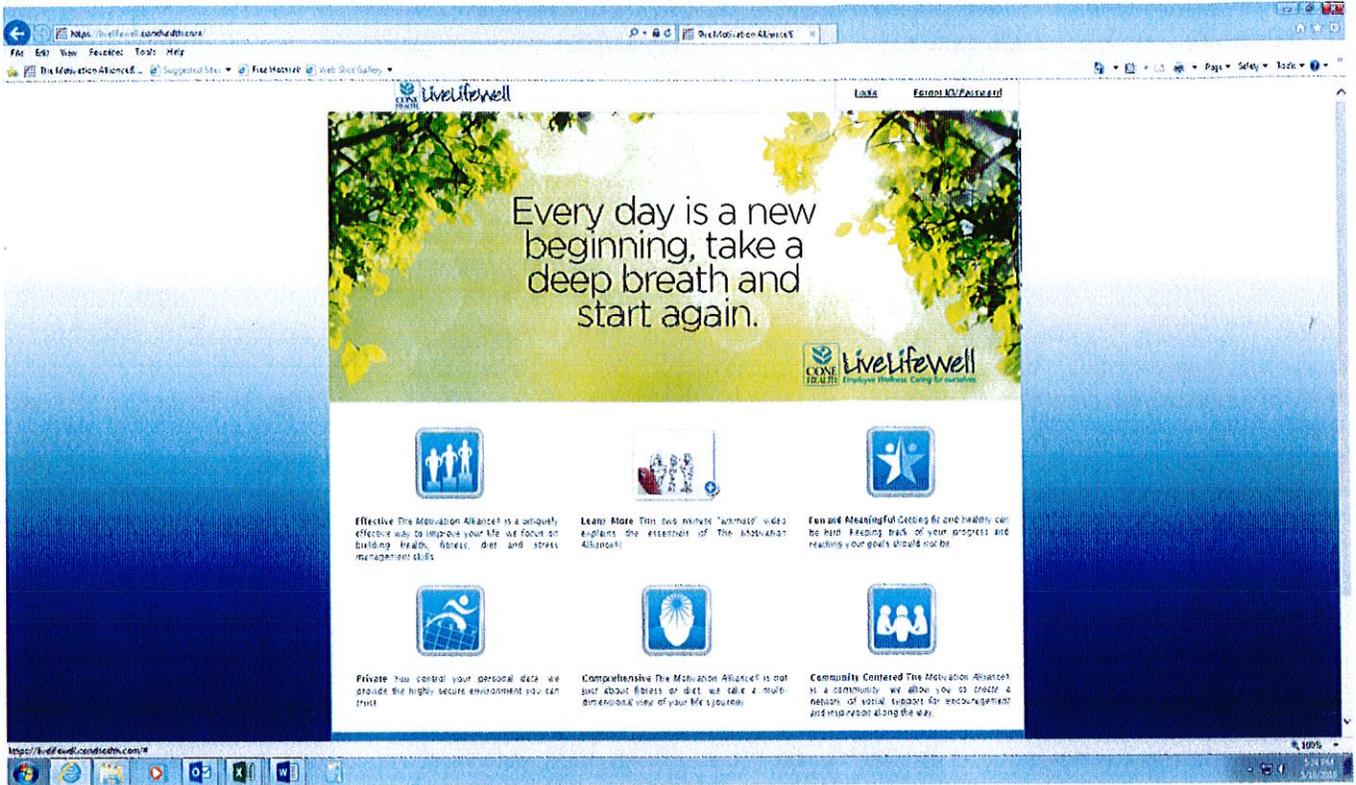
**APPENDIX IV: Wellness Incentive Program ROI for Cone Health**

The chart below illustrates the per-member-per-month costs (both medical and Rx) for three groups of Cone Health employees: non-participants in the wellness incentive program, employees who participated in at least one incentive and employees who completed the entire incentive program. The results show that the employees who completed the program compared to the non-participants experienced a 20% per member per month reduction (\$436 total compared to \$544 per-member-per-month) in claims costs. Employees who completed at least one badge experiences a 9% (\$508 per-member-per-month compared to \$544) reduction in claims. This data represents paid claims from 10/1/14-9/30/15.



This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

**APPENDIX V: Cone Health Wellness Portal Homepage**



This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.

# Cone Health Collateral Material

---

This document contains client confidential and privileged information and information about pricing and procedures that is confidential and proprietary to Cone Health. The content of this document may be used only for contract or for the purpose of a prospective client and its attorneys to assess pricing, services and conditions for a contract with Cone Health. No other use, duplication or distribution of the content of this document is permitted. © 2016.



# CONE HEALTH<sup>®</sup>

## Employee Health & Wellness

### **Partner with us.**

Our goal is to protect your two most important assets - your employees and your bottom line.

### **Programs customized for each employer.**

Whether it's onsite health promotion and wellness screenings, OSHA-required testing or work-related injury management, Cone Health Employee Health & Wellness can create a program to suit your business needs.

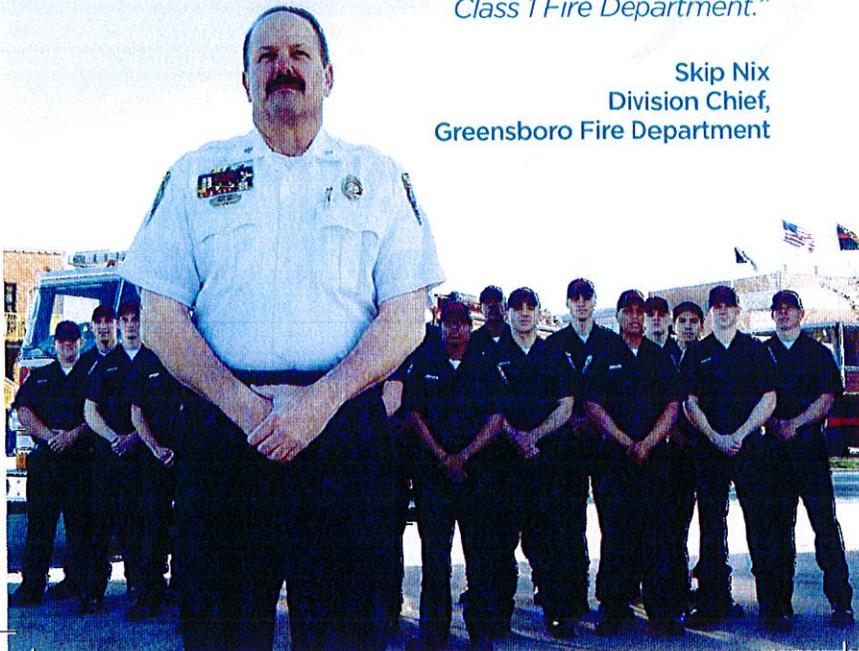
### **Convenient online reporting capability.**

Business partners can retrieve information about employee visits 24/7 through our Web-based system. The user-friendly system can be accessed by multiple users if needed.

*"When you are trying to schedule physicals for 480 people, it's a lot. Cone Health handles all of that for us. Our relationship with Cone just takes a lot of headache out of what we do."*

*"Cone Health Employee Health & Wellness has provided Class 1 health care services to a Class 1 Fire Department."*

**Skip Nix**  
Division Chief,  
Greensboro Fire Department



# Employee Health & Wellness

## **Comprehensive strength screenings.**

The Physical Capacity Profile® Testing System helps employers by ensuring employees have the physical strength to safely perform their job responsibilities. Our special equipment assists employers with matching the candidate's physical abilities to the physical demands of the job.

The Network for Exceptional Care™ offers a variety of locations to meet your company's after-hours needs. With five emergency departments in the Triad and three Urgent Care facilities offering extended hours, Cone Health is available day and night.

## **Services include:**

- Pre-employment screenings
- Fit for duty testing
- 24-hour injury care
- 24-hour post-accident urine drug collection
- 24-hour alcohol testing
- DOT physicals
- Workers compensation
- Executive physicals
- Onsite clinics
- Audiometric screenings
- Flu clinics
- Health Risk Assessments
  - Cholesterol
  - Blood sugar
  - Complete metabolic panels
  - Flu shots
  - Blood pressure checks
  - BMI
- Educational Programs
  - Smoking cessation
  - Health-related topics
  - Nutrition & diabetes management
- OSHA-required testing
- Substance abuse screening
- Immunizations
  - Hepatitis A and B
  - Travel vaccines and consultations
  - Tdap
  - MMR
  - PPD



**CONE HEALTH®**

**Employee Health & Wellness**

336-538-8012   336-832-3600   336-992-5900   919-568-7304  
Burlington   Greensboro   Kernersville   Mebane

[conehealth.com/EmployeeHealth](http://conehealth.com/EmployeeHealth)



**CONE HEALTH.**  
**Employee Health & Wellness**

## Need a DOT exam?

**Our trained and certified medical examiners can assist.**

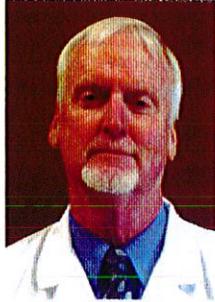
The Federal Motor Carrier Safety Association (FMCSA) is working to improve highway safety. Driver health and safety has taken a spotlight in the development of the National Registry of Certified Medical Examiners list. This National Registry requires medical examiners to be trained and certified so they can determine accurately and effectively whether a driver's medical fitness meets FMCSA standards.

As of May 2014, FMCSA:

- Requires motor carrier drivers to use only medical examiners listed on the National Registry.
- Only accepts physical exams performed by a valid medical examiner listed on the National Registry.



## Our experts can help.



**James D. Strickland, M.D.**  
More than 35 years of experience in Emergency Medicine and general preventive medicine.



**Mary Ruth Hunt, M.D.**  
Board-certified physician with almost two decades of experience.



**Thomas Kingsley, M.D.**  
Former military doctor with more than 25 years of experience.



**Katy Bess, NP-C**  
Former Air Force Officer and certified nurse practitioner.

The Federal Motor Carrier Safety Association (FMCSA) requires monthly electronic reporting of results for all drivers who have been examined. This means, for the first time, drivers who are not certified or are disqualified by a medical examiner will be tracked by FMCSA. Highway safety officials hope to motivate drivers to improve their health with these changes.



### **CONE HEALTH®** **Employee Health & Wellness**

Burlington   Greensboro   Kernersville   Mebane  
(336) 538-8012   (336) 832-3600   (336) 992-5900   (919) 568-7304  
[conehealth.com/EmployeeHealth](http://conehealth.com/EmployeeHealth)



**CONE HEALTH.**  
Employee Health & Wellness

## Reaping the Benefits: Focusing on Health and Wellness

The Town of Gibsonville's first wellness fair in 2007 identified an employee's elevated blood pressure. The employee was taken immediately to the hospital. That's when the municipality's human resources officer knew she was onto something. With a heart attack or stroke averted, May Hill began focusing on health and wellness initiatives that could not only benefit employees – and save lives – but positively impact the town's bottom line, too.

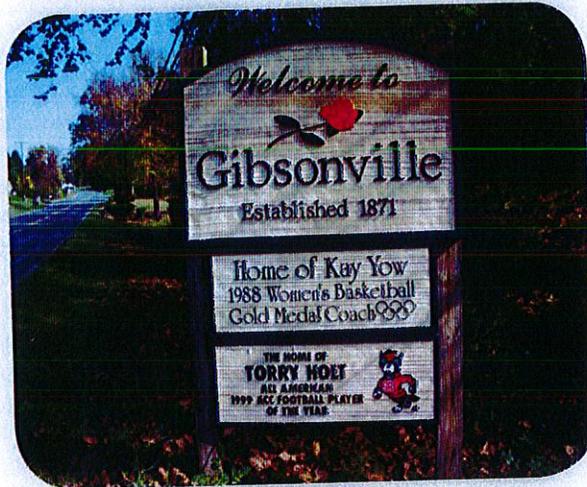
"One of the first big investments we made was having an on-site nurse several hours a week. Not only were employees increasingly focusing on their health, but both absenteeism and workers' compensation claims notably decreased," said Hill. "Even after paying for all the costs associated with our nurse, we saved \$13,000 that first year alone."



May Hill  
Human Resources Officer

Today, the Town of Gibsonville uses their on-site nurse for vaccinations, health screenings, drug testing, minor illnesses and more. Also, employees have access to nearby Cone Health Employee Health & Wellness clinics and an employee assistance counseling program, both of which are fully covered by the town as well.

*"The Town of Gibsonville emphasizes employee wellness, not just because it makes good economic sense, but because we really care about our folks being whole physically, emotionally and financially."*



### TOWN OF GIBSONVILLE

Over the last few years, the Town of Gibsonville has achieved nearly 100% participation in their annual Blue Cross Blue Shield Healthy Outcomes Program where employees accrue points toward paid time off for completing no-cost health and wellness activities. The cost savings from this program are reinvested into a Healthy Lifestyle Reimbursement Program, which can be used for gym membership, Weight Watchers and more. In addition, the town has an active health and wellness committee and newsletter, nutritional counseling, lunch and learns, walking trail maps and even a "fruit of the month" initiative featuring local farm fresh produce.

"As a town, it's our responsibility to be good stewards of citizen's tax dollars and to support our employees, who appreciate prompt access to no-cost health care and medical professionals as needed," concluded Hill. "Our relationship with Cone Health has been a win-win for us."

## Fire department focuses on healthy workers

Firefighting is a physically demanding job. And Skip Nix, Division Chief and Training Supervisor for the Greensboro Fire Department, wants to ensure his team is up to the task.

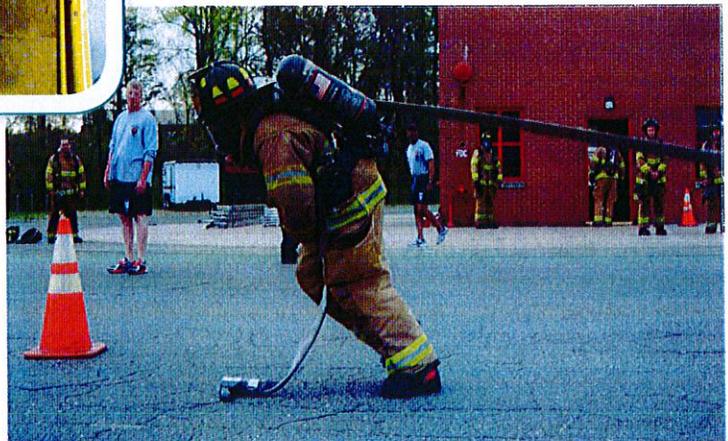
All city firefighters receive annual physicals conducted by specialists on the Cone Health Employee Health & Wellness team. Annual fitness exams also are offered to monitor changes in physical condition that can signal an underlying problem.

"Annual screenings help us intervene early and keep the members of our team as healthy as possible," Nix says.

One special point of emphasis is tracking the early signs of heart disease — and for good reason. Those responding to an emergency often experience a rush that can cause heart rates to soar. If an individual has an underlying heart condition, the stress can trigger a heart attack. It's the number one cause of death among firefighters.



"We don't want Greensboro firefighters to become part of those statistics," Nix says. "Cone Health monitors members of our team from year to year and stays on top of subtle changes in cholesterol levels, weight, physical conditioning and other factors that can impact wellness. It's been a very positive thing for us."



### Employee Health & Wellness

Our team partners with employers to deliver a wide range of services:

- Health and wellness programs.
- Occupational health.
- Substance abuse screening.
- Immunizations.
- Vision and hearing tests.
- Pulmonary function tests.
- Annual physical exams.
- Care for work-related injuries.

Visit [conehealth.com/EmployeeHealth](http://conehealth.com/EmployeeHealth)

Employee Health & Wellness supports the Greensboro Fire Department among its partnering businesses. Division Chief Skip Nix says: "When you are trying to schedule physicals for 480 people, it's a lot. Cone Health handles all of that for us. Our relationship with Cone just takes a lot of headache out of what we do."



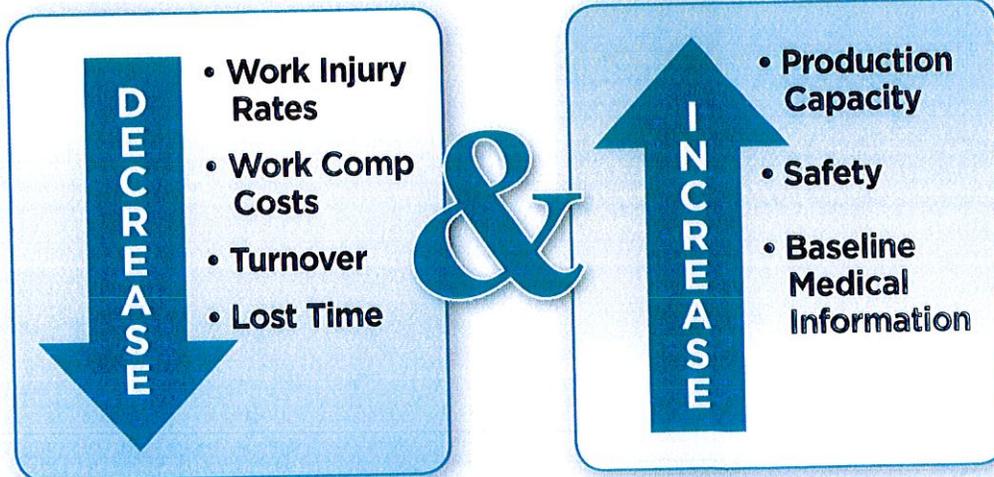
**CONE HEALTH®**  
Employee Health & Wellness

## Make SMARTER Employment Decisions

### Physical Capacity Profile®



- Have you ever wondered if your new hire really had the strength or fitness to do the job they were hired for?
- Concerned about a new employee bringing an old injury to their position at your company?
- Ever wondered if an employee was really ready to return to the same job after an injury?
- We can help you and your employees avoid the pain and cost of work-related injuries.  
**The best way to treat an injury is to prevent it!**



# Reaping the Benefits: Focusing on Health and Wellness



For Glen Raven, Inc. employees, one of the biggest perks may be the free corporate-funded health clinics the company offers employees, their spouses and dependents 18 and older. Offered in partnership with Cone Health Employee Health & Wellness providers, the clinics serve hundreds working at diverse facilities, including the corporate office as well as a warehouse, transportation center and manufacturing plants, located in Burlington, Burnsville or Norlina, N.C.



"Since 2009 Glen Raven and ARMC/Cone Health have partnered to provide on-site medical services and support to our associates," said Leib Oehmig, Chief Operating Officer. "The clinical staff skillfully and compassionately cares for the health and well-being of their patients and works tirelessly with company leadership to support our commitment to our associates."

"Glen Raven is extremely forward-thinking when it comes to the health of their employees and qualified dependents," affirmed Wanda Smith, MPH, BSN, RN, COHNS, FAAOHN, Cone Health's Systemwide Manager Employee Health & Wellness Contract Services. Glen Raven's three free North Carolina health clinics are staffed by Cone Health employees, including three nurse practitioners, two occupational health nurses and a part-time registered dietician. Together, they offer acute care, chronic disease management and annual health risk assessments, including blood work, to inform healthy lifestyles and ongoing care plans. In October 2015, the clinic serving the corporate headquarters was re-opened in a new location next to the company's free fitness facility.

Glen Raven's clinics are conveniently located to its facilities and offer extended hours to accommodate all shifts. Rounding out the offering are quarterly programs including healthy eating, weight management and exercise challenges. As well, the company provides free fruit to employees at all locations.

"I am fortunate to lead an organization where our employees are our #1 priority, and our commitment to them shows in everything we do," concluded Leib Oehmig, Chief Operating Officer. "The clinical staff goes above and beyond every day in every interaction to support our commitment to our employees."

*"The clinical staff skillfully and compassionately cares for the health and well-being of their patients and works tirelessly with company leadership to support our commitment to our associates."*



Leib Oehmig  
Chief Operating Officer



# Where Good Health Is Irreplaceable

As Bob Page, founder of Greensboro-based Replacements, Ltd., learned first-hand, employee health and wellness programs like those Cone Health offers his company can be life-altering. When participating in Replacements' 2008 on-site healthcare screenings, Page received a suspicious result: further examination affirmed Page had prostate cancer.

"The first 24 hours after I found out were so depressing, but then I got on the internet and started doing my own research. The more I read, I started understanding that this isn't the end of my life," said Page in a company press release. Fortunately, treatments restored his PSA (prostate-specific antigen) levels to a normal range.

Not only is Page an advocate for being proactive about personal health, but the company he founded in 1981 has an exemplary employee health and wellness program for which it has received awards from the American Psychological Association and Triad Business Journal. Managed by Cone Health Employee Health & Wellness, the program serves more than 370 employees and reflects the company's forward-thinking, family-like culture of caring.



Bob Page,  
Founder of Replacements, Ltd.

Along with two part-time physician assistants, Cone Health's Carol S. Harris, RN, BSN, COHN-S/CM, affectionately called "Nurse Carol" by employees, offers a wide range of services in the Be Well Clinic. "Nurse Carol has inspired and empowered our employees to care for their health, and she truly cares about each and every person," commented Elizabeth Privette, Benefits Manager for Replacements.

*"Nurse Carol has inspired and empowered our employees to care for their health, and she truly cares about each and every person."*



**CONE HEALTH.**

**Employee Health & Wellness**

*"Having robust health and wellness offerings on-site is not only convenient for employees, but it improves Replacements' productivity."*

One of the most innovative Be Well Clinic offerings is a dispensary, an on-site pharmacy regulated and approved by the North Carolina Board of Pharmacy. The dispensary offers 46 different prescription medications to employees, including statins, antibiotics, prednisone and even diabetes and hypertension medications. "With our convenient dispensary, employees can get routine prescriptions filled right away," commented Harris. "They don't have to risk missed doses or take personal time to drive to a pharmacy."

The Be Well Clinic's tagline "Where Good Health Is Irreplaceable" characterizes Replacements' health and wellness offerings. Guided by a 14-person Wellness Council, volunteers have organized a healthy company cookbook, a holiday food drive, and lunch-and-learn programs. As part of the Code Red Team, 40 employees have received CPR training and taken first aid classes so they can help one another during medical events.



"Having robust health and wellness offerings on-site is not only convenient for employees, but it improves Replacements' productivity," added Privette. "Since participation among employees is high, interventions often lead to early detection or other positive health outcomes and contribute to healthcare insurance cost savings, too."



**REPLACEMENTS, LTD.**  
China, Crystal & Silver • Old & New



## Employee Health & Wellness Estimated Return on Investment

**Assumptions: Proposal based on 2,578 employees; 5,500 total members**

- <sup>1</sup> Cost avoidance for Onsite Acute Care Clinic: Our current clients recognize an average of \$201 cost avoidance per visit, including labs. The \$201 cost avoidance uses a comparison of \$120 per primary care provider visit. Total is based on 500 visits/month.  
\*\*Estimated Variable Costs include routine drug and medical supplies & are dependent on # of visits
- <sup>2</sup> Cost savings for Wellness services assumes co-marketing and Guilford Co. incentives for employees, achieving 30% enrollment in Year 1 and 5% reduction in annual costs of wellness participants; assumes \$450 PMPM average cost
- <sup>3</sup> Cost avoidance for Virtual Health visits is based on 1,200 visits @ \$120 per visit  
MD Live Data for Year 1 yields 250 days of productivity loss avoided, based on 1,200 visits  
Productivity savings for not missing work: 250 days x 8 hours/day x avg. wage of \$20/hr = \$40,000 (Not included above)
- <sup>4</sup> Cost savings for Care Management and Analytics assumes full implementation and education to employees and dependents; Assumes a projected 3% savings on annual medical spend of \$32M compared to projected trend