Agent Tools

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Introducing the highest quality of care for your clients

At Oak Street Health, our providers go beyond the expected to give your clients an unmatched patient experience.

- Open panels
- Team to assist with in-network referrals
- Clinical team skilled at navigating formularies and formulary exceptions
- 24/7 patient support line

Your link to client support and retention

Our in-house team is dedicated to helping your clients get the most from their coverage.

**Patient Relations Manager (PRM)**
- New plan onboarding
- Benefits education and navigation
- Help with signing up for Medicaid/LIS
- Billing support
- Assist with plan issue escalation to agent of record

**Membership Management Team**
- Dedicated team addresses patients with the highest risk of dropping
- Support with plan issue resolution
Support the community with us

There are a variety of ways we can work together to support our communities

- Medicare Education
- Wellness calls
- Basic amenities support for those who need it
- Meeting with your PRM over the phone
- Telehealth phone and video visits
- Help setting up mail-order pharmacy and over-the-counter deliveries to home

Let’s work together

The Partnership Manager is your key contact at Oak Street Health

Work with your Partnership Manager to create a plan that best meets both you and your clients’ needs during this unprecedented time. Let us help.

Connect with us today!
(844) 496-8741
Connect with Oak Street Health today

Ask Mae
Our insurance chatbot helps with locating centers, providing PCP numbers by provider, and is a resource for referring clients. Text “Hi” to (312) 626-8300 to get started.

Call Agent Support
(844) 496-8741 with your client to schedule their first visit. Identify yourself as agent of record.

Email
agentupdates@oakstreethealth.com

Online
oakstreethealth.com/agents
We’re committed to building relationships with Agents who align with our vision to deliver unparalleled outcomes and experience.

**Highest Quality of Care**
- Always accepting new patients
- Same day and next-day visits & short wait times
- Engaging patient experience
- Referral navigation; ensure clients are going to in-network providers
- Teams skilled at navigating formularies
- 24/7 live support
  - Even weekends & holidays
  - Provider always on call
- 41% fewer hospital admissions

**Retention & Customer Service**
- Patient Relations Managers (PRMs) support their clients:
  - New plan onboarding
  - Benefits education and navigation
  - Assistance with Medicaid & LIS
  - Support with bills
  - Entire care team and staff motivated to help
  - Escalation to agent of record or health plan when needed

**Access to our Community**
- Share community contacts and collaborate on events (virtual or in person, post COVID-19):
  - Medicare education
  - Senior social events
  - Joint retail pop ups
  - COVID-19 and flu support

- Happier & healthier clients
- Reduced admin time for Agents
- Great relationships & resources
Experience the Oak Street Health difference
We make it easy for adults on Medicare to get the care they deserve

Care when and how you want
- 24/7 Patient support line for around the clock care
- Choice of phone, video, or in person visits
- Transportation to and from center appointments

Exceptional Care Delivery
- Preventative care plans to meet patient health goals
- Dedicated multi-lingual care teams
- Canopy, our proprietary, population health and decision support platform

Support Navigating Healthcare
- Coordination of social services and healthcare resources
- Medicare benefits explained, and support with benefits management
- Connection to trusted insurance agents
Client tools
CONNECT to the Oak Street Health difference
We care for what matters most, you.

You’re a person, not a number. That’s why we start by listening to you, so we can design a plan based on your needs. Plus, our Medicare experts work with you to help ensure you’re getting the most from your Medicare plan.

Primary care with superior benefits

- Choice of phone, video, or in-person visits
- 24/7 support line for around-the-clock care
- Rides to and from center appointments*
- Help navigating Medicare benefits
- Preventative care plans to meet your health goals
- Connections to trusted insurance agents

*Transportation available to and from Oak Street Health appointments for eligible individuals
Telehealth appointments, now available.

Along with our 24/7 patient support line and many other services that put your needs first, we also offer high-quality phone and video appointments to all our patients. This means you can see your doctor from the comfort and convenience of your home.

Get the most from your Medicare with doctors who listen

At Oak Street Health, our doctors take the time to get to know you and your story. Additionally, we can help you set up your prescriptions for mail order, and many of our centers offer additional services like onsite pharmacy and in-house social workers, who you can connect with in person or over the phone.

New Patients Welcome!

We’re here for you always. Connect with us today to schedule a video or phone visit, or an in-center visit if necessary.

(888) 820-0016

oakstreethealth.com
How to use your insurance card

- Always have your insurance card with you for all your doctor appointments and pharmacy needs
- If you also have Medicaid, always have both of your cards with you for every appointment and pharmacy visit

Did you know Oak Street Health can help you set up your prescriptions for mail-order? And many of our centers even have on-site pharmacies.

Connect with your PRM

Our Patient Relations Managers (PRM) can help you with your Medicare questions either over the phone, or in person if needed.

- Set up plan’s extra benefits such as: vision, dental, and gym memberships
- Explore ways to save on Medicare and medication costs
- Learn about doctor referrals
- Answer your insurance plan questions

(888) 820-0016
oakstreethealth.com
Key Talking Points to Use with Clients

1. Oak Street Health is an innovative network of primary care centers designed exclusively for adults on Medicare

2. Through Oak Street’s integrated, value-based care model, we help keep patients healthy, happy, and out of the hospital
   - Integrated care model that goes beyond the traditional primary care experience

3. Oak Street invests heavily in the primary care experience for our patients
   - Same day and next day appointments, 24/7 patient support line
   - Transportation is available for eligible patients for all visits under normal operations and when in-center visits are necessary during COVID.
   - High touch support for insurance-related questions

4. With the ongoing COVID-19 crisis, it’s more important than ever for patients to have access to our model of care
   - Choice of in-person, phone or video telehealth visits
   - We are continuing to accept new patients
Markets where we accept Humana
Our Plan Coverage

Across the country, we work with the Humana network. Our goal is always to provide our patients with an opportunity to work with Agents like you to select a plan that best meets their personal circumstances and needs.

Click the button for a list of the plans we accept in each market or visit oakstreethealth.com/insurance-agents#planfinder
Highly rated care based on Humana’s care highlights program

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