



The right care is always close by

When you're there to help care for your people, they'll be there for your business

It's a simple idea – and it's why you're committed to providing great health coverage for employees. Coverage that goes beyond basic medical care to help people live healthier lives while mitigating costs and helping to make the entire experience easy for everyone.

We take our network to another level

We're proud to offer the largest local network in Western New York.¹ But the benefits reach far beyond. It's the peace of mind that comes with knowing you have access to hospitals, doctors, nurses, and more across your home region – all 39 counties of it.

- Within 39 Upstate New York counties, more than 99% of all physicians participate with us²
- 100% of major local hospitals participate with us
- We have direct contract relationships with providers in select neighboring Pennsylvania counties
- MultiPlan network offers access to 1.4 million providers nationwide



100%

employer group
satisfaction with provider
network in 2023⁴



And it goes beyond in-person visits

We make remote care options available to supplement our local provider network to improve access to care.

- MDLIVE® telemedicine for 24/7 access to both physical and behavioral health care
- Vori Health Virtual Physical Therapy for musculoskeletal (MSK) conditions³



Right here.
For you.

Accountable cost and quality agreements

An Accountable Cost and Quality Agreement (ACQA) is our localized approach to value-based payment agreements. Univera Healthcare and a network of local doctors and hospitals collaborate to provide coordinated health care for members with the goal of improving care quality and reducing cost.

Through increased partnership between Univera Healthcare and providers, the ACQA promotes a better, more holistic patient experience for members while working to reduce unnecessary medical costs for all and improve health outcomes.

Providers engaged in ACQAs achieved⁵:



Nearly 14% fewer emergency department visits resulting in an average annual savings of \$3.5 million



\$137.7 million in savings through clinical and pharmacy initiatives (2019-2023)



Average cost per prescription is \$1.79 less for members affiliated with an ACQA



100% of ACQA providers outperformed non-ACQA providers in key quality measures.

We bring you the area's largest local network, so coverage is always there when your team needs it, where they need it. And by collaborating with providers through ACQAs we can provide highly coordinated care for members and lower costs for everyone.



**Right here.
For you.**

¹ Largest local network with no access fees or claims fees, compared to WNY-based health plans

² 2023 Health Plan data

³ Embedded for Fully Insured groups, Buy-up for Self-Funded groups

⁴ Health Plan data, mid/large employers (>100 contracts)

⁵ Based on internal data reporting from 2019-2023

MDLIVE is an independent company, offering telehealth services in the Univera Healthcare service area.

Vori Health is an independent company that offers virtual musculoskeletal (back, neck, and joint) health care and physical therapy services to Univera Healthcare members.