

SENTARA HEALTH PLANS



THOMAS LUNDQUIST, SENIOR VICE PRESIDENT & CHIEF MEDICAL OFFICER

Thomas Lundquist, M.D., MMM, FAAP, FACPE, is the Senior Vice President & Chief Medical Officer at Optima Health, part of Sentara Healthcare, where he leads clinical care services, network management, and contracting. He is part of the senior leadership team that strategically embraces innovative provider payer partnerships leading to success under value-based payment and shared savings contracts. He helps to orchestrate clinical integration and population health management to improve health for members. Throughout his career, Lundquist has demonstrated a deep passion and ongoing commitment to help change the way health care is delivered to improve quality, cost efficiency, and the overall experience for patients, families, and providers.

Sentara Health Plans is the health insurance division of Sentara Healthcare doing business as Optima Health. Based in Virginia Beach, VA, Sentara Health Plans provides health insurance coverage through a full suite of commercial products including consumer-driven, employee-owned and employer-sponsored plans, individual and family health plans, employee assistance plans and plans serving Medicare and Medicaid enrollees.



SENTARA®

With 30 years' experience in the insurance business and 19 years' experience serving Medicaid populations, we offer programs to support members with chronic illnesses, customized wellness programs, and integrated clinical and behavioral health services – all to help our members improve their health. Wherever we serve our members, Optima Health stands out through our passion for health and service excellence.

DEPARTMENT BREAKDOWN

WHAT ARE YOUR KEY DEPARTMENTAL OBJECTIVES OVER THE NEXT 6 TO 12 MONTHS?

Deliver the savings of medical expense from our collaborative partnerships with clinically integrated networks through our value-based contracts.

WHAT IS YOUR CURRENT TECHNOLOGY STACK?

Vendor relationships with HealthEdge, Performance Clinical Systems, Jvion, MDLive, Cave Consulting Group, Edifecs, Oracle, NextIT and others.

HOW MANY PEOPLE REPORT TO YOU (BOTH DIRECTLY AND INDIRECTLY)?

500

WHAT IS YOUR TOTAL BUDGET OVER THE NEXT 12 MONTHS PERIOD?

\$150 to \$300 million

NUMBER OF MEMBERS

450,000

PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION

Realization of the medical expense savings identified through our analytics on cost variation reporting, expected as the result of the work of our clinical workgroups within our CIN relationships under value-based contracts. Improve cost efficiency, increase technology assisted patient engagement.

WHAT NON-BUDGETARY CHALLENGES DO YOU ANTICIPATE?

Physician engagement, patient engagement.

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?

Vendors focused on clinical/care coordination work flow management and delivery of services. Vendors focused on technology assisted, AI patient engagement.

WHAT IS YOUR TIMELINE FOR IMPLEMENTATION?

Underway and ongoing.

WHAT IS YOUR BUDGET FOR THIS PROJECT?

\$5-10 million over next 3-5 years.

What technology/services are of strategic importance to you in the next 12 months?

Please indicate level of need/importance:

A=High Priority B=Priority C=Interest D=Low Priority E=Not A Priority

We realize everyone has priorities, so we asked the delegates theirs. This is so that we can create a more personalized experience for all our attendees.

Improved Risk Adjustment Using Combined EHR And Claims Data	C
Identify, Engage, Treat, And Reduce Cost Of Members With Untreated Behavioral Health Conditions That Worsen Physical Health	C
Payer And Provider Partnerships In A Value-Based Reimbursement Environment	B
Secure Cloud Payer Solutions	B
Next-Generation Core Administration And Care Management Platforms	A
Delivers Health Intelligence Through Data Consolidation, Advanced Clinical Analytics And Engaging Member Mobile Apps	A
Enhancing Member Engagement And Self Service With Cognitive Virtual Agent Services	C
Information Sharing Platform For Care Coordination And Population Health Management	A
Improving Health Benefits Administration Tools In The Consumer-Centric Era Of Healthcare	B
Moving Business Solutions To The Cloud. It's More Than Just Applications.	D
Population Health	A
Value Based Care	A
Patient Experience	A
Payer/Provider Collaboration	B
Analytics/AI	B
Cybersecurity And Healthcare Fraud Prevention	B
Mitigating Risk Using Advanced Identity Access Control To Secure Electronic Personal Health Information	D
Care Coordination	C
Precision Medicine	C
Chronic Condition Management	B
Medication Management & Adherence	A