

touchpoints

Connecting you to the Heritage Provider Network

■ CROSSROADS
WITH DR. MERKIN

PAGE 2

■ FEATURE STORY

Focused Ultrasound

Making Waves and
Breaking Barriers

PAGE 4

■ LEGISLATIVE UPDATE

Affordable Health Plans in the
New York Healthcare Market

PAGE 10

■ AFFILIATE NEWS

Veterans Affairs Partners with
Heritage Sierra Medical Group

PAGE 13

■ ANNOUNCEMENT

Humana and Heritage Provider
Network Team Up to Offer a
Better Patient Experience

PAGE 16



■ FEATURE STORY

The Focused Ultrasound Foundation:

Making Waves and Breaking Barriers In Neurosurgery and Immunotherapy



Veterans Affairs Partners with
Heritage Sierra Medical Group to
Launch Care Initiative. 13

Heritage Sierra Medical Group
Welcomes Dr. Kumar. 14

Practicing Good Medicine:
The “Whole Patient” Approach. . . 15

■ ANNOUNCEMENTS

Humana and Heritage Provider
Network Team Up to Offer a Better
Patient Experience for Humana
Medicare Advantage Members
in California 16

Heritage Provider Network Achieves
Highest Rankings From America’s
Physician Groups Excellence Survey
11 Years in a Row. 17

■ **CROSSROADS WITH
DR. MERKIN** 2

■ **LEGISLATIVE UPDATE**
More Affordable Health Plans in the
New York Healthcare Market 10

■ **NEWS FROM OUR AFFILIATES**
Improving Patient Outcomes with
Cutting-Edge Technology 11

touchpoints

WINTER 2019
ISSUE 34

Comments? Questions?
Go to “Contact Us” at the
bottom of every page on
heritageprovidernetwork.com



VIEW THE DIGITAL EDITION

Now you can access
TouchPoints whenever and
wherever you want by visiting
RegalMed.com/Touchpoints



Crossroads

with Dr. Richard Merkin



Dr. Merkin's unique perspective as Innovation, Technology, Legislation and Care Delivery come together to impact the future of population health.



Focused Ultrasound – The Wave of the Future Is Breaking More Than the Blood-Brain Barrier to Tackle Cancer

From the earliest discoveries in history, humanity's curiosity for solving the unknown has been prevalent among physicians and scientists alike, fueling medical advancements, innovating technology and pushing science forward.

From the Curie brothers' initial discovery in Paris, France in the late 1800s,

utilizing high frequency echo-sounding techniques to the forefront of modern medicine today, the non-invasive use of focused ultrasound is becoming the status quo to treat the world's deadliest and most debilitating diseases.

Two Merkin fellows, Dr. Francesco Prada and Dr. Frederic Padilla, continuing their research at the Focused Ultrasound Foundation,

are revolutionizing the field of neurosurgery and immunotherapy to treat and eliminate aggressive brain tumors, such as glioblastoma multiforme.

Focused ultrasound, along with using MRI, will set the course to replace incision surgery, providing the world's first non-invasive surgical solution to treat cancer and other illnesses. This new technology will redefine

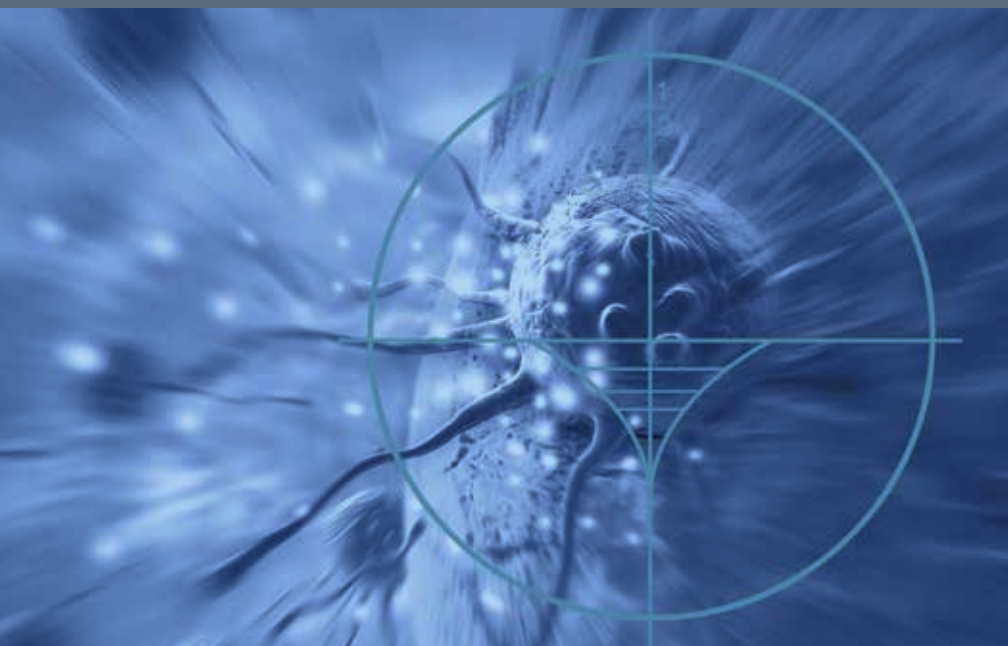
surgery such that neurosurgeons will no longer have to perform surgeries by hand, or require the need for anesthesia.

Non-invasive, focused ultrasound will leave the patient whole, contributing to a quicker recovery and rehabilitation.

The idea that someday, incision surgery will become a moment in our history gives hope to many who have been diagnosed with an inoperable brain tumor. This new advanced surgical solution may offer life beyond what formerly seemed impossible.

Our partnership with the Focused Ultrasound Foundation reinforces our commitment to providing support to our fellow physicians, scientists and innovators who aim to propel their discoveries forward, thus enhancing the quality of life for all humankind.

The idea that someday, incision surgery will become a moment in our history gives hope to many who have been diagnosed with an inoperable brain tumor. This new advanced surgical solution may offer life beyond what formerly seemed impossible.



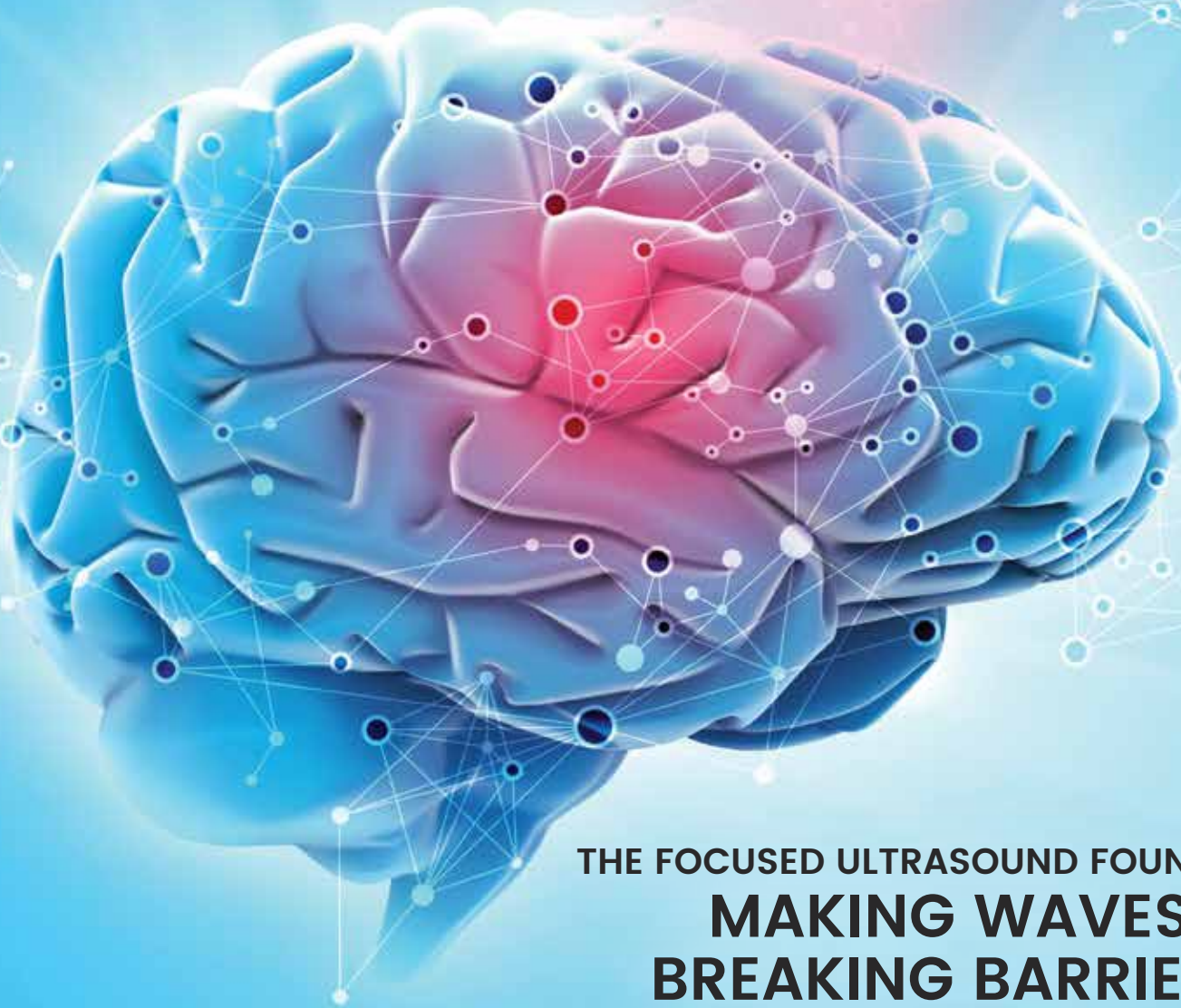
Handwritten signature of Richard Merkin, M.D.

Richard Merkin, M.D.
President and CEO of HPN



Richard Merkin, M.D.
Healthcare visionary, Dr. Richard Merkin, has spent the last 40 years implementing a successful, workable business model to address the needs and challenges of affordable managed healthcare.

GREAT MINDS THINK ALIKE



THE FOCUSED ULTRASOUND FOUNDATION:
MAKING WAVES AND
BREAKING BARRIERS IN
NEUROSURGERY AND
IMMUNOTHERAPY



The collaboration of Dr. Francesco Prada and Dr. Frederic Padilla, both Merkin Fellows working with the Focused Ultrasound (FUS) Foundation, brings advancements in neurosurgery and surgical oncology closer to reality. Together, these brilliant scientists seek ways to optimize treating some of the most difficult and progressive brain tumors and cancers known to humankind.

To comprehend how focused ultrasound can assist in transforming the lives of those affected by brain tumors and other types of cancer, we must understand the journey of these two

scientists from the root of their research into the practice, implementation and execution of their unique discoveries and solutions.

SONODYNAMIC THERAPY (SDT)

Within the last year, Francesco Prada, M.D., recently appointed as Brain Program Director at the Focused Ultrasound (FUS) Foundation, successfully completed the first part of his study on sonodynamic therapy to take on glioblastoma – a type of diffuse brain tumor with a very poor prognosis. Glioblastoma is highly aggressive and difficult to treat as these tumors are found at the base of the brain. They are glial tumors, meaning they arise from the brain's glial tissue – tissue made up of cells that help support and protect the brain's neurons.

Prada's goal is to use focused ultrasound to activate substances that are known to accumulate within the tumor. Typically, this method is used for intraoperative visualization of the tumor for surgical guidance (5-ala/fluorescein) to induce cell death in small animal glioma models. With the initial studies completed, Prada plans to start testing this technique in a larger preclinical model to determine its safety.

Prada is closely following the work of his mentor Dr. Jeffrey Elias, a neurosurgeon at the University of Virginia (UVA), to learn more about his focused ultrasound treatments for various applications, and to study his methods for patient selection.

MICROBUBBLE DISTRIBUTION

Together with UVA neurosurgeon Dr. Yashar Kalani, Prada also received approval from UVA's Internal Review Board to study the clinical use of microbubbles in an intraoperative environment. Several preclinical projects are set in motion to use microbubbles for both brain tumor ablations and blood-brain barrier (BBB) opening. The valuable data gathered from previous studies conducted in Italy at the Fondazione IRCCA C. Besta of Milan will help to create a chart of microbubble distribution in the brain that will ultimately optimize ultrasound treatments.

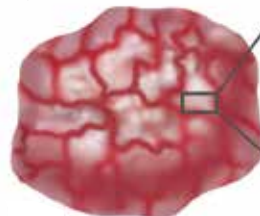
Prada's continued efforts to pursue technical, preclinical and clinical projects include further research on focused ultrasound as an adjunct to brain tumor surgery.

In the brain tumor project, the primary purpose is to destroy the tumor in an intracranial glioma model, while the BBB study involves using direct microbubble visualization with contrast-enhancing ultrasound to focus on different parts of the brain.

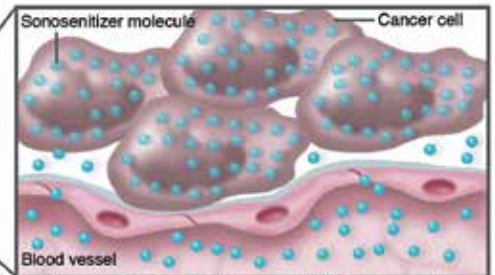
Sonodynamic Therapy

1

Sonosensitizer molecules injected and absorbed by tumor



Tumor



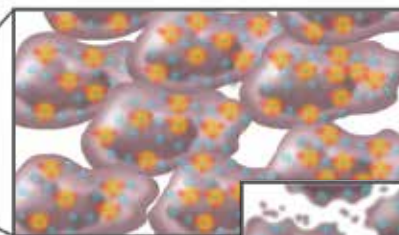
Sonosensitizer molecules accumulate in cancer cells

2

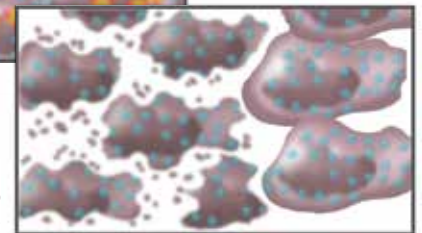
Focused ultrasound activates sonosensitizer molecules causing cancer cell death



Focused ultrasound



Sonosensitizer molecules become activated in cancer cells

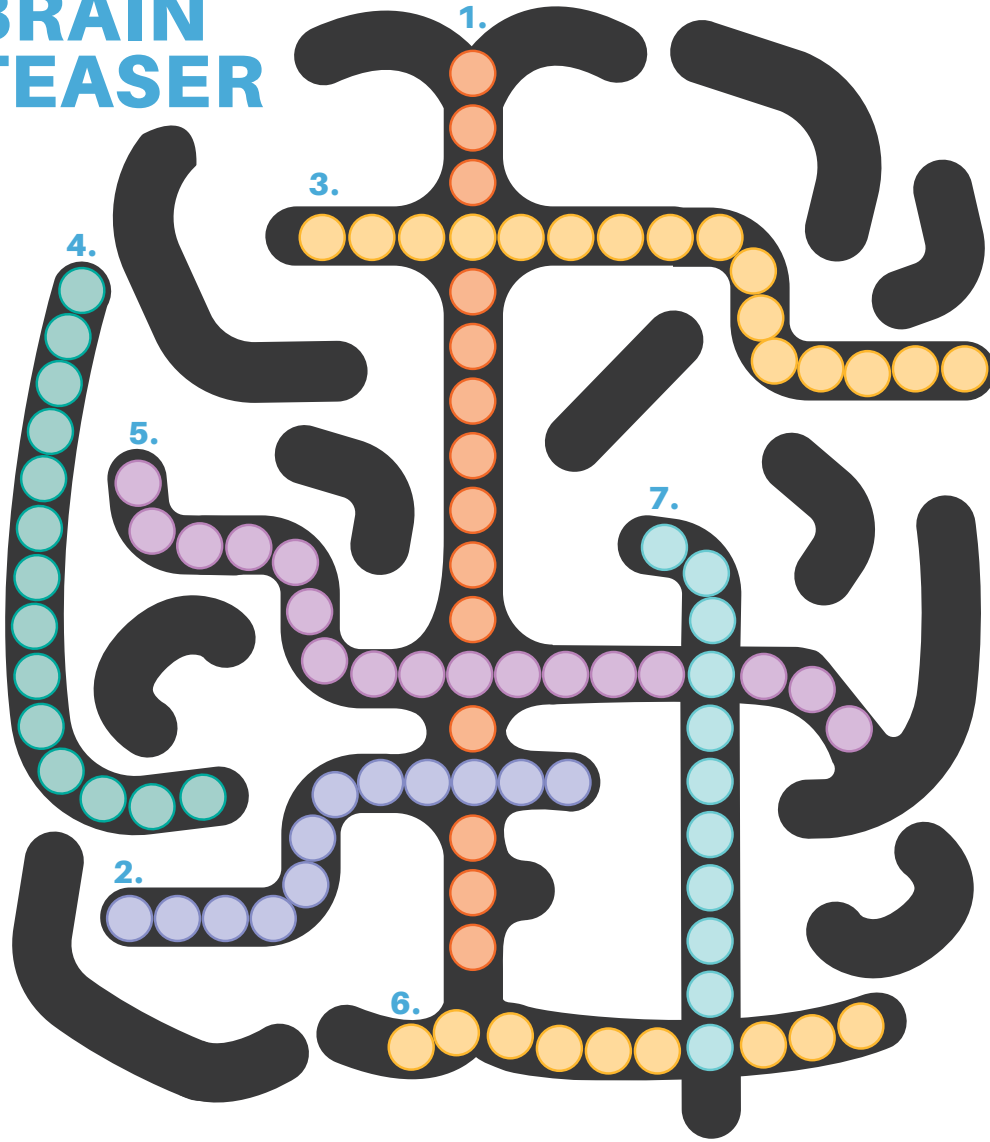


Cancer cells undergo apoptosis and die

Prada's continued efforts to pursue technical, preclinical and clinical projects include further research on focused ultrasound as an adjunct to brain tumor surgery. The second part of the sonodynamic project will include sonicating different photoactive substances in larger animals to verify its safety, and enhance the data already collected from his previous research on small animal models.

"We are installing a focused ultrasound device at my home institution in Milan," shared Prada. "The FUS Foundation seemed the perfect place to learn more about focused ultrasound in its many aspects while also sharing my clinical expertise toward brain applications, especially brain tumors. The environment at the Foundation has been extremely stimulating, and I had the opportunity to contact and

BRAIN TEASER



CLUES

Across

2. A malignant tumor affecting the brain or spine.
3. In cancer, it refers to a range of treatments aimed at harnessing a patient's immune system to achieve tumor control, stabilization, and potential eradication of disease.
5. It involves the use of drugs that only become cytotoxic upon exposure to ultrasound.
6. Cells that surround neurons and provide support for and insulation between them.

Down

1. High-intensity, non-invasive therapeutic technique that uses non-ionizing ultrasonic waves to heat tissue.
4. Occurring or performed during the course of a surgical operation.
7. Smaller than one hundredth of a millimeter in diameter, but larger than one micrometer.

collaborate on various projects with leaders in the field while broadening my understanding of how focused ultrasound can impact brain disease.”

FIGHTING TUMORS USING FOCUSED ULTRASOUND AND IMMUNOTHERAPY

Meanwhile, Merkin Fellow and FUS Foundation scientist, Dr. Frederic Padilla

has been studying how focused ultrasound combined with chemotherapy and immunotherapy can help to alleviate the immunosuppressive microenvironment that tumors naturally develop to protect themselves from the body's own immune system. The objective is to stimulate an effective immune response that will enhance immunotherapy.

Padilla originally joined the Foundation based on his research experience as an expert in tissue and bone characterization in the context of focused ultrasound. During his fellowship, he plans to initiate studying skull characterization with respect to neurosurgical applications of focused ultrasound, and explore

Answers: 2. Glioblastoma, 3. Immunomodulation, 5. Sonodynamic Therapy, 6. Glial Cells, 1. Focused Ultrasound, 4. Intraoperative, 7. Microbubble

New projects on the horizon involve investigating how focused ultrasound can make pancreatic tumors more sensitive to immunotherapy.

focused ultrasound-induced immunomodulation.

BEYOND NEUROSCIENCE

Dr. Padilla's current research also includes studying how focused ultrasound can trigger an immune response in breast cancer. Further exploration is required to determine if the combination of focused ultrasound and immunotherapy will be successful for breast cancer treatment. New projects on the horizon involve investigating how focused ultrasound can make pancreatic tumors more sensitive to immunotherapy.

Padilla is optimistic that focused ultrasound will provide the opportunity to be the ideal, non-invasive treatment strategy to treat pancreatic cancer – one of the most challenging cancers to treat. He hopes that when combined with immunotherapies, focused ultrasound will trigger or promote a therapeutic response that will result in a more efficient form of treatment.

Prada and Padilla's partnership and ability to share resources at the Foundation will expand future research into how brain tumors respond to radiosurgery. By combining

FOCUSED ULTRASOUND IN OTHER NEWS

1 The Focused Ultrasound Foundation funded its first clinical trial in Toronto, Canada, which has demonstrated the feasibility and preliminary safety of locally, reversibly and repetitively opening the BBB in patients with Alzheimer's disease (AD). It's the first step in a process that could potentially deliver drugs to the brain to treat AD.

Groundbreaking results were also presented at the Alzheimer's Association International Conference in Chicago. Media coverage has resulted in outlets like *The New York Times*, *The Washington Post*, and the *Times of London*. Read more about FUS Foundation's groundbreaking success and trial published in *Nature Communications*.

2 INSIGHTEC, a global medical technology innovator of incisionless surgery, recently announced that the Food and Drug Administration (FDA) approved a clinical study using the company's Magnetic Resonance (MR)-guided focused ultrasound (also referred to as MRgFUS) to treat patients with AD.

The study will help evaluate the safety and efficacy of using INSIGHTEC's Exablate Neuro low frequency focused

ultrasound to disrupt the BBB in patients who are diagnosed with AD. An early trial has been completed on five patients with early stage AD at Sunnybrook Health Sciences Centre in Toronto, Canada.

3 Focused ultrasound has been approved to treat those who suffer from essential tremors, or familial tremors. Unlike Parkinson's, essential tremors are inherited genes that affect nearly 7 million people in the U.S. These are disabling and can make accomplishing simple tasks, like basic writing or holding objects, extremely difficult and increase with age.

To reduce the tremors, focused ultrasound is used sending high frequency sound waves through the skull to destroy specific areas of brain tissue. Performed as an outpatient procedure, there are no incisions and no operating room is required. Instead, patients are placed in an MRI scanner and the physician determines which parts of the brain to target. Patients are fitted with a type of helmet so that concentrated sound waves are directed to those areas. To learn more about this study, visit www.npr.org.



Francesco Prada, M.D.
MERKIN FELLOW, JULY 2017
Brain Program Director at FUS Foundation

Dr. Prada joined the FUS Foundation as a Merkin Fellow in July 2017, being the Foundation's first clinical fellow. Dr. Prada began practicing neurosurgery in 2000 and to date, has performed more than 500 ultrasound-guided neurological procedures. He relocated from the Istituto Neurologico Carlo Besta (also known as the C. Besta Institute) in Milan, Italy, for his original 12-month appointment. He will serve another year as the Foundation's Brain Program Director.

As a clinical practitioner and researcher, his main interest is skull base, pituitary and neuro-oncological surgery. His research is focused on the intra-operative application of advanced ultrasound techniques, particularly on the use of microbubbles for image and therapy. He is also a member of the TheraGilo consortium, which focuses on theranostics microbubbles for cerebral glioma.

Dr. Prada's interests also include physio pathological mechanisms of cerebral edema in high altitude mountain sickness. His current research focuses on ultrasound for the treatment of movement disorders, brain neoplasms and the blood brain barrier opening.



Frederic Padilla, Ph.D.
MERKIN FELLOW, JULY 2017
Visiting Professor at FUS Foundation

Dr. Padilla is currently a Merkin Fellow, joining the FUS Foundation from the Laboratory of Therapeutic Applications of Ultrasound (LabTAU) in Lyon, France. He is signed on for his 12-month appointment as a Visiting Professor at the University of Virginia's Department of Radiation Oncology while working closely with the Foundation's scientific team.

His training includes physics and electrical engineering (MSc in Physics, PhD in Physical Acoustics, University of Paris-7; Electrical Engineering degree, Supélec, France). He obtained his Ph.D. in 1998 and then joined the French National Center for Scientific Research (CNRS) where he is under a tenure position as Research Scientist (Associate Professor). He is a Fulbright Fellow, and has been a visiting faculty in Boston University (2008) and a visiting professor at the University of Michigan (2009-2011).

His research agenda currently focuses on activation of anti-cancer immune response by therapeutic ultrasound, ultrasound molecular imaging of cancer and ultrasound cell assembly for tissue engineering.

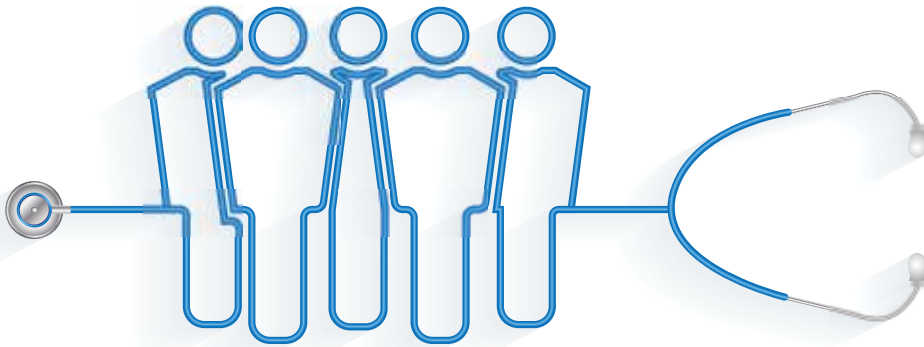
Courtesy of the FUS Foundation

The continued support received from Dr. Richard Merkin, President and CEO of Heritage Provider Network (HPN) will allow the Foundation to create unique opportunities for researchers and scientists to work collaboratively.

radiosurgery with focused ultrasound, they aim to treat diffuse brain tumors such as glioblastoma multiforme (GBM). Padilla stated, "During my time with the Foundation, I plan to further study blood-brain barrier opening and its relation to microbubble distribution within the brain."

The continued support received from Dr. Richard Merkin, President and CEO of Heritage Provider Network (HPN) will allow the Foundation to create unique opportunities for researchers and scientists to work collaboratively to discover solutions that will one day transform healthcare treatment and save the lives of those affected by cancer and other fatal diseases.

To read the full details of Dr. Prada and Dr. Padilla's research using focused ultrasound, visit the Focused Ultrasound Foundation's website at www.fusfoundation.org.



Association Health Plans Will Provide More Affordable Healthcare

The New York healthcare market is dominated by large hospital systems intent on buying up anything and everything that touches patients, including ancillary services, nursing homes, home care agencies and the like.

Particularly vulnerable are primary care providers, struggling under the burden of the regulatory and financial pressures. Daily, we hear of offers to providers' practices to sell their large vertical delivery systems. They are courted by the dream of relief from daily pressures of making payroll, meeting quality targets, and simply getting through their day. They discover that after a year or two that their personal income is tied to Relative Value Units (RVU) production or some other performance measure that leads to working as hard as before, or perhaps even harder.

The legislative opportunity may allow us to create Association Health Plans once all of the regulations are set and the legal battles are over.

The long-term viability of New York's HealthCare Partners depends on having primary care providers remain independent, and participate in an ever more important collaborative partnership with us.

The legislative opportunity may allow us to create Association Health Plans (AHPs) once all of the regulations are set and the legal battles are over. It would enable the development of an insurance product that could be offered to our partner practices and their staff as a group option with significantly lower rates than they would be able to obtain on their own.

ASSOCIATION HEALTH PLANS

- Association Health Plans (AHPs), under the Department of Labor's rule, are group health plans that employer groups and associations offer to provide health coverage for employees.
- AHPs allow small employers to band together to purchase the types of coverage that are available to large employers, which can be less expensive and better tailored to the needs of their employees.
- The rule allows more employer groups and associations to form AHPs, based on common geography or industry.
- An AHP could offer coverage to some or all employers in a state, city, county, or a multi-state metro area, or it could offer coverage to businesses in a trade or industry group nationwide.
- For the first time, working owners without other employees (including sole proprietors) and their families will be permitted to join AHPs, creating a new path for these hardworking Americans to access affordable, quality health coverage.

Cutting-Edge Technology Improving Patient Outcomes

Desert Oasis Health Care (DOHC) has established a “digital pathway” to improved medication adherence, demonstrated improvements in clinical outcomes, and reductions in hospital admissions for patients with a new product called Proteus Discover® — all made possible with the world’s first Digital Medicine value-based contract through an exciting new partnership with Proteus Digital Health.

This means that Proteus has enough confidence in “DigiMeds” that they put their technology at risk to seek remuneration after patients demonstrated adequate adherence (>80%) and were under clinical control (SBP, A1c, LDL). While patients remain responsible for covering the cost of their medication, there is no incremental cost for using Proteus Discover®. Proteus Discover® works with just four components:

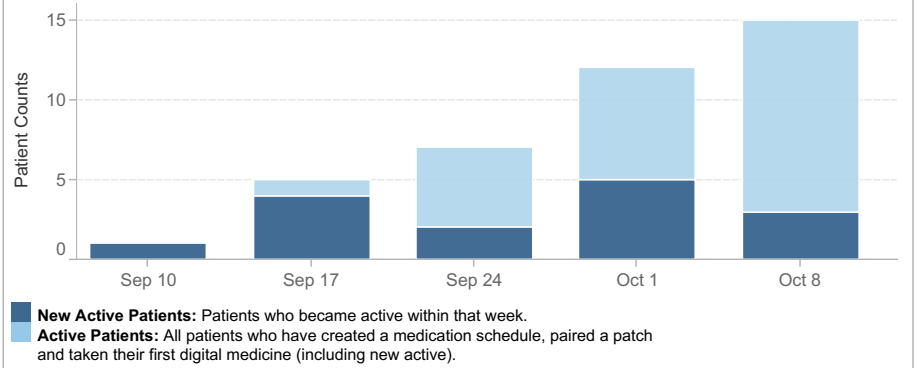
Discover Weekly Scorecard

Patient Enrollment

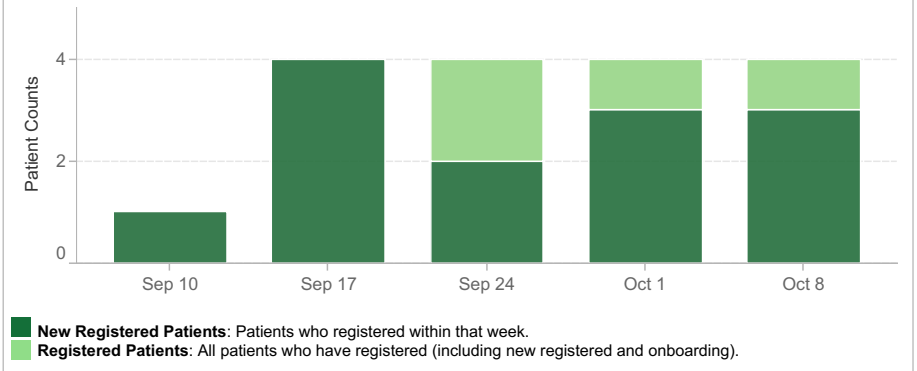
Location Name	Current Active	Current Onboarding	Current Registered	Total Active Patients (All time)	Average Duration of Use* (Days)
PHARxM	15	3	1	15	15

*Average Duration of Use: The average number of days active on Discover across all patients.

Patient Activation - Last 3 Months



Patient Registration - Last 3 Months



1. An ingestible sensor, that is co-encapsulated with their medications, to communicate when they’ve been taken
2. A small, wearable patch that captures physiologic response
3. An app on a mobile device – such as a patient’s smartphone – that allows

patients to share the data with their care teams

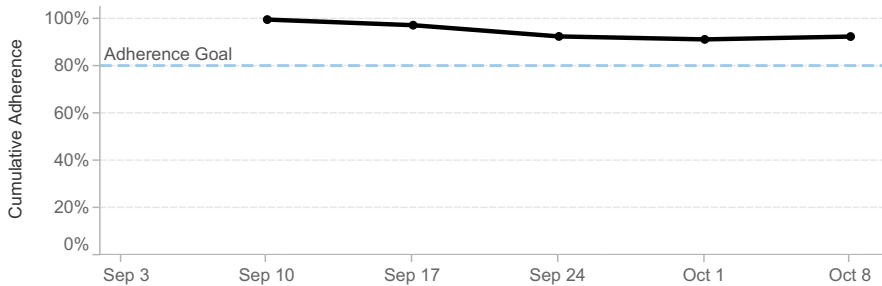
4. A provider portal that includes an online dashboard

The ingestible sensor (about the size of a grain of sand) is excreted by the body as part of the regular digestive cycle

Medication Adherence and Patch Wear

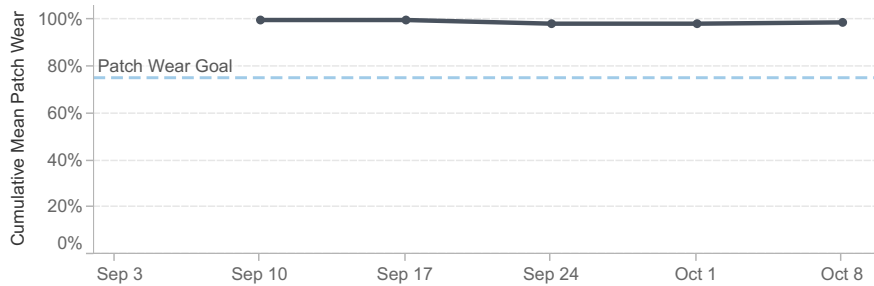
Medication Adherence	Patch Wear	Total Ingestions	Total Patients with Adherence Data
93%	99%	310	15

Medication Adherence



The line shows **Cumulative Mean Medication Adherence** across all patients over time, weighted by the number of days that have expected ingestions. The calculation begins at the first scheduled ingestion and ends at the last scheduled ingestion of each patient.

Patch Wear



The line shows **Cumulative Mean Patch Wear** across all patients over time. It is calculated as total days a patch was detected out of total days the patients were active on Discover. The calculation begins at the first scheduled ingestion and ends at the last scheduled ingestion of each patient.

Last Updated: 10/15/2018

because it's made of dietary minerals found in common foods like bananas, cashews, and fish. Both the sensor and the wearable patch are FDA-approved. While the patch records a patient's resting heart rate, heart rate variability, step count, activity, and rest – in addition to recording and time-

stamping medication ingestions – this is not enabled with GPS. Patients are not being “tracked” and their location is not known at any time. This is a patient engagement tool, helping medications become equally communicative and diagnostic, as they are therapeutic.

This is a patient engagement tool, helping medications become equally communicative and diagnostic, as they are therapeutic.

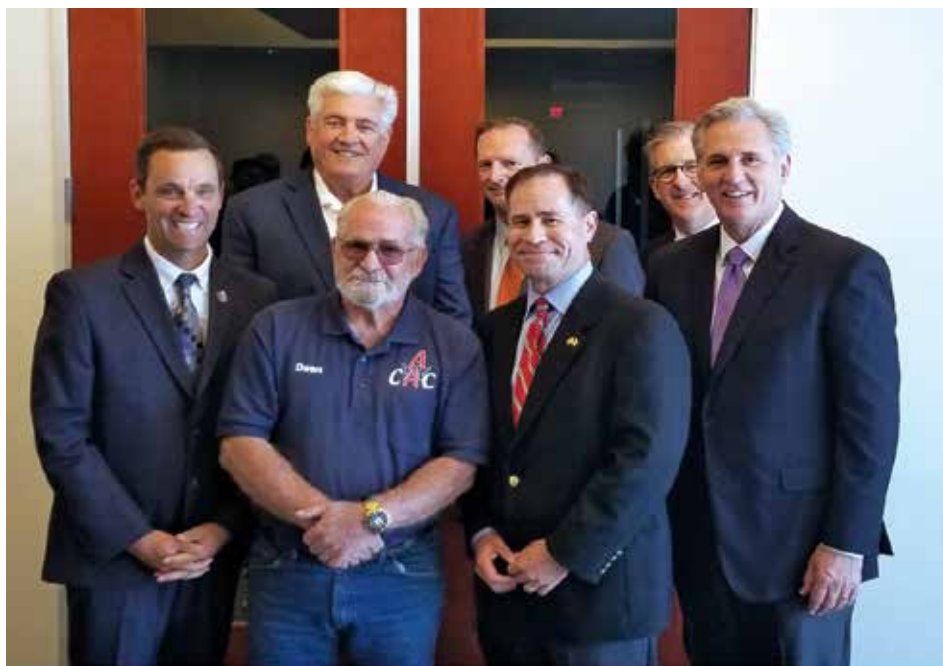
Digital Medicines have been shown through randomized control trials and real-world evidence with more than 120 studies to date confirming safety, efficacy, and clinical outcome improvements when compared with usual care. DigiMeds have shown significant improvements in medical decision-making, patient activation measures, and STAR metrics. By providing timely, accurate, and personalized feedback to patients while delivering objective, real-world data to providers DOHC can begin to replicate parts of the inpatient experience in the ambulatory setting.

To learn more, read recent news articles about the technology:

Desert Living Show - *Desert Oasis Healthcare*
<https://vimeo.com/291176774>

KESQ - *New "smart pill" could change treatment for locals with diabetes, hypertension*
<https://bit.ly/2ws37YB>

Department of Veterans Affairs Partners with Heritage Sierra Medical Group to Launch Convenient Care Initiative



“This Convenient Care Initiative is a huge win for our veterans in the Antelope Valley and Bakersfield.”

~ Representative Steve Knight

Heritage Sierra Medical Group recently had the honor of hosting a press conference for the Convenient Care Initiative, a pilot program initiated by Representative Steve Knight (R-CA), in partnership with the Department of Veterans Affairs (VA). HSMG is one of only 11 Urgent Care centers chosen to participate in the new program. During the conference, veterans who attended had the opportunity

to tour the Urgent Care facility and ask questions they may have about HSMG and what they offer.

The primary purpose of the Convenient Care Initiative is to expand healthcare options for former service members who live in regions underserved by the VA hospitals. The program will offer veterans convenient access to local walk-in urgent care clinics for outpatient medical issues if they cannot be seen at a VA clinic in a timely manner.

The program will also help prevent delays in veterans receiving care, as the process would eliminate the need to schedule an appointment and would avoid long wait times before being seen by a physician. In some cases, veterans would have to leave their community and drive to Los Angeles just to receive basic healthcare. The Urgent Care clinic at HSMG would be accessible after-hours, weekends and at times the VA clinics were booked for available appointments.

“This Convenient Care Initiative is a huge win for our veterans in the Antelope Valley and Bakersfield,” said Representative Knight. “The current status quo in which we force our

The program will also help prevent delays in veterans receiving care, as the process would eliminate the need to schedule an appointment and would avoid long wait times before being seen by a physician.

veterans to endure unacceptable wait-times, excessive travel distances, and a sea of bureaucracy cannot continue. I believe this is a perfect model to implement in our community. By opening up options for care right in their backyards, this pilot program will allow our local veterans to get the treatment they need in a timely and accountable manner. Rather than building duplicative facilities, this innovative program utilizes existing sites to ensure proper coverage. This will dramatically improve the quality of life for our region's veterans."



Heritage Sierra Medical Group Welcomes Dr. Pratibha Kumar

Heritage Sierra Medical Group welcomes Pratibha Kumar, M.D., a Board Certified Family Practice physician, to the Santa Clarita clinic. Dr. Kumar graduated from the University of Dundee Medical School, a respected Scottish institution for medical training, and completed her residency in Northern California.

Years after completing her post-residency training in 1986, Dr. Kumar continued to acquire extensive experience working in urgent care facilities while raising a family. Her areas of interest span multiple disciplines, including internal medicine, gynecology, minor surgical procedures, pediatrics, adolescent care and geriatrics.

Dr. Kumar brings years of knowledge and skills to the patients of Santa Clarita and its surrounding communities. She delivers compassionate patient care while applying a holistic approach to medicine.



Practicing Good Medicine: The “Whole Patient” Approach

The “whole patient” approach to medicine is becoming the norm in healthcare as studies continue to show increasing health benefits to this treatment and practice. By considering factors like personal patient qualities and behavior attributes, physicians are more equipped to address the physical, mental and spiritual needs of the person through conventional medicine and evidenced-based, natural, less invasive therapies.

With research to support the use of integrative medicine and adjunctive therapies when treating patients, and some form of one or both being practiced by nearly 50 percent of the population in the United States, according to the National Institutes of Health, Heritage Victor Valley Medical Group has integrated it into the Heritage Medical Model.

“Our whole approach to patient care is changing,” said Dr. Kenny Grier, a provider from Heritage Victor Valley Medical Group. “I think a lot of patients may be used to coming in and receiving care in a cookie-cutter manner.”

“I believe when we take a look at the patient as an individual and examine the whole situation, he or she is excited to see what we’re aiming to accomplish and that’s helping us build trust alongside making them feel comfortable.”

The Heritage Medical Model has adapted adjunctive therapies like socialization groups, fitness classes and dietary services that focus on the needs of the patient beyond a singular disease or ailment and target a fuller, longer-lasting healthcare experience.

“In the past eight years, HVVMG has significantly expanded its adjunctive therapies through additional senior programs, development of our fitness program and exercise classes, health education classes and an on-site nutritionist,” said Donna Hague, a licensed clinical social worker at HVVMG.

Hague, who helped create the Healing Hearts Bereavement Support Group to help those coping with a loss, recognizes the benefits of those adjunctive therapies firsthand, whether it’s in the referral of someone struggling with diabetes to a health education class where they can engage and learn with others working through the same issues, or how the Coffee Club provides an outlet of socialization and engagement for those feeling lonely or isolated.

“When we feel isolated, alone and disconnected from others, we are at a much higher risk for major depression, suicidal thoughts and increased anxiety,” Hague said. “When we have positive support systems in place through socialization, we tend to feel much more connected to others, have a sense of purpose and feel part of something outside of ourselves.”

Getting to know the patient fully, and identifying their needs beyond just the physical symptoms, have become increasingly important aspects of the Heritage Medical Model, which strives to help patients and the community live their best lives possible.

Humana and Heritage Provider Network Team Up to Offer a Better Patient Experience

FOR HUMANA MEDICARE ADVANTAGE MEMBERS IN CALIFORNIA

Humana, Inc., a leading health and well-being company, announced on September 26, 2018 that it has collaborated with Heritage Provider Network (HPN), one of the nation's most experienced and effective physician-led, value-based care organizations, on a value-based agreement designed to offer a coordinated, patient-centered experience to help Humana Medicare Advantage members in Southern and Central California achieve better health.

Humana's Medicare Advantage HMO plan members in Kern, Los Angeles, Orange, Riverside, San Bernardino, and Ventura counties, as well as Dual Eligible Special Needs Plan (for patients qualifying for both Medicare and Medicaid) members in Kern and Ventura counties, will have in-network access to HPN's vast number of physicians and facilities throughout Southern and Central California.

The agreement with HPN is part of Humana's longstanding commitment to value-based care, which emphasizes:

- More personal time with healthcare professionals and personalized care that is tailored to each person's unique health situation
- Access to proactive health screenings and programs that are focused on preventing illness
- Improved care for people living with chronic conditions with a focus on avoiding health complications
- Leveraging technologies, such as data analytics, that connect physicians and help them work as a team to coordinate care around the patient
- Reimbursement to physicians linked to the health outcomes of their patients rather than based solely on the quantity of services they provide (fee-for-service)

Under this new agreement, Heritage Provider Network's physicians will also benefit by having access to new tools, real-time data and care support offered by Humana, which will maximize the time HPN physicians

spend with their patients covered by Humana Medicare Advantage.

"Working with Humana brings together two highly respected, experienced organizations committed to providing better care, better health and lower costs," said Dr. Richard Merkin, President and CEO of HPN. "We will be able to coordinate care needs across our entire system and tailor healthcare services proactively that will bring added value to Humana Medicare Advantage members by increasing their access to healthcare services in all of our medical provider groups throughout Southern and Central California, creating a robust care network."

HPN's extensive California Medicare Advantage presence will further strengthen Humana's growth and market share in California, and the two entities look forward to further expansion.

"We are excited to offer our Southern California Medicare Advantage members additional access to value-based care through our new relationship with Heritage," said Rick Beavin, California Medicare President for Humana. "By working together with Heritage, we are able to better serve Humana Medicare Advantage members and offer them high-quality care with the goal of improving their health and well-being."

Heritage Provider Network Achieves Highest Rankings From America's Physician Groups Excellence Survey 11 Years In A Row

ALL 9 MEDICAL GROUPS RATED AMONG THE TOP IN THE NATION WITH ELITE STATUS

Heritage Provider Network (HPN), one of the nation's most experienced and innovative physician-led value-based care organizations, and its family of medical groups have earned the highest rankings of Elite Status awarded for providing outstanding quality care from America's Physician Groups (APG). This is the 11th consecutive year HPN has achieved Elite Status in APG's 2018 Standards of Excellence™ (SOE®) survey.

"We strive to improve the quality of healthcare for all of the communities



we serve, at the same time controlling costs. I'm very pleased the dedication and hard work from all 9 of our medical groups has been recognized with this highest honor from APG," said Dr. Richard

Merkin, President and CEO of HPN. "This honor reflects the commitment placed on exceptional work all of the medical groups have earned over the past 11 years throughout our healthcare network, placing patients' wellness first."

Elite 5-Star Status in all categories

"We strive to improve the quality of healthcare for all of the communities we serve, at the same time controlling costs. I'm very pleased the dedication and hard work from all 9 of our medical groups has been recognized with this highest honor from APG." ~ Dr. Richard Merkin

of the survey was achieved by HPN's family of medical groups including:

- Affiliated Doctors of Orange County
- Bakersfield Family Medical Group
- California Coastal Physician Network
- Desert Oasis Healthcare
- Heritage Sierra Medical Group
- Heritage Victor Valley Medical Group
- High Desert Medical Group
- Lakeside Community Healthcare
- Regal Medical Group

APG is the country's leading organization representing physician groups practicing coordinated care. APG's Standard of Excellence™ (SOE®) Elite award for patient care includes care management practices, information technology, accountability and transparency, patient-centered care, group support of advanced primary care, and administrative and financial capability.

"Heritage Provider Network continually achieves the highest level of quality managed care for its patients with Elite Status performance for all 9 medical groups for the past 11 years in our Standards of Excellence Program," said Don Crane, President and CEO of APG. "Not only are they one of the top physician groups in the country, they excel at innovative healthcare providing a successful business model that continues to be a standout in our industry."

Heritage Provider Network Affiliated Medical Groups

THE LARGEST INTEGRATED PHYSICIAN-LED MEDICAL GROUP NATIONALLY

For 40 years, HPN has provided quality, cost-effective healthcare to the communities we serve.

Today, HPN and its affiliates manage the healthcare of more than one million individuals.

Our network has thousands of primary care physicians and specialists and hundreds of hospitals.

ADOC Medical Group

www.adoc.us

Phone: 800-747-2362
600 City Parkway West, Suite 400,
Orange, CA 92868
Counties Served: Central and
North Orange County

Arizona Priority Care (AZPC)

www.azprioritycare.com

Phone: 480-499-8700
585 N. Juniper Dr., Suite 200
Chandler, AZ 85226
Counties Served: Maricopa County
and areas of Pinal County
(Casa Grande Area)

Bakersfield Family Medical Center

www.bfmc.com

Phone: 661-327-4411
4580 California Ave.
Bakersfield, CA 93309
Counties Served: all of Kern County

Coastal Communities Physician Network

www.ccpnhpn.com

Phone: 800-604-8752
1305 Marsh St.
San Luis Obispo, CA 93401
Counties Served: Arroyo Grand,
Atascadero, Los Osos, Morro Bay, Paso
Robles, Pismo Beach, San Luis Obispo,
Templeton and Tulare

Desert Oasis Healthcare

www.mydohc.com

Phone: 760-320-5134
275 N. El Cielo Rd.
Palm Springs, CA 92262
Counties Served: Imperial, Riverside,
and San Bernardino

HealthCare Partners, IPA

www.hcpipa.com

Phone: 516-746-2200
501 Franklin Ave.
Garden City, NY 11530
Counties Served: Manhattan, Queens,
Bronx, Brooklyn, Nassau, Suffolk,
Westchester

Heritage New York Medical, P.C.

Phone: 516-531-2001
1225 Franklin Ave., Suite 100
Garden City, NY 11530
Counties Served: Manhattan, Queens,
Bronx, Brooklyn, Nassau, Suffolk,
Westchester

Heritage Victor Valley Medical Group

www.hvvmg.com

Phone: 760-245-4747
12370 Hesperia Rd., Suite 6
Victorville, CA 92395
Counties Served: Los Angeles
and San Bernardino

High Desert Medical Group

www.hdmg.net

Phone: 661-945-5984
43839 N. 15th Street West
Lancaster, CA 93534
Counties Served: Los Angeles
and Kern

Lakeside Community Healthcare

www.lakesidemed.com

Phone: 818-637-2000
8510 Balboa Blvd., Suite 150
Northridge, CA 91325
Counties Served: Los Angeles,
Ventura, Riverside, and San
Bernardino

Regal Medical Group

www.regalmed.com

Phone: 866-654-3471
8510 Balboa Blvd., Suite 150
Northridge, CA 91325
Counties Served: Los Angeles,
Orange, Riverside, San Bernardino,
San Diego, and Ventura

Heritage Sierra Medical Group

www.sierramedicalgroup.com

Phone: 661-945-9411
44469 N. 10th Street West
Lancaster, CA 93534
Counties Served: Kern,
Los Angeles, and San Bernardino

touchpoints

Heritage Provider Network

8510 Balboa Blvd., Suite 150
Northridge, CA 91325-5810

Our Awards

Recognition of Commitment and Excellence

The recognition we have received demonstrates our practices in excellence. We're proud to be awarded for our commitment to our members and our community.



Wellness Excellence Award in Health Education – Southern California Foundation for Health Care



Top Ten Physician Medical Networks in California by America's Physician Groups



NCQA Certification for Credentialing



Elite Status of Excellence for the Standards of Medical Care by America's Physician Groups



Recognized by the Integrated Healthcare Association (IHA) for our diabetic registries