

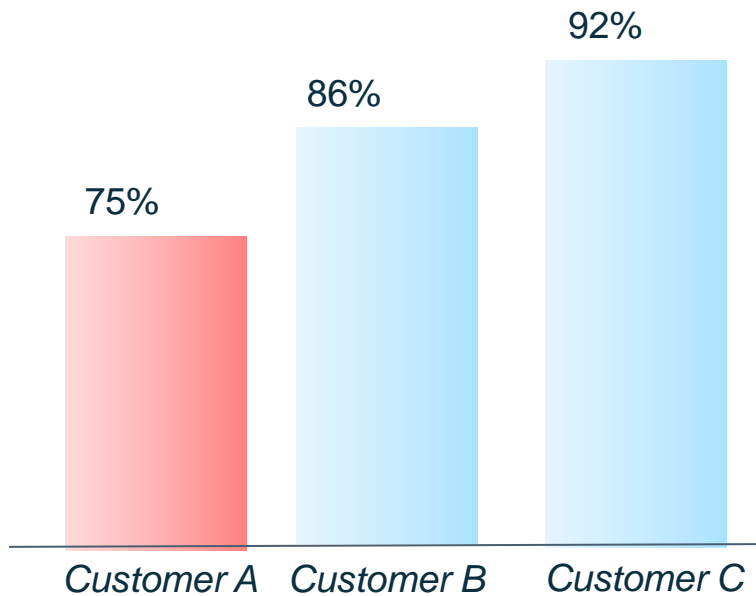
Advanced Illness Coordinated Care[®]

Current Outcomes

Enrollment in AICC™



Enrollment Acceptance



Member Anecdotes

“Thanks so much for the calls- they help me to feel less stressed than I normally do when I am sitting and thinking too much. You helped me to put things into perspective and to be more relaxed.”
L.M. -Corpus Christi, Texas

“You hit the jack pot! This is a service that is necessary and essential to the patients because the doctors never have enough time.”
K.A. -Corpus Christi, Texas

“Your calls have been so important to me through this difficult time. I’ve never taken care of someone who is dying before. The support you offered will never be forgotten.”
C.H. -Albany, New York

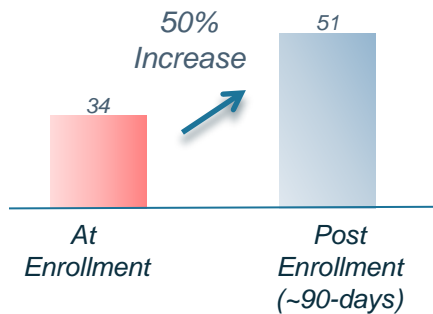
AICC™ Advance Planning Outcomes



Customer A- Components of AICC™ Advance Planning Process

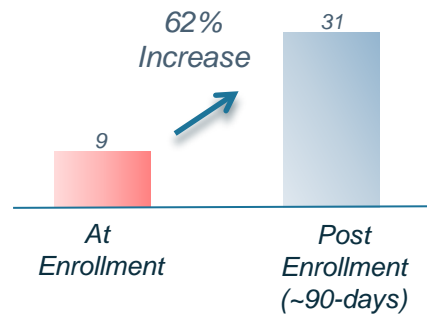
1

Members with Advance Plans¹



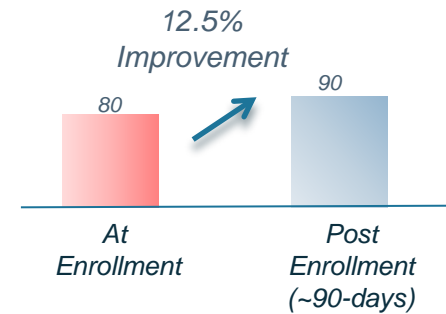
2

Members with Portable Advance Plans²



3

Now Ready to Discuss Advance Plans³



Notes:

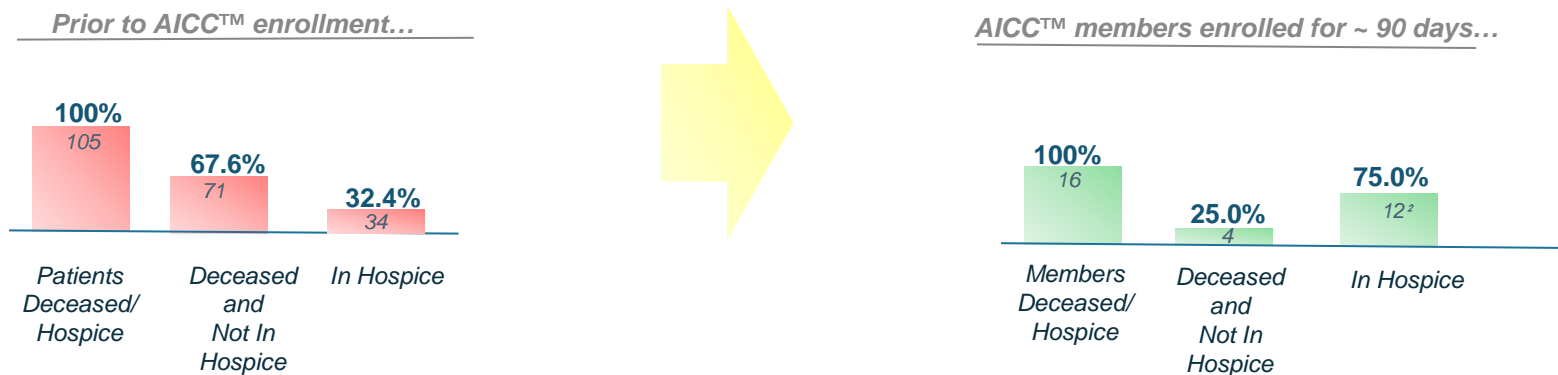
- (1) Advance Plans contain proxy assignment, formulation of a living will or both.
- (2) Portability has two components: Advanced plans are accessible and physicians are aware of the content and may improve with input.
- (3) Refers to members now willing to discuss advanced planning

AICC™ Hospice Enrollment Outcomes



CARE SUPPORT OF AMERICA
ADVANCED ILLNESS COORDINATED CARE™

Customer A- Hospice Enrollment¹ Comparisons (self-report)

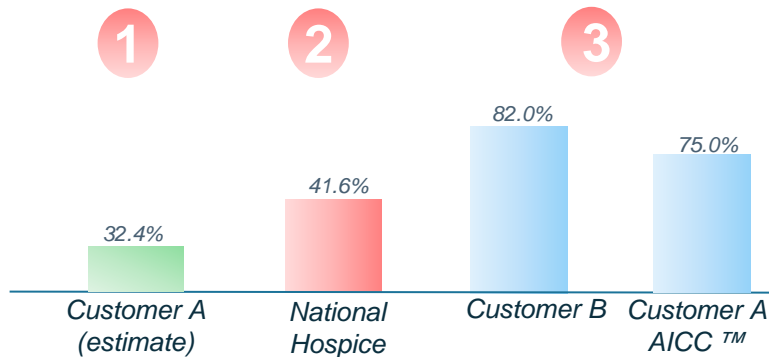


Notes:

- (1) Based on Data File Transfer April 5, 2011
- (2) Includes first 100 AICC™ members enrolled for ~ 90 days. Hospice enrollment expected to increase as members approach end of life.

AICC™ Hospice Utilization

Decedents while in Hospice Utilization Rate



Key Definitions

- 1 This rate is estimated (based on self-report). Upon Enrollment, members were either deceased or deceased while in-hospice.
- 2 As per 2009 NHCPO national hospice rate
- 3 Projected Hospice Utilization Rate included a) Decedents; b) Decedents who were enrolled in hospice; c) members enrolled in hospice who are surviving