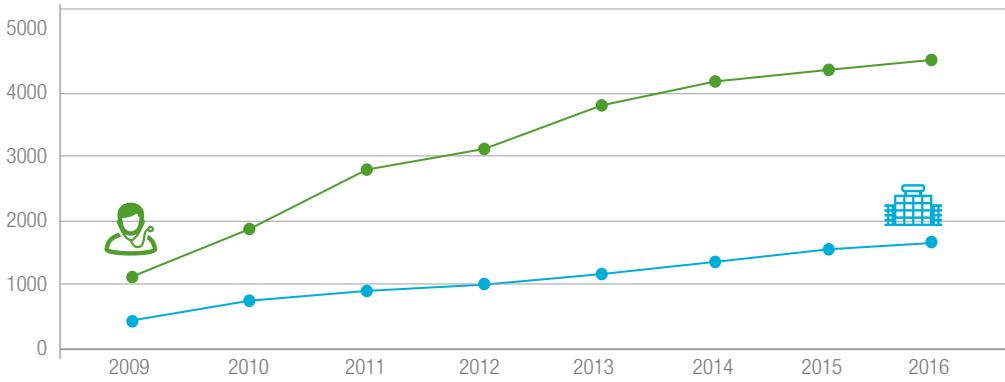


Blue Cross Blue Shield of Michigan's Patient-Centered Medical Home grows to more than 4,500 physicians.

What is a patient-centered medical home?

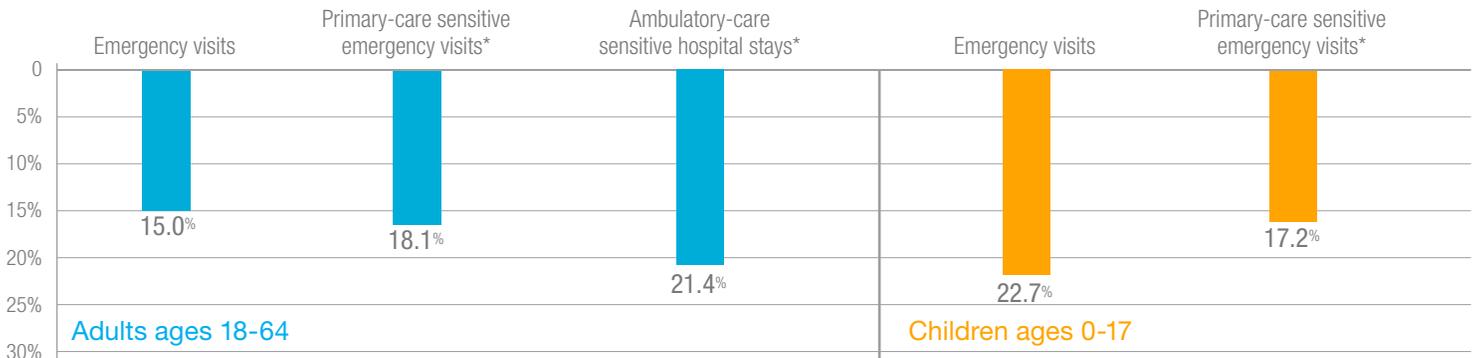
A team of health care professionals, led by a primary care physician, works with patients to help them reach their personal health goals and ultimately improve their overall health. A PCMH practice monitors patients' health between office visits, tracks test results and coordinates care between doctors and health care settings. This helps to keep patients healthy, and keeps chronic conditions under control.

There are **1,638 practices** with more than **4,534 physicians** in Michigan today. This is **60 percent** of our network of primary care physicians.



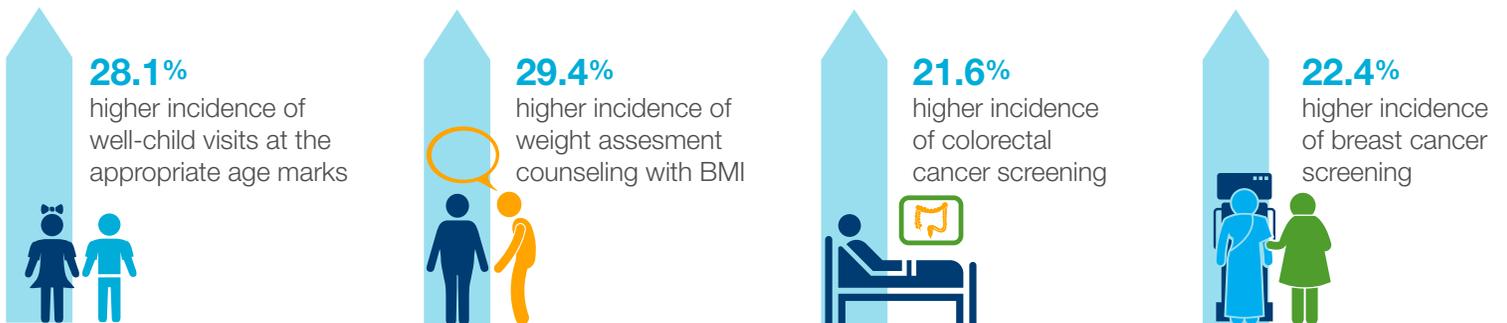
Patients of Blue Cross PCMH practices are less likely to visit the ER or be hospitalized than patients of nondesignated practices.

Blue Cross PCMH-designated practices compared to nondesignated practices



*Primary-care sensitive emergency visits — Conditions where there is a likelihood that ER visits can be avoided with timely primary care.
 *Ambulatory-care sensitive hospital stays — Conditions where appropriate ambulatory care prevents or reduces the need for a hospital admission.

Blue Cross PCMH patients also report higher-quality care, more preventive care and reduced costs.



The PCMH model has resulted in **\$427 million** in avoided costs over six years.